CALL SOLUTIONS UNIFIED DESKTOP APP FOR WINDOWS

How To Install

CALL SOLUTIONS UNIFIED DESKTOP APP FOR WINDOWS: HOW TO INSTALL

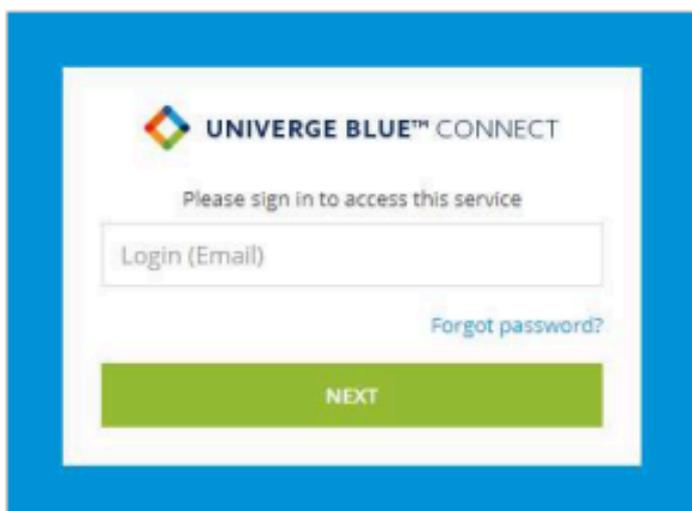**CALL SOLUTIONS UNIFIED Desktop App For Windows: How To Install**
Important: If you are trying to deploy Call Solutions Unified to multiple workstations, see our mass deployment best practices.
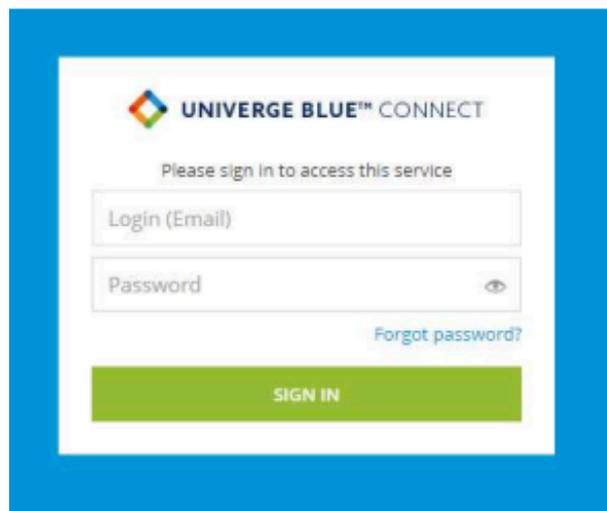
Per-user vs Admin-rights installation
- The desktop app generally does not require admin rights for either the initial install or subsequent updates
- The Call Solutions Unified Outlook integration installation requires admin rights
- We recommend installing the desktop app as a per-user installation without admin rights, and using GP or other remote deployment tools to deploy the Call Solutions Unified Outlook plugin integration bits.

Install Call Solutions Unified Desktop App for Windows
1. Download the application via the following link: **DOWNLOAD**
2. Run the previously downloaded file.
3. Accept the License Service Agreement and follow the installation steps.
4. Here you can select if all users will be able to use the application on the PC or just you.
5. Log in with your Call Solutions Unified user credentials (your email address and password)

Note: If you see the following 2FA prompt, this means that two-factor authentication is enabled for you by the administrator:

Read the Knowledge article on [How To Use Two-Factor Authentication To Access the application or SecuriSync](#) for more information.

Note: Periodically you will be prompted to provide alternate contact information (email address and mobile phone) when logging in.

6. If password recovery information is already saved, it is validated upon further logins after either it was changed or 30 days have passed.


7. Select the Computer or Deskphone mode and click **Start**.

The **Computer** mode allows to place and receive calls from your PC using the PC speaker and microphone or the external speaker and microphone.
The **Deskphone** mode allows you to control your desk phone remotely for placing, transferring and parking calls.

Important: If the application was installed by an Admin for all users on the machine it couldn't be updated by User without admin rights.

[Details about Computer or Deskphone mode](#)
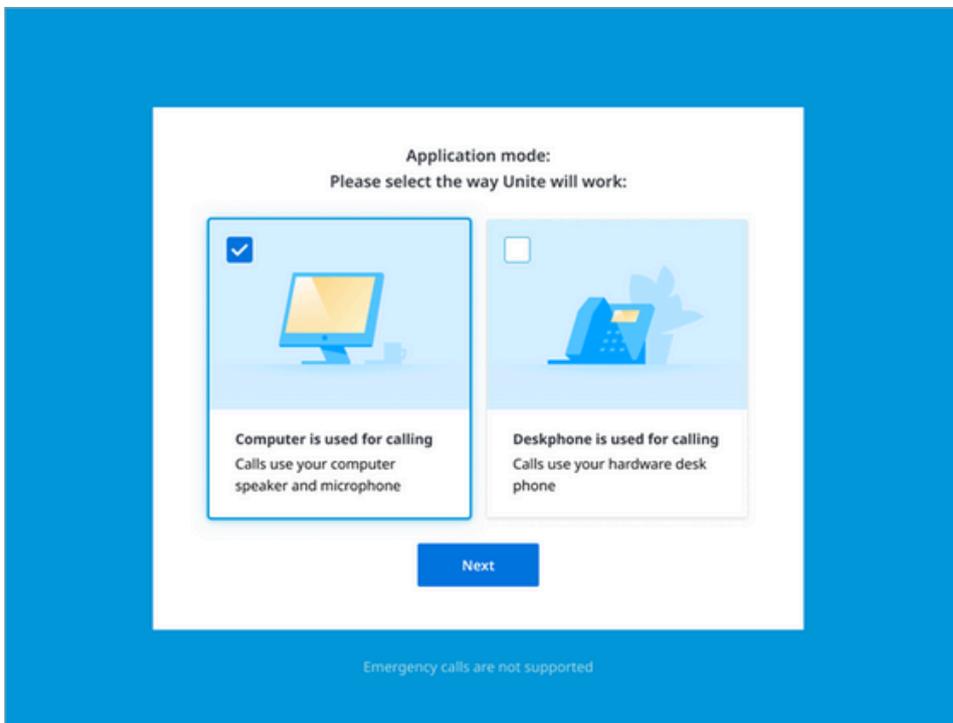
It may take some time for the application to collect info about users in your organization, so you may see spinning circle during the load time. Once it is finished, you will see the notification below:
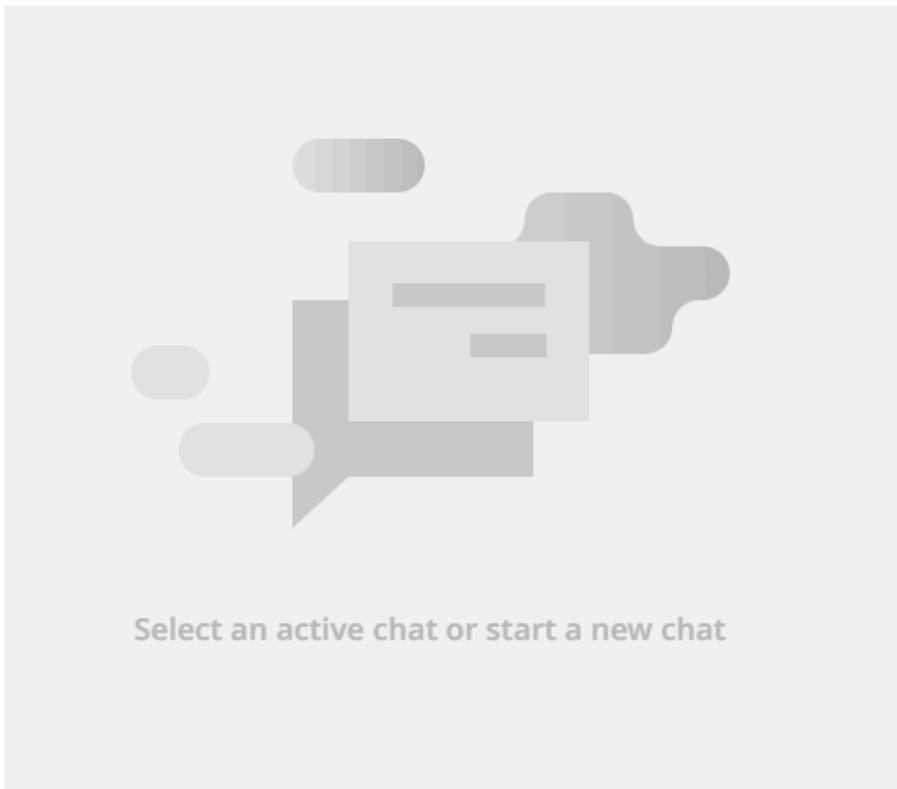
Search for a contact, click on it and start a Chat or a Call. Contacts you have clicked on will be added to the Roster on the left hand.

# UNINSTALL CALL SOLUTIONS UNIFIED DESKTOP APP FOR WINDOWS

1. Navigate to the Control panel > Programs > Uninstall a program > select the Application > click Uninstall.

ENABLE THE OUTLOOK INTEGRATION

Important: Admin Rights are required in order to enable Integration. If users don't have admin rights, refer to this article for admin-lead mass deployment of this feature.

Click on your user icon in > Integrations, check the box for **Microsoft Outlook integration**, and click **Save Changes**.

Confirmation with Windows admin permissions will be asked. On successful enablement, the user will see the **Changes Saved** notification and checkmark. Outlook restart is required to start using the Integration.
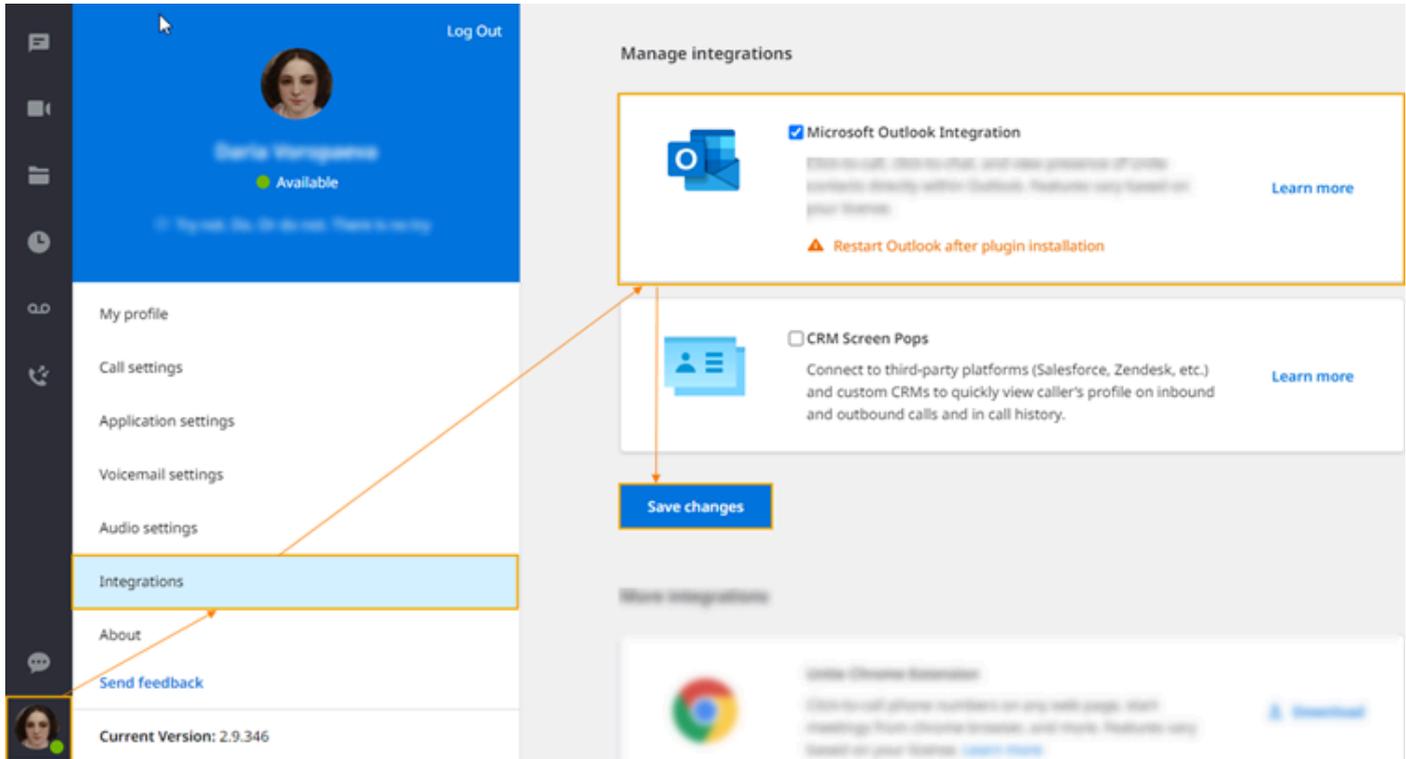
INSTALL THE MEET CALENDAR PLUGIN

Admins can mass-enable the plugin using the best practices provided below:

- Hosted Exchange
- Microsoft 365
- Google Calendar
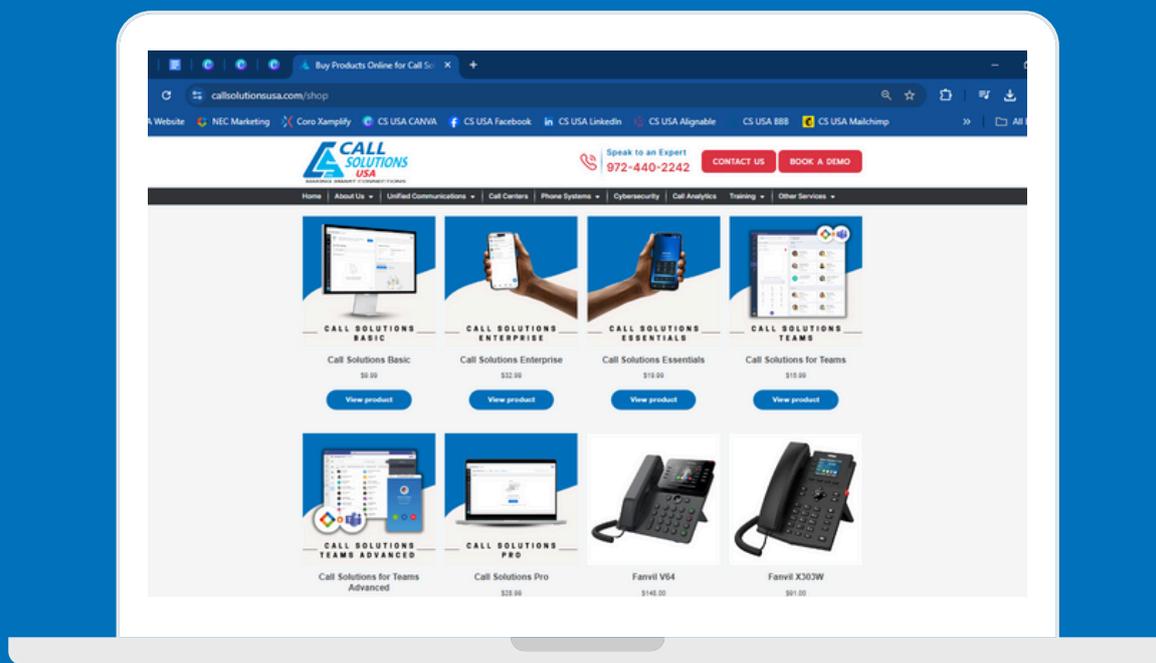
FOR ASSISTANCE CONTACT US:

+1 469 213 1456

SERVICE@CALLSOLUTIONSUSA.COM

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