



Using UCx WebRTC client

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1. Introduction

The UC^X WebRTC client allows you to make and take calls directly from a supported web browser and it behaves similar to a Nortel UNISTim IP phone. This guide provides a description of how to use your UC^X WebRTC client. To obtain a list of supported features and usage, see the [UCx Feature Guide for Nortel IP Telephones](#).

2. Configuring the WebRTC client

Please see [Configuring UCx WebRTC Client](#) on how to install, configure and register the UC^X WebRTC client. **(This will be completed by the system administrator)**

3. Using Your UCx WebRTC client

You will need to connect the desired input and output audio devices to your computer to be used with the WebRTC client. You can use the computer's built-in speakers and microphone or you can connect your own microphone and/or headset. Go to section [3.2 Settings](#) for a description of how to configure your input and output devices.

⚠ Note that only USB headsets are supported with the UC^X WebRTC client. Bluetooth devices are currently not supported.

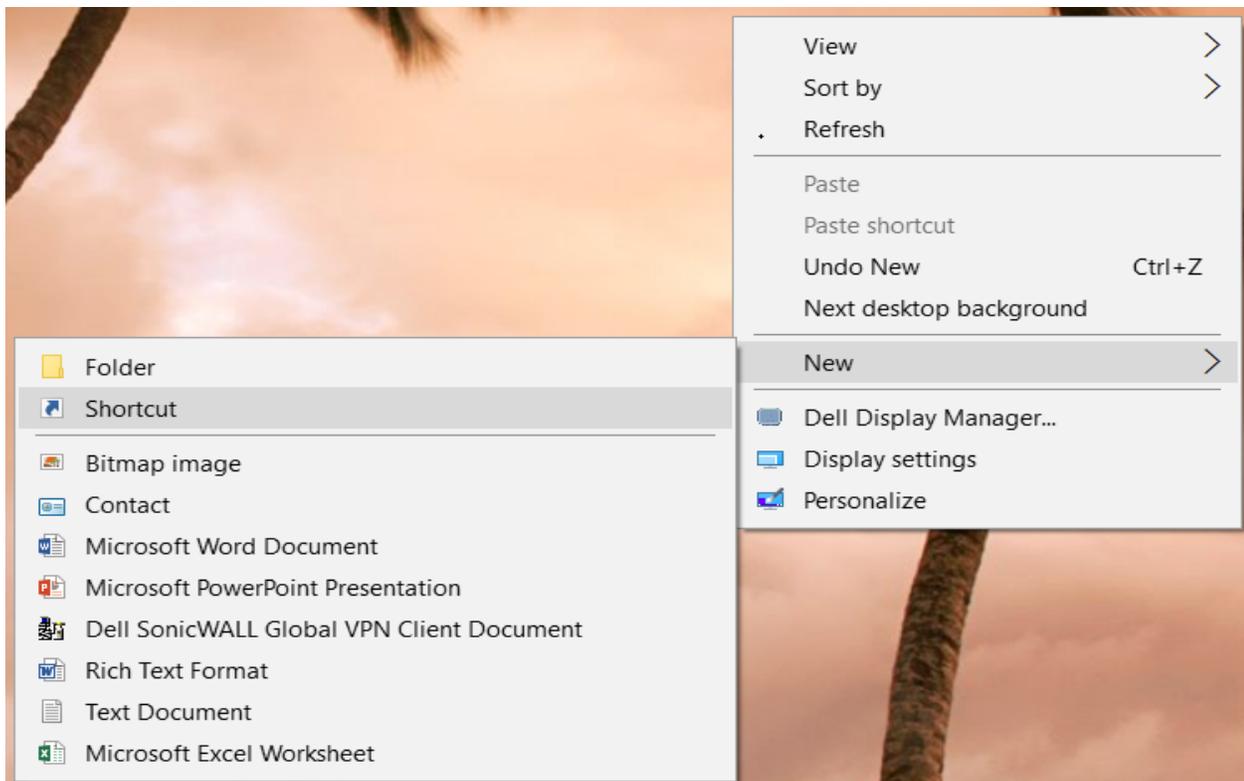
From a supported web browser, enter the WebRTC client URL. Use **https**, the IP address of the UC^X system, followed by **/softclient** or **:21324**. For example:

- <https://192.168.1.200/softclient>
- <https://192.168.1.200:21324>

Create a Shortcut

You can create a shortcut on your desktop to launch the WebRTC client directly. Here are the steps to create the shortcut:

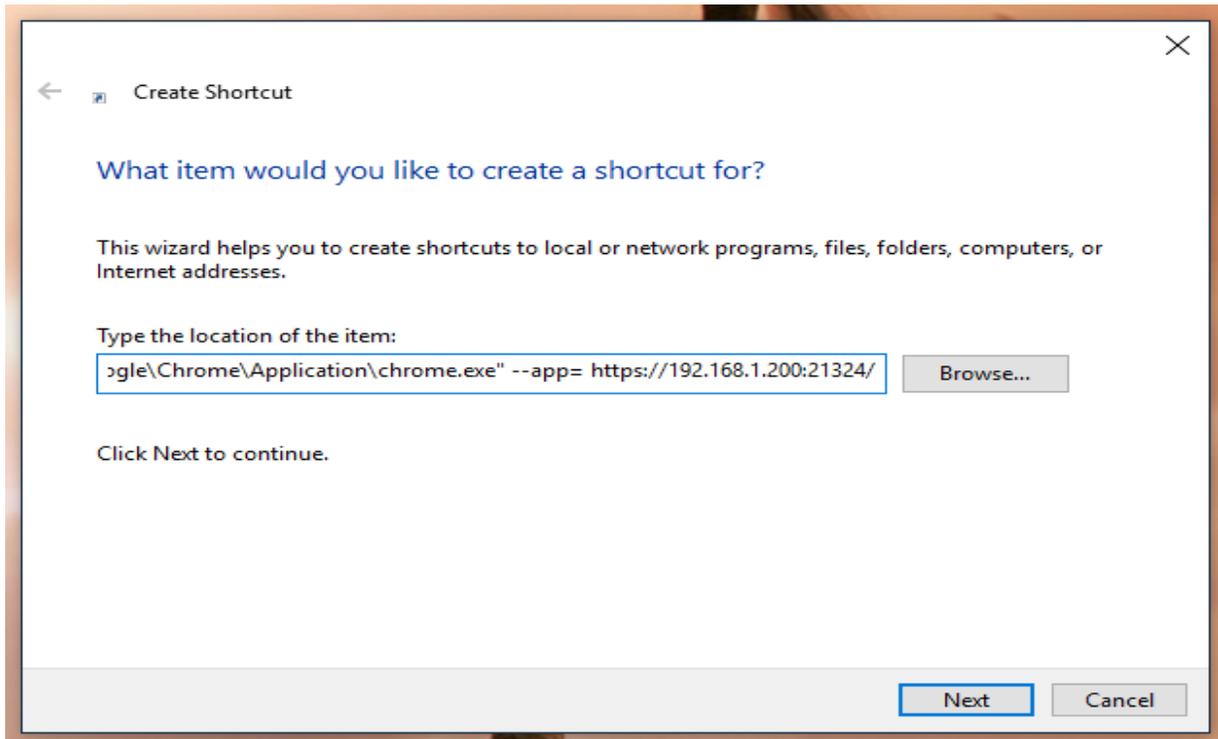
1. From your desktop, right mouse click and select New -> Shortcut



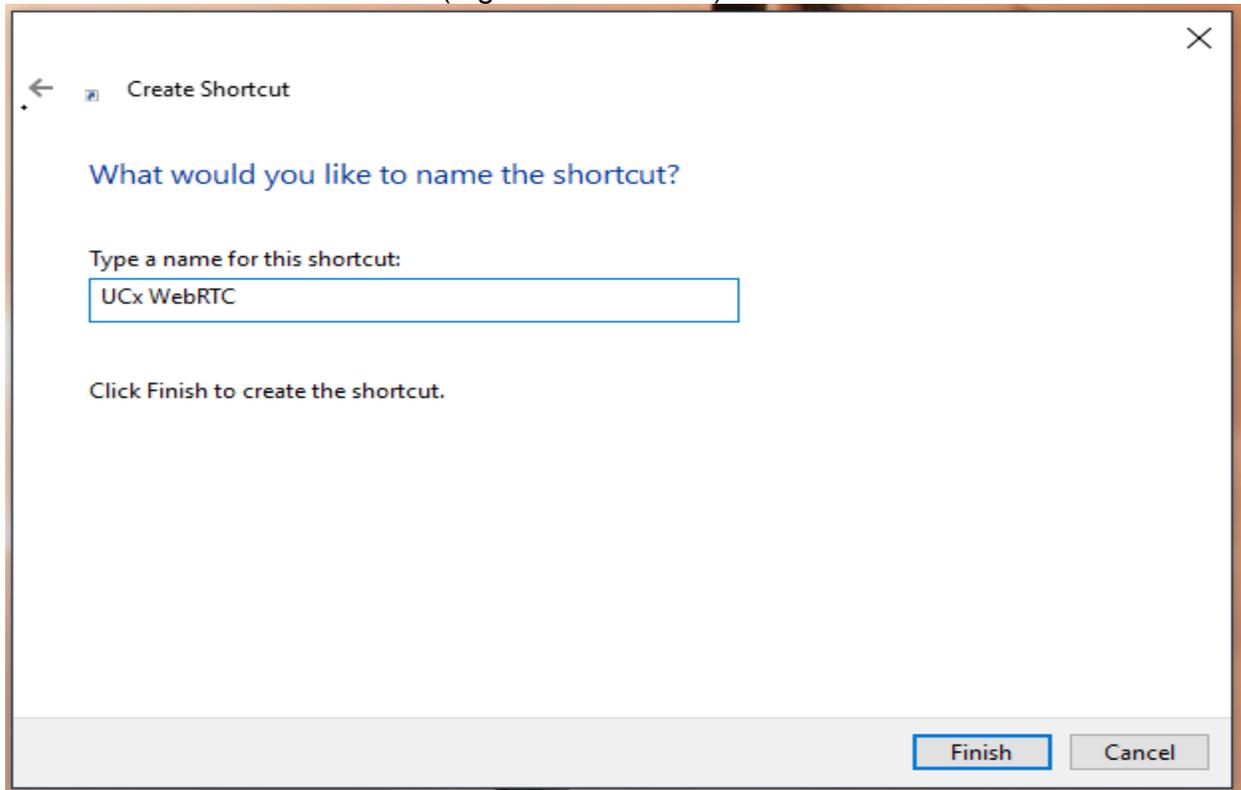
2. Enter the following string into the location field and click **Next**.

C:\Program Files (x86)\Google\Chrome\Application\chrome.exe" --app= <https://192.168.1.200:21324/>

[Your systems IP address will be in place of 192.168.1.200.]



3. Enter a Name for the Shortcut (e.g. UCx WebRTC) and Click **Finish**.



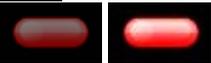
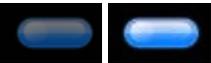
4. You can now Double click on the Shortcut from your desktop to Launch UCx WebRTC.

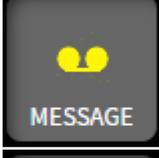
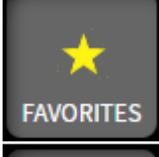
3.1. Controls and Buttons

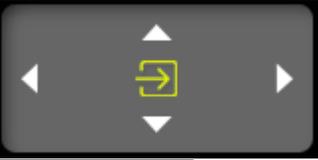
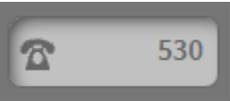
Depending on the theme selected for the client, the colour and layout may be different, but the control/button icons will be consistent across all themes.

On the **Classic** and **Slim** themes, all buttons are displayed on one page, there is no SHIFT key. On the other themes, use the SHIFT key to access additional controls and buttons.

The list of controls and buttons are listed below:

Icon	Name	Description
	Logout	To logout of the client,
	Keyboard Shortcuts	Displays a list of keyboard shortcuts.
	Message Waiting Indicator (MWI)	The red button turns ON when there is a new voice message,
	Message Waiting Indicator for General Voicemail box	The blue button turns ON when there is a new voice message in the general voicemail box. (See Voicemail Message Indicator on how to configure a general voicemail box.)
	Volume control	The button also flashes when the client is initializing. Click on the UP/DOWN arrow to increase/decrease the volume,
	Mute	To MUTE/UNMUTE the call. When MUTE is on, the light beside the icon is turned ON.
	Hangup	To disconnect a call.
	Handsfree	To make or accept a call on handsfree. Can also be used to switch between handsfree and headset.
	Headset	To make or accept a call on headset. You need to first configure a headset to be used with the client before this button can be used. Can also be used to switch between handsfree and headset.
	Hold	Used during a call to place the call ON and OFF hold.

Icon	Name	Description
	Shift	To toggle the interface to display additional buttons and controls. This key is not available when using Classic and Slim themes.
	Dialpad	To toggle the interface to display the dialpad. This key is not available when using Classic and Slim themes.
	RESERVED	Reserved for future implementation.
	Cancel	To cancel out of an operation.
	Settings	To access the settings page.
	Message	To access voicemail box for this user.
	Record	Used during a call to turn recording ON/OFF.
	Favorites	To access the favorites list.
	Portal	To access the User Portal. A new window will be opened in the browser for the user portal.
	Directory	To access the system directory.
	Services	To access the list of features that can be invoked. (See section 3.2 below for the list of features)

Icon	Name	Description
	History	To show the history of Missed, Received and Placed calls.
	Navigation pad	Use the UP/DOWN/LEFT/RIGHT arrow keys to navigate through menu selections and the center ENTER key to select.
	Softkey	There are 4 softkeys available and the functions provided will depend on what is configured by the administrator and the call state.
	Programmable key	The number of programmable keys displayed will depend on the number of keys configured under Settings . The number of keys supported range from 6 to 120.
	Dial pad keys	You can click on the dial pad keys to dial, Or you can use the computer keyboard to dial numbers. Pressing the <RETURN> key on the computer keyboard simulates the # key on the dial pad.

Keyboard Shortcuts

You can also access some of the functions via keyboard shortcuts. The table below provides a list of the shortcut keys.

Key	Function	Key	Function
r	/Toggle help	s	Settings page
*,#	Digits *,#	Shift	Toggle dial pad
0-9	Digits 0-9		
ctrl 0-9	Programmable key 0-9		
F1-F4	Softkey 1-4		
Backspace	Softkey "BackSpc"		
Esc	Erase or Cancel		
d	Devices page		
f	Favorites page		
h	Hold call		
m	Messages		
q, a	Volume up, down		
s	Release call		

3.2 Settings



To access the **SETTINGS** page, click on the **Settings** button . At the bottom of the browser page, you can see four tabs:

- Settings Password
- Devices Logout

Settings

This page allows you to change the **Theme** and the **Number Keys** for the client. After making the desired selections, click on the **Save** button. Click on the **Back** button to return to the main client interface.

E UC^X WebRTC Client

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SETTINGS

Settings

MAC address: 00144FFC0001

Change settings below.

Theme: Black

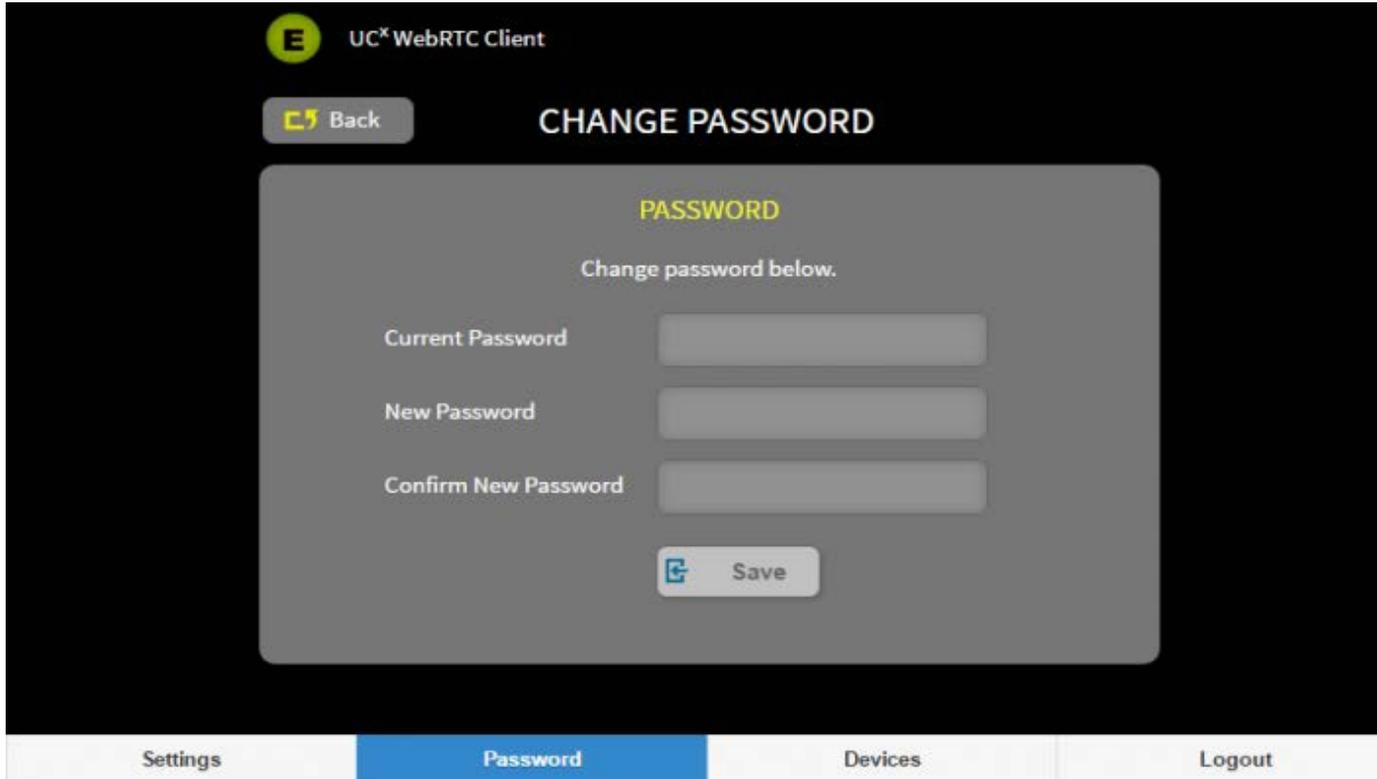
Number Keys: 6

Save

Settings Password Devices Logout

Password

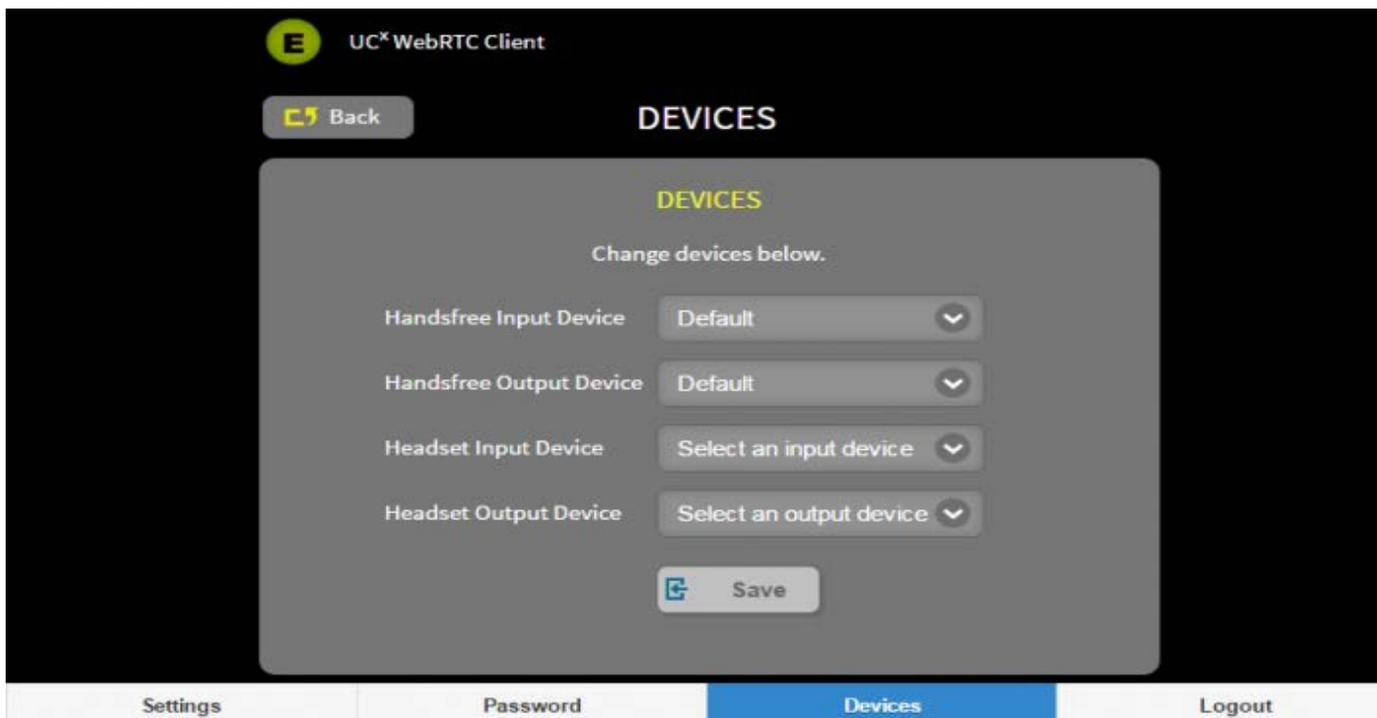
This page allows you to change the password of the currently logged in user. After entering the required fields for changing the password, click on the **Save** button. Click on the **Back** button to return to the main client interface.



The screenshot shows the 'CHANGE PASSWORD' interface of the UCX WebRTC Client. At the top left, there is a green circular logo with a white 'E' and the text 'UCX WebRTC Client'. Below it is a 'Back' button with a left-pointing arrow. The main title 'CHANGE PASSWORD' is centered at the top. The central area is a grey rounded rectangle containing the heading 'PASSWORD' in yellow, followed by the instruction 'Change password below.' There are three input fields: 'Current Password', 'New Password', and 'Confirm New Password'. Below these fields is a 'Save' button with a blue icon of a document and a checkmark. At the bottom of the screen, there is a navigation bar with four items: 'Settings', 'Password' (which is highlighted in blue), 'Devices', and 'Logout'.

Devices

This page allows you to configure the Handsfree and Headset input and output devices for the client. Select your desired devices and click on the **Save** button. Click on the **Back** button to return to the main client interface.



The screenshot shows the 'DEVICES' interface of the UCX WebRTC Client. At the top left, there is a green circular logo with a white 'E' and the text 'UCX WebRTC Client'. Below it is a 'Back' button with a left-pointing arrow. The main title 'DEVICES' is centered at the top. The central area is a grey rounded rectangle containing the heading 'DEVICES' in yellow, followed by the instruction 'Change devices below.' There are four dropdown menus: 'Handsfree Input Device' (set to 'Default'), 'Handsfree Output Device' (set to 'Default'), 'Headset Input Device' (set to 'Select an input device'), and 'Headset Output Device' (set to 'Select an output device'). Below these menus is a 'Save' button with a blue icon of a document and a checkmark. At the bottom of the screen, there is a navigation bar with four items: 'Settings', 'Password', 'Devices' (which is highlighted in blue), and 'Logout'.

Note:

- If you install a new device, you will need to reload the browser before it appears in the device list
- There are times when the device id may change, hence when you view the DEVICES page, your desired device may not be selected. In this case, select the device again and click **Save**.
- It is highly recommended that you do not add a device during an active call. You will see a warning that the page needs to be reloaded and the active call will be disconnected.

Logout

The logout tab functions exactly the same as the logout button.

3.3. Favorites

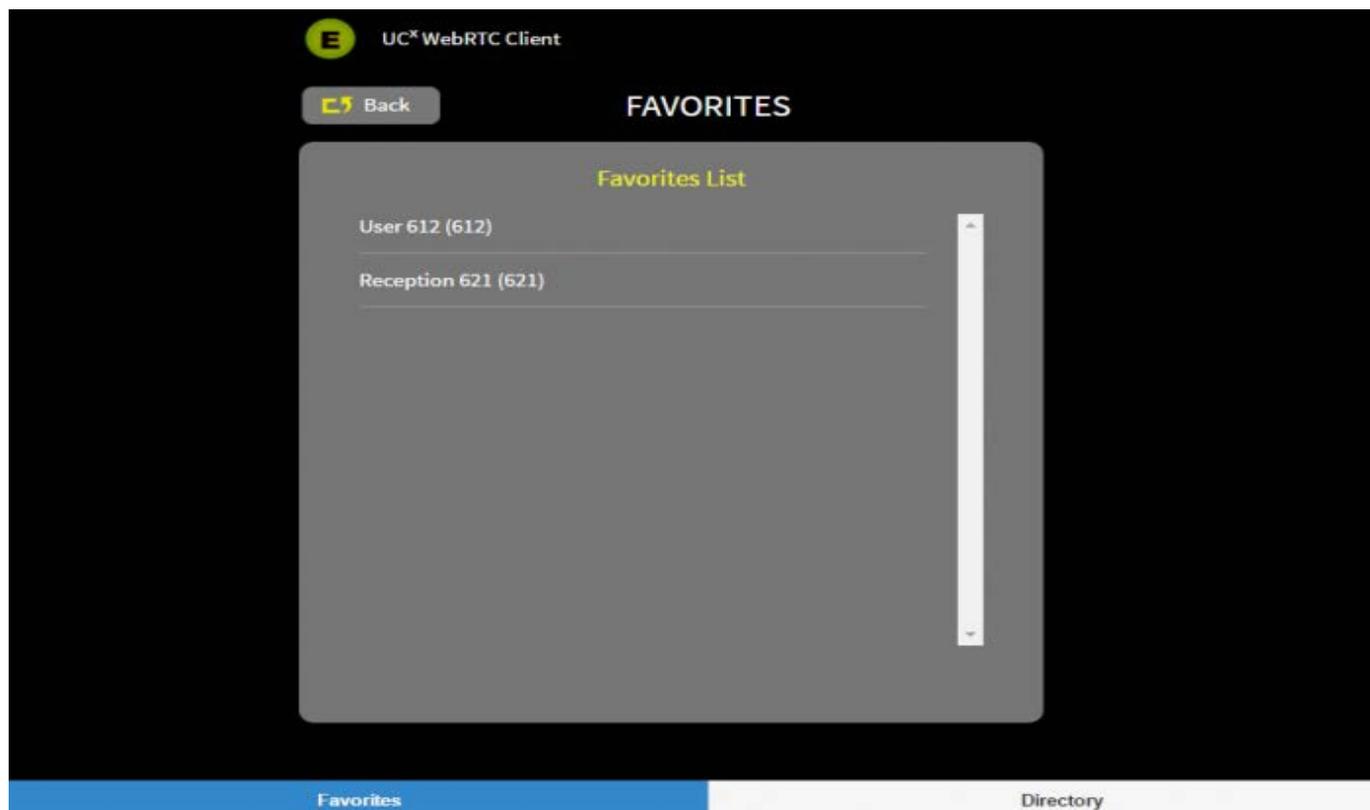


To access the FAVORITES page, click on the **Favorites** button. At the bottom of the browser page, you can see two tabs:

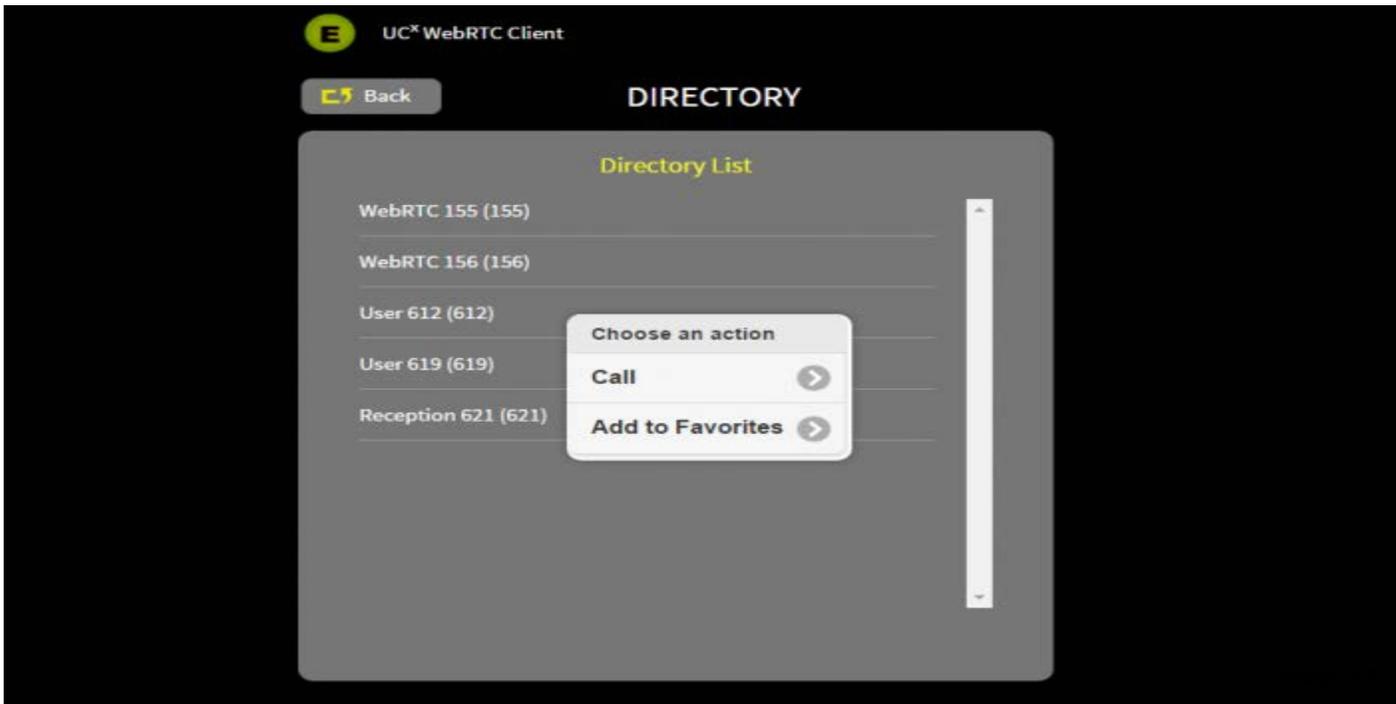
- Favorites
- Directory

Favorites

Extensions that you have added to the favorites list will be listed on this page. The initial page will be blank until you add extensions from the Directory to the list.



Click on the extension to Call or Add to Favorites list

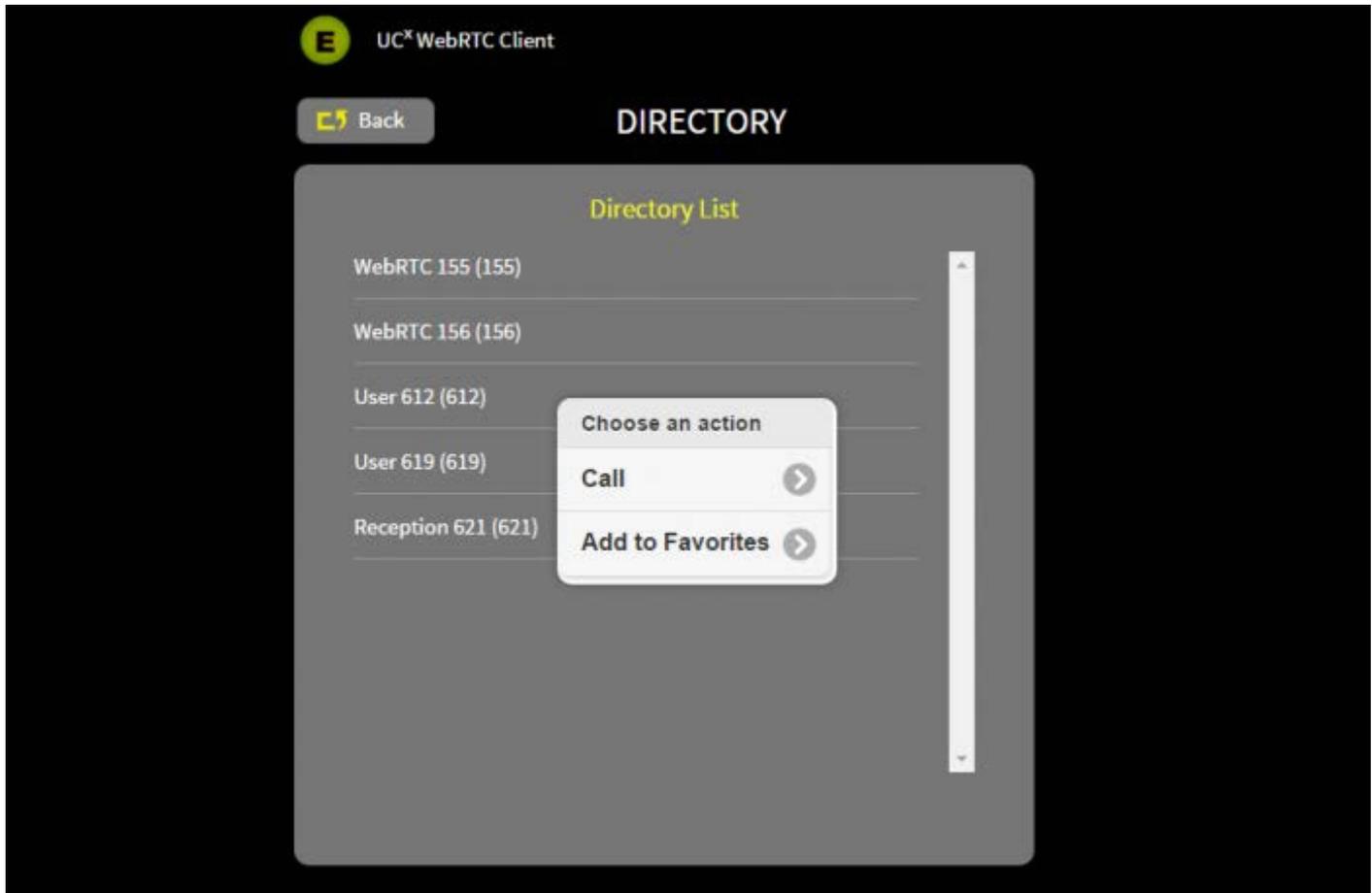


Directory

All extensions configured on the system will be listed in the directory.



Click on the extension to **Call** or **Add to Favorites** list.



4. Use Case Scenarios

4.1. Local Access

To access the WebRTC client from a computer that is on the same local network as the UC^X Server, use the local IP address of the UC^X Server. For example: <https://192.168.1.200:21324>.

4.2. Remote Access

To access the WebRTC client from a remote device, use the public IP address of the UC^X Server. For example: <https://68.233.149.144:21324>.

You will need to configure port forwarding on your router to allow remote clients. See [Configure Port Forwarding for Remote Access](#).

You can also access the client from your mobile phone simply by launching a web browser and using the public IP address. The following example shows access from a mobile phone using the **Slim** theme so it fits on the phone display.



Note: Mobile devices and tablets are not **fully** supported at this time.

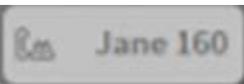
4.3 Receptionist/Attendant

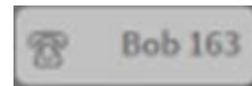
The UC^X WebRTC client can support up to 4 Key Expansion Modules for a total of 120 keys. (See [Configuring UCx WebRTC Client](#).)

You can configure the WebRTC client to act as an Attendant Console, where Busy Lamp Field (BLF) keys can be configured for each extension in the office. (See [Answer DN Behavior](#) on how to configure a BLF key.)

Incoming calls to the receptionist or attendant, can be easily transferred to an extension with a BLF appearance.

The BLF key for the extension will also show if the extension is idle,

Ringing, , or busy, .



4.3. Things to Note

- The browser page cannot be reloaded while you are on an active call using the client. Reloading the page will cause the active call to be disconnected.
- A user cannot be logged into the same account at the same time. Logging into an account while already logged in from another tab, browser or computer will log the user out of the other instance.