Circuit – User Guide

Circuit Version 1.2.3503
Last update July 4th, 2018 – latest version is available here
Disclaimer

The information provided in this document covers general information and feature descriptions about Circuit. Actual use may be different from what is described, and depends on the user's Circuit license package. Circuit will also change as a result of solution development.

The information is based on best available sources at the time of publishing and we are not liable for any errors or omissions in this material.

Please report any comments, corrections, or additions to solution.marketing@atos.net.
Circuit User Guide

Guidance

**Audience:** All Circuit users, sales people, partners and customers

**Purpose:** A deeper understanding of Circuit and its features to show the opportunities and the value.

- Guidance for new Circuit users as well as for existing ones
- Showing an overview of all available features and their values to the user

Content of this presentation would typically be for self study – similar to a solution handbook.

**Agenda:** Three categories with sub-topics – Getting Started, Basic Setup and Working with Circuit

- Categories are based on the Circuit user path
- Possible to enter a specific sub-topic via hyperlinks and then go back to the overview again – simple handling
What’s new in version 1.2.3503?

- **In app guest**: As a Circuit user, if you join a conference as a guest you now view the call in your main Circuit client, not in a separate window.
- **Pickup Group Support**: From your Circuit client you can now get notified for calls in your telephony pickup group and accept the call on your client.
- **Control your visibility**: From your settings you can now control if people outside your domain can see your profile information when you are in conversations with them.
- **Call duration**: Your phone call journal now shows you the duration of any call made.
- **Circuit Labs**: Voting
  - **Keyboard shortcuts**: When using Circuit you can now control all main application functions using keyboard shortcuts.
  - **New global UX**: Improved navigation for all global functions (position has changed to the left for easy access and navigation).
  - **Privacy mode**: You can now collapse the selector from any global function view by clicking the same icon again.
  - **Favorite unread**: You can now see unread indicators on each of your favorite in the favorites panel.
Content

Getting Started

• What is Circuit
• First steps – registration & edit your profile
• Circuit on mobile
• Circuit at a glance (web client & Desktop App, iOS, Android)
• Searching for assistance (help, learning marks, what’s new and starting tour)

Basic Setup

• Profile settings (presence, out of office notification, general settings, security)
• Test your video and audio & Circuit voicemail
• Telephony settings → separate ATC user guide is available in EN and DE
• Tool extensions (Circuit Desktop App, Microsoft Exchange, Circuit for Outlook, Box, Google Drive, Syncplicity, Jabra, Plantronics, Sennheiser)
• Circuit labs
• Organize your conversations (labeling, favorites, archive and leave conversations)

Working with Circuit

• Conversation types
• Starting conversations
• Conversation details
• Having conversations (chatting, file sharing, flagging, like, mentions, voting, availability notification)
• Contextual search
• Voice & video calls (screen sharing, pop out call stage recording, moving calls)
• Plan a meeting (Outlook calendar)
• Guest access
• External phone calls
• Conference bridge
• Outlook integrations
• Circuit Add-Ons

More Questions?
Please visit https://www.circuit.com/support or contact us https://www.circuit.com/unifyportalcontactus

Click on the item to directly enter the specific page.
Getting Started

1. What is Circuit
2. First steps – registration & edit your profile
3. Circuit on mobile
4. Circuit at a glance (web client & Desktop App, iOS, Android)
5. Searching for assistance (help, learning marks, what’s new and starting tour)
What is Circuit?

Circuit improves teamwork by bringing voice, video, screen share, messaging, and file sharing into a single tool with one view, accessible through multiple devices (web client or app).

It’s all of us, working together.
Why Circuit?

**Context centric communication**
Consistent user experience
Persistent content storage & history
Powerful contextual search

**Everything together**
Social capabilities
Seamless mobility
Investment protection

**Always on and up-to-date**
Continuously innovation / development
Bi-directional SDKs and APIs
A singular experience

A secure tool for content and communication
Context centric communication, collaboration & data

Location and device independent access
Anywhere worker, Bring your own device (BYOD)

Powerful, contextual search
Content and people are easy to find

Always the most current software
Continuously innovation

Content storage and history
Everything stays together where you shared it
First steps
Registration

Free Circuit version
Register via Circuit website or download the Circuit app and sign up: [https://www.circuit.com/register](https://www.circuit.com/register)

Invitation from admin
Circuit package depends on the Circuit package of the admin
Sign in with name, password and accept terms and conditions

Paid Circuit versions
Register yourself with your email address and follow the next steps: [https://www.circuit.com/pricing](https://www.circuit.com/pricing)

Operating system
- Windows (minimum 7)
- Apple Mac OS X (minimum 10.6 Snow Leopard)

Supported browser (recommendation: Chrome)
- Chrome (latest version)
- Firefox (latest version)
- Internet Explorer (minimum 11)

Mobile requirements
- Android (minimum V5)
- iOS (minimum iOS 9/iPhone 4s/iPad 2)
First steps
Profile settings

Before start using Circuit fulfil your own profile.

1. Click on your name to open the menu
2. Select “My profile”
3. **Edit** your profile picture by clicking on the avatar and choose a picture from your storage or take a new one
4. **Change** your name
5. **Change** your password
6. **Change** your email address
7. Company information: Share your **company** and **job title**
8. **Phone number**
   a) Share your phone number
   b) Add another phone number
9. **Email address**
   a) Share your email address
   b) Add another email address
10. **View your current Circuit license package**

Link to your circuit profile: [https://eu.yourcircuit.com/#/email/XXX](https://eu.yourcircuit.com/#/email/XXX) (XXX = your Circuit User name (email))
Circuit on mobile
Download Circuit app for Android or iOS

To use Circuit on your tablet or mobile make sure you have our app installed.

1. Open Google Play store or Apple App Store
2. Search for “Circuit Unify”
3. Install the app

Grant access to mobile device services
During the installation (Android) or at the first start (iOS) you will be asked to grant Circuit access to some features of your mobile device. Please accept or allow all of them.
For your personal security, you can disable sharing of your location and notifications from within the Circuit app.
Circuit at a glance
Web client & Desktop App

- Create new conversation
- Make a phone call
- Create a conference bridge

Information about your dialog partner / group

- Adding users/create a group conversation
- Conference details
- Voice and video calls

Quick access to audio and video settings

Help

Privacy mode
Conversation thread disappears if clicking two times on the same symbol

Conversation stream
- Reply to a post
- Like a post
- Flag a post
- Edit or delete your post

Notification window (always shown in front of an application)

Chat function

Contextual search & Filter conversation list

Conversation thread
The ranking
1. Active phone calls
2. Active Circuit calls (1-to-1 and group)
3. Communities
4. Flagged messages
5. Your conversations (sorted by time stamps, unreaded messages are shown separately)

Mentions
Conversation thread
Favorites
Calendar function (Meeting notifications)
Circuit at a glance
iOS mobile client

- Contextual search
  - Your conversations
  - Favorites
  - Meeting notifications
  - Communities

- Active & Archived conversations
  - Create new conversation
  - Make a phone call
  - Create a conference bridge

- Profile settings
  - Edit profile

- Status message

- Snoozing

- Settings

- Information about your dialog partner / group
  - Conversation stream
    - Reply to a post
    - Like a post
    - Flag a post
    - Edit or delete your post

- Chat

- Video call

- Voice call

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Circuit at a glance
Android mobile client

Contextual search

Active & Archived conversations

Mentions

Profile settings

- Your active conversations
- Favorites
- Meeting notifications

Conversation stream
- Reply to a post
- Like a post
- Flag a post
- Edit or delete your post

Edit profile

Status message

Snoozing

Settings

Chat

Voice call

Information about your dialog partner / group

Back to overview

Chat

Voice call

Overview

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To make your start with Circuit easier it is possible to see a welcome and what’s new tour, to use the learning marks as a guidance again and finally to visit our Circuit support website with one click.

1. Click on the question mark to open the Circuit support website

2. Click on your name to open the menu of your personal settings

3. Select “What’s new” and directly start with your what’s new tour

4. Select “About”

5. In this overview you cannot only see your current Circuit version and the legal terms and conditions but also
   a) What’s new tour: Shows the new features which were launched with the last sprint
   b) Learning marks: These little texts appear while you use Circuit and help to understand Circuit and its features better
   c) Welcome tour: Here you can replay your Circuit Welcome Tour – the first time this was shown immediately after your Circuit registration
Basic Setup

1. Profile settings (presence, out of office notification, general settings, security)
2. Test your video and audio & Circuit voicemail
3. Telephony settings
4. Tool extensions (Circuit Desktop App, Microsoft Exchange, Circuit for Outlook, Box, Google Drive, Syncplicity, Jabra, Plantronics, Sennheiser)
5. Circuit labs
6. Organize your conversations (labeling, favorites, archive and leave conversations)
Personal settings

Presence status

Location and activity (on a call, in a meeting) based status

If you are only signed in to your mobile client, it shows your status as “mobile”

- **Online**: The person is online and available to contact.
- **Mobile – Online**: The person is online and available to contact on the mobile client.
- **On a call**: The person is online and on a call.
- **Mobile - On a call**: The person is online on the mobile client only, and on a call.
- **Away**: The person appears away and is probably not available when Circuit has been inactive for a while. As soon as the person starts interacting within Circuit the presence status becomes “online” again.
- **Do not disturb**: The person does not want to be disrupted and therefore has enabled Snooze notifications (=temporarily disable all notifications) for a specific period of time or Circuit has automatically snoozed notifications for the person while sharing their screen.
- **Offline**: The person is not signed in.

Snooze your status and inform users about your personal status

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Personal settings

Personal status

If you are working on a specific project or participating in an event you can share this with everybody.

1. Click on your profile picture / presence status (    )
2. Enter your **status message**
   e.g @Unify Partner Conference
   *Every user can see your personal status*
3. To clean your personal status just delete your status message or click on the “x”
4. **Snooze** your messages if needed *(optional)* to do not get interrupted from anybody:
   See the time how long you will not receive notifications
5. **Resume** notifications when you are ready
Personal settings
Out of Office notifications

As everybody someday goes on vacation of course you want to inform the others so that they expect delayed responses and know at what date you will be back in the office.

NEW: With the Microsoft Exchange Connector (see slide 28) your Outlook Out of Office notification will copied into your Circuit profile and the status automatically turns into “Out of Office”.

Workarounds
1. Connect Circuit with Microsoft Exchange and activate your Out of Office notice in Outlook. This will automatically copied into your Circuit profile and your status will set to “Out of Office”
2. Edit your profile information in Circuit
   a) Change your profile picture (by clicking on it)
   b) Add a notice after your last name by clicking on it e.g.
      “ - OoO returning March 27th”

💡 If you edit your Circuit profile information anybody can see this information directly e.g. if you are searched or if you are mentioned in a group conversation.
Personal settings

General

You can set up some personal settings.

1. Click on your name to open the menu
2. Select “Settings”
3. Enter the “General” tab
   a) **Accessibility**: Modifying color and contrast for people with limited visual faculty
   b) **Privacy**: Decide if users see your presence and location - you can choose different privacy options for internals and externals
   c) **Language**: Select your language and activate a spellchecker if you like
   d) **Start up**: Launch Circuit automatically (only possible with Circuit Desktop App)
   e) **Local Cache**: To reduce network traffic (only possible with Circuit Desktop App)

💡 We have added a short description to all setting options for a better and easier handling and understanding.
Personal settings
Notifications

You can set up some personal settings.

1. Click on your name to open the menu
2. Select “Settings”
3. Enter the “Notifications” tab
   a) Desktop notifications: Decide if you want to receive notifications for all messages, for specific message types (direct, mentions, favorites) or for none of them
   b) Mobile notifications: Decide if you want to receive notifications for all messages, for specific message types (direct, mentions, favorites) or for none of them
   c) Audio notifications: Turn on or off for message notifications, incoming calls, video calls and screen sharing, Circuit system sounds and Pickup group notifications
Within enterprises security is highly important so here are some personal security settings which you can do by yourself.

1. Click on your name to open the menu
2. Select “Settings”
3. Enter the “Security” tab

   a) Manage device access: This allows you to sign out from all your devices - separately or altogether - to avoid malpractice

   b) Connected apps: A list of all your external apps and sites is provided so you have an overview and easily can revoke access if you do not use an app or site anymore
You can easily modify your audio and video settings.

1. See / change your audio and video settings
   a) Click on the phone setting symbol (📲) left to your name and presence status and click “more options”
   b) Select “Settings” and enter the “Audio/Video” tab
2. The following settings are available
   a) Select the ringing and audio output, microphone and camera you would like to use
   b) Check your settings with an audio or video test call
   c) See your video if activated
   d) Turn on automatic gain control to give a good conference experience with all participants being heard at a similar volume level
Circuit voicemail

You can activate and customize a voicemail for your incoming Circuit calls.

1. Click on your name to open the menu
2. Select “Settings”
3. Enter the “Voicemail” tab
   a) Activate your voicemail for Circuit calls
   b) Set up a time when your Circuit calls should be routed to the voicemail
   c) Customize your voicemail greeting by recording a new one or upload an existing one

Voicemails are shown in the specific 1-to-1 conversation as a recording and you can directly listen to and/or download them.
Telephony settings
Using the Universal Telephony Connector for external calls

View the settings regarding the telephony support.

1. Click on your name to open the menu
2. Select “Settings”
3. Enter the “Telephony” tab (note: these settings are for calls with your normal telephone number so the tab is visible once a Circuit Telephony Connector is configured for your Circuit domain allowing you to make and receive phone calls through Circuit)
4. Phone Calls
   a) Circuit number: is preconfigured
   b) Circuit caller ID: is preconfigured

💡 You will still receive your voicemail via your currently used telephone system.
Telephony settings
Using the Advanced Telephony Connector for external calls

View and / or change settings regarding the telephony support.

1. Click on your name to open the menu
2. Select “Settings”
3. Enter the “Telephony” tab (note: the tab is visible once a Circuit Telephony Connector is configured for your Circuit domain allowing you to make and receive phone calls through Circuit)
   a) Status: Showing if your telephone service is running
   b) Phone calls: Your work number is preconfigured
   c) Call forwarding: redirect your phone calls to a person or a phone number
   d) Alternative number: Transfer your calls to any other telephone number (used numbers are shown) *
   e) Incoming call routing: Decide where to route your incoming calls – parallel ringing is possible
   f) Busy settings (no matter if via Circuit or phone calls):

Your received voicemails are stored in the phone calls conversation in Circuit

*Enter your OpenScape Xpressions number to use your Xpressions voicemail
Tool extensions

- Microsoft Exchange
- Circuit for Outlook
- Call Control for Sennheiser Devices
- Call Control for Jabra Devices
- Call Control for Plantronics Devices
- Circuit Desktop App
- Box Integration
- Google Drive Integration
- Syncplicity Integration
- One Drive Integration
Tool extensions

Circuit Desktop App

Run Circuit as a native application in your desktop environment.

1. Click on your name to open the menu
2. Select “Settings”
3. Enter the “Extensions” tab
4. Once downloaded click on the file on the bottom of your chrome browser and open it
5. The install process starts automatically
6. After the installation the Circuit Desktop App will be opened – please agree to the terms and conditions
7. Login with your data and start working
8. You can now access Circuit via your Windows taskbar

💡 Currently the following features are different from the web client

Available on top
- Spellchecker
- Start Circuit App automatically
- Clear local cache
Tool extensions
Microsoft Exchange – Authentication with username and password

Search for your Microsoft Exchange contacts and see your Microsoft Exchange meetings within Circuit.

1. Click on your name to open the menu
2. Select “Settings”
3. Enter the “Extensions” tab
4. Configure the Microsoft Exchange settings by clicking on “Edit connection settings”
5. Choose Authentication Method: **Username and password**
6. Provide your
   a) Domain
   b) Username
   c) Microsoft Exchange password
   d) Microsoft Exchange server
   e) Click on “Connect”

💡 A re-connection is required if the password has been changed.
Search for your Microsoft Exchange contacts and see your Microsoft Exchange meetings within Circuit.

1. Click on your name to open the menu
2. Select “Settings”
3. Enter the “Extensions” tab
4. Configure the Microsoft Exchange settings by clicking on “Edit connection settings”
5. Choose Authentication Method: Windows authentication
6. Provide your
   a) Microsoft Exchange server
   b) Click on “Connect”
Tool extensions
Microsoft Exchange – 365 Office Exchange

Search for your Microsoft Exchange contacts and see your Microsoft Exchange meetings within Circuit.

1. Click on your name to open the menu
2. Select “Settings”
3. Enter the “Extensions” tab
4. Configure the Microsoft Exchange settings by clicking on “Edit connection settings”
5. Choose Authentication Method: 365 Office Exchange
6. Click on “Connect”
Tool extensions
Circuit for Outlook – part 1

Link your Microsoft Outlook meetings with Circuit and post the meeting directly in the conversation or convert emails to Circuit to continue the dialog in Circuit.

1. Click on your name to open the menu
2. Select “Settings”
3. Enter the “Extensions” tab
4. Then you need to download and install the Microsoft Outlook Integration plugin by clicking on “Download”
5. Once downloaded click on the file on the bottom of your chrome browser to install the plugin.
6. Accept the license terms
7. Install the plugin and restart your PC
Open up your Microsoft Outlook

1. Click on “File” at the main menu (top left)
2. Search the rubric “Circuit”
3. Then you need to click on “Account Info”
4. Provide your
   a) Circuit username (email address)
   b) Password: your Circuit password
   c) Click “Login”
5. Check “Options” and enable for the Contact Card Integration
6. Check “Language” and decide which language you want to use for Circuit calendar invitations
Open up your Microsoft Outlook

1. Click on “Tools” at the main menu
2. Search the rubric “Options”
3. Then you need to select “Circuit” (top left)
4. Click on “Configuration”
5. Provide your
   a) Pick your Circuit server location
   b) User: Circuit username (email address)
   c) Password: your Circuit password
   d) Click “OK” and apply the settings
Tool extensions
Circuit for Outlook – part 3

Open up your Windows Desktop

1. Click on “Show Hidden Icons” on the lower right corner of you desktop
2. Make a right mouse click on the Circuit for Outlook Connector icon
3. Select “Exchange Connection Settings”
4. Select your authentication method (same as for Microsoft Exchange connection)
5. Provide all the required information and click “OK”
Tool extensions

Box Integration

If you have a Box account you can connect Circuit with Box and share your Box documents with other Circuit user.

1. Click on your name to open the menu
2. Select “Settings”
3. Enter the “Extensions” tab
4. Search for Box and click on connect
5. Enter your Box login name and password, grant access to your Box documents and establish the connection
6. You can see in your settings that you are connected with Box and can disconnect your account whenever you want by clicking disconnect
Tool extensions

Google Drive Integration

If you have a Google account you can connect Circuit with Google Drive and share your documents with other Circuit user.

1. Click on your name to open the menu
2. Select “Settings”
3. Enter the “Extensions” tab
4. Search for Google Drive and click on connect
5. Enter your Google login name and password, grant access to your Google Account and establish the connection
6. Identity check
7. Allow access to files
8. You can see in your settings that you are connected with Google Drive and can disconnect your account whenever you want by clicking disconnect
Tool extensions
One Drive Integration

If you have a Microsoft One Drive account you can connect Circuit with One Drive and share your documents via the shared link.

1. Click on your name to open the menu
2. Select “Settings”
3. Enter the “Extensions” tab
4. Search for One Drive and click on connect
5. Enter your One Drive login name and password, grant access and establish the connection
6. You can see in your settings that you are connected with your One Drive account and can disconnect your account whenever you want by clicking disconnect

Using personal OneDrive account → links are public
Using OneDrive for business account → links are private and can be accessed only from users within the organization
Tool extensions
Syncplicity Integration

If you have a Syncplicity account you can connect Circuit with Syncplicity and share your documents via the shared link that expires after a certain period with other Circuit user.

1. Click on your name to open the menu
2. Select “Settings”
3. Enter the “Extensions” tab
4. Search for Syncplicity and click on connect
5. Enter your Syncplicity login name and password or corporate credentials, grant access and establish the connection
6. You can see in your settings that you are connected with Syncplicity and can disconnect your account whenever you want by clicking disconnect

💡 Pop-ups must be allowed in your web browser.
Tool extensions
Call Control for Jabra devices

This feature allows you to control your Circuit calls directly from a range of Jabra headsets and external audio devices.

1. Click on your name to open the menu
2. Select “Settings”
3. Enter the “Extensions” tab
4. Search for Jabra and click on install
5. Accept “proceed with the installation” and “grant access for Circuit”
6. Circuit Headset Integration by Unify will be opened in the Google web store
7. Add the app to your Google Extensions
8. After the installation the connection is established automatically and you can check which Jabra device is currently connected

Supported Jabra devices: https://www.circuit.com/unifyportalfaqdetail?articleId=112718

In the Circuit Desktop App just “connect” with Jabra

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Tool extensions

Call Control for Plantronics devices

This feature allows you to control your Circuit calls directly from a range of Plantronics headsets and external audio devices.

1. Before you can connect your headset with Circuit you need to download Plantronics Hub: https://www.plantronics.com/us/product/plantronics-hub-desktop/
2. Click on your name to open the menu
3. Select “Settings”
4. Enter the “Extensions” tab
5. Search for Plantronics and click on connect
6. The connection is established automatically and you can check which Plantronics device is currently connected

Supported Plantronics devices:
https://www.circuit.com/unifyportalfaqdetail?articleId=115017
Tool extensions
Call Control for Sennheiser devices

This feature allows you to control your Circuit calls directly from a range of Sennheiser headsets and external audio devices.

1. Click on your name to open the menu
2. Select “Settings”
3. Enter the “Extensions” tab
4. Search for Sennheiser and click on install
5. Accept “proceed with the installation” and “grant access for Circuit”
6. Circuit Headset Integration by Unify will be opened in the Google web store
7. Add the app to your Google Extensions
8. After the installation the connection is established automatically and you can check which Sennheiser device is currently connected

Supported Sennheiser devices: https://www.circuit.com/unifyportalfaqdetail?articleId=136444

In the Circuit Desktop App just “connect” with Jabra
Circuit labs
Try out experimental features

Circuit Labs give you an opportunity to try the latest experimental features and provide feedback to the product experts.

1. Click on your name to open the menu
2. Select “Settings”
3. Enter the “Circuit Labs” tab
4. You can decide on your own which feature you like to turn on

💡 These features are still in development.
Organize your conversations

Labeling

Organize your content by labeling conversations so that you can group and find them easily.

1. At the top of every conversation there is a field “Add label”
   a) **Add as much labels** you want
   b) Existing labels are displayed in a drop down menu
   c) **Delete** a label with the “x” for this specific conversation
      (pass over the label with your cursor)

2. Finding labeled conversations
   a) Click on a label and it’s directly shown in the search field
   b) **Open the drop down menu** on the left side

3. Add / Edit / Delete labels within the **overview** of all your existing labels in your settings - to enter this space
   a) Click on edit in the drop down menu
   b) Click on your name → settings → Labels

If you edit or delete existing labels in your settings all conversation with this label are effected.

If you delete a label in a specific conversation the label only disappears there but it still exists in your overview list.
Organize your conversations

Favorites

By using favorites you never lose track of important conversations and topics that matter to you or where your attention is needed.

1. Click on the star ahead of the name of the dialog partner / group conversation if you want to add or remove a favorite person or group (note: filled stars show that this conversation is already marked as your favorite)
2. Open the list of your ”Favorites” by clicking on the bigger star on the right hand side in the tool bar
3. By pressing “Edit” you can
   a) Rearrange your favorites according to your needs
   b) Remove any conversation
4. Save your changes by clicking on “Done”

Currently the maximum number is 50 favorites.
Organize your conversations

Archive and leave conversations

If a conversation is not of your interest anymore you can either leave or archive conversations. *(note: you can only leave group conversations or communities not 1-to-1 conversations)*

1. Select any conversation from the conversation thread
   a) Click on “Details” at the top this conversation
2. Select “Archive conversation” to mute the conversation
   a) The conversation is now shown in your archived conversation thread and you can check these conversation anytime for updates on your own
3. Select “Unarchive” to once again receive notifications and have it in your normal conversation thread
4. If you leave a conversation you never receive any notifications or messages from this conversation again

Leave = You are out, so you will not receive any updates of this conversation (you cannot rejoin group conversations on your own)

Archive = You are still part of the conversation but you will not receive separate notification for new posts etc. – only if you are directly mentioned or in private 1-to-1 conversations (depending on your settings, see page 21)
Working with Circuit

1. Conversation types
2. Starting conversations
3. Conversation details
4. Having conversations (chatting, file, sharing, flagging, like, mentions, voting, availability notification)
5. Contextual search
6. Voice & video calls (screen sharing, pop out call stage recording, moving calls)
7. Plan a meeting (Outlook calendar)
8. Guest access
9. External phone calls
10. Conference bridge
11. Outlook integrations
12. Circuit Add-Ons
Conversation types

1-to-1 Conversations (private)
- 1-to-1 dialog, not possible for anyone else to see the information / join the conversation
- See the presence status
- See personal status, location and local time
- Receive an availability notification

Group Conversations (private)
- Three or more participants
- Only invited people can participate
- Guest access options (externals can participate if enabled)
- Share conference details via a outlook invitation
- Moderated conversation option (not for externals)

Communities (public within the tenant)
- Visible and open everyone in a tenant
- Everyone can participate
- Possibility to describe the purpose of the community

- Start a voice or video call – change your devices whenever needed
- Share your screen
- Record a meeting

- Change the conversation name and image
- See who is available and add participants (if not moderated)
- Leave conversation

- Send a textual messages (edit or delete them), flag, like or comment a message, do votings
- Upload and download files (pictures, videos, documents) from your PC, your Box, Google Drive, One Drive and Syncplicity account
- Access shared files
- Organize your conversations by labeling, using favorites or archive conversations
Starting conversations
1-to-1 or group conversations

Within Circuit you have different possibilities to start conversations.

1. 1-to1 or group conversation
   a) Click on the “+”
   b) Select „Conversation“
   c) Create a new private conversation by adding one or more participants, an conversation title and start the conversation

2. 1-to-1 conversation
   a) Use the contextual search and filter by any name
   b) Click on the person and start a new 1-to-1 conversation

3. Group conversation
   a) Choose an existing conversation of one of the users with whom you want to start a new group conversation
   b) Add one or more participants

4. Group conversation
   a) Use the Circuit for Outlook integration to plan a meeting within Outlook (see page 65)
Collaborate with people outside of your domain

For sure it its also possible to collaborate with Circuit users from other tenants. To find so called “Externals” please do the following:

1. Click on the “+”
2. Select „Conversation“
3. Enter the email address of the person you want to start a Circuit conversation with
4. Wait a second and if this person has a Circuit account you will see him/her in the proposal
5. Select the Circuit user and directly start the 1-to-1 conversation or add more users and start a private group conversation
Starting conversations

Communities

Every employee can also create communities. Their primary purpose is to create a platform for information and idea exchange.

1. Select the “Communities” conversation in your conversation thread
2. Click on “Create”
3. Set up the community
   a) Add a conversation title
   b) Add a description
   c) Add participants (use the proposals or insert any name)
4. Create the community and it will be shown in your conversation thread and on the list of communities

Communities are visible within the whole company and cannot be deleted. You can just leave the community but it still exists – only the last participant cannot leave the community.

It is not possible to invite externals.
Conversation details

1. Click on “Details” in any conversation
2. Details in 1-to-1 conversations
   a) Archive conversation
   b) User details (instead of participants): information about your dialog partner
   c) Files: access all shared files
3. Additional details in communities
   a) Leave conversation
   b) Participants: showing the status of all participants
   c) Filter: filter the list of participants
4. Additional details in group conversations
   a) Moderation: only the moderator can add participants and change the title or avatar (not for externals)
   b) Participants: remove them or set co-moderators (not for externals), if you are the moderator
   c) Guest access: Enables phone dial-in and guest access
   d) Conference details: shows group creator and dial in information

💡 Only Circuit users within a tenant can activate the moderation option as well as become a co-moderator
Having conversations
Chatting

Circuit stores every message so you can access the whole history of your conversations. Think of this as a persistent project office for the exchange of information and online meetings.

1. Click on the “Start a new topic” box
2. Now you can add a topic title (you can also leave this field empty)
3. The general text box begins with the second line, below the text box there are more writing options:
   a) Highlight text elements (fat, cursive, marked, bullet points)
   b) Use smileys
   c) Do votings (see page 58)
   d) Add attachments (see page 55)
4. After sending a message you can edit or delete your post by clicking on the three points which appear below your posts
5. Click on the “Reply to this post” box to directly answer to the above post/s. Your message will be send with “Enter” and with “A” you can open the extended text options

Comment to a post by using the “Reply to this post” box to clearly structure the conversation by specific topics
Point at the timestamp of a post, do a right click with your cursor and copy the link to refer to a specific post
Having conversations

File sharing

In Circuit you can easily share documents, images and videos

1. Via the attachment symbol in the chat box
   a) Choose a file from your computer
   b) Choose a file from your Box cloud account
      (requires an established connection - see page 37)
   c) Choose a file from your Google Drive cloud account
      (requires an established connection - see page 38)
   d) Choose a file from your One Drive account
      (requires an established connection - see page 39)
   e) Choose a file from your Syncplicity account
      (requires an established connection - see page 40)

2. Via drag and drop

3. Insert a video link: Circuit identifies the video with the embedded video player participants can directly view the video in the conversation

4. Using shortcuts (ctrl+c and ctrl+v)

Circuit provides an in-place preview for videos and images.
Flag important messages to quickly find them and show anybody that you agree with him / like his message by using the thumb up button.

1. Flag a message
   a) Click on the flag below the post
   b) This message appears now in a separate conversation called “Flagged messages” (note: the number behind that conversation shows how many messages you have flagged)
   c) Here you can directly go to the original conversation or delete the flag
   d) Flagged messages are marked with an orange flag for easy identification and delete them with another click
   e) The latest flagged message is shown at the end of the flagged messages conversation

2. Like a message
   a) Click on the thumbs up below the post
   b) The thumb button is now orange
   c) Delete it by clicking on the orange thumb button

💡 Other Circuit users do not see your flagged messages – it is just for your assistance
Having conversations

Mentions

By using mentions in postings or comments, the mentioned user will be notified that his or her attention is needed.

1. Mention somebody in a post
   a) Type @”name” (after typing the first letter a list with proposals is shown)
   b) Click on the Circuit user name and use the back space to remove last name (optional)
   c) After sending the message, the name is green colored and works also as a hyperlink to open the user details of the mentioned user

2. Being mentioned from somebody in a post
   a) All the post where you were mentioned are shown by clicking on the bell on the top right (the green circle shows the number of unreaded mentions)
   b) Click on one of your mentions to open the conversation with the post where you were mentioned

You can only mention Circuit users that a part of the conversation.
Having conversations

Voting

To get fast and clear responses you can send and receive voting buttons – activation on Circuit labs required.

1. Click on the “A” in the message box which appears when you click on the box
2. Write down your question
3. Click on the box with the checkmark and select one of the shown options which fits best to your question
4. Send the message and everybody now can click on the voting buttons to reply to your questions
5. A summary of all responses is shown in the original message
6. Additionally every reply is sent as a comment so you can see the individual responses

💡 All other participants also need to activate voting in the Circuit Labs to attend on voting.
Having conversations
Availability notification

Circuit can notify you, as soon as a contact is available again. This can be set in the contact details.

1. Click on the 1-to-1 conversation with the person you want to contact
2. Select “Details”
3. Below the name you can find a small grey bell
   a) Click on this one
   b) Activate the notification (then the bell turns black)
4. As soon as the selected person becomes available (online) again you will receive a notification

💡 You can set availability notifications if the person is offline, on a call, away or in the do not disturb mode.
Contextual search

Instead of searching by your own (e.g. by scrolling) use the contextual search and save time.

1. Enter your search topic/s and select a filter (optional, if not “all” is used) *(note: with the keyboard arrows you can mark and switch between your different searching criteria to delete them)*
2. Start searching by clicking enter
3. Conversation with matches are displayed
4. In a conversation the total number of matches within this conversation is shown and you can switch between them

Filter by conversations: Displays all conversations including this topic in the conversation title
Filter by sent by: Displays all conversations where this person was active
Filter by people: Displays all people with this name
Filter by members: Displays all conversations where people with this name are participants
Filter by files: Displays all conversations including files with this topic - no matter if it’s the document title or within the document
Filter by date: Displays sent messages of today, yesterday, this week, last week, January to December (last twelve months)

You also can have multiple search filters – multiple filters are connected with “and” so only matches which include all elements are shown.
In your selected conversation the search will start.
You can also filter by your created labels.
Your most recent search criteria are saved.
Voice & video calls
1-to-1 conversation

1. Before a 1-to-1 voice or video call
a) **Call anybody via Circuit** by using the contextual search, your favorites, your labels or the Outlook Integration

2. During a voice or video call
a) **Turn off the incoming video** e.g. to save data if needed
b) **Share your screen** *(see page 64)*
c) **Mute yourself**
d) **Turn on your video** and see a preview of it (if used)
e) **Mini Call Stage** – switch between conversation and call
f) **Pop out call stage** – outsource your call in a new window *(see page 65)*
g) **View the call in full screen**
h) **Add other Circuit users** – then a new group conversation is created and the group call automatically replaces the 1-to-1 call
i) **Move the call** to another device *(see page 67)*

3. After a 1-to-1 voice or video call conference call
a) **Call summary** (showing start time and duration)
b) **Call rating** to track call quality
Voice & video calls
Group conversation (1/2)

1. Before a conference call – all attendees join muted
   a) Initiate a new conference on your own
   b) Join an active conference

2. During a conference call – more details on the next slide
   a) Ring all participants
   b) Add people to an ongoing meeting (permanently or only for this call)
   c) Active speaker is displayed with green dot
   d) Record the meeting (see page 66)
   e) Mute all participants / one / yourself
   f) Share your screen (see page 64)
   g) Mute yourself
   h) Turn on your video and see a preview of it (if used)
   i) Mini call stage – write in the conversation during a call
   j) Pop out call stage – outsource your call in a new window (see page 65)
   k) View the call in full screen
   l) Move the call to another device (see page 67)

3. After a conference call - automatically
   a) Call summary (start time, duration and attendees are displayed in conversation)
   b) Call rating to track call quality

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Calls will never start automatically by time.

You cannot cancel mute of the other participants – only the person himself/herself can do it

In group conversation every person will join muted
Voice & video calls

Group conversation (2/2)

Add anybody to an ongoing conference call by searching for the name or using the known telephone number.

Note: This person will only be part of this session and will not have access to the conversation thread.
Voice & video calls

Screen sharing

During a voice or video call you can share your whole or a part of your screen with your dialog partner/s.

1. Press the **screen share button** to start sharing
2. Select the whole screen, an application or just a chrome tab you want to share with the audience
3. View a **preview** of your shared content at the bottom
4. It is also possible to enable **pointing on your shared screen** (note: the presenter must use the Circuit Desktop App)
5. **End** your screen sharing
   a) Press the screen share button again to stop sharing
   b) If someone else wants to share the screen, your screen sharing ends automatically (only in group conversations)
6. **Pop out** the shared screen to a separate window
7. View the shared screen in **full screen**

⚠️ You can view a screen share from your iOS mobile device, but you cannot initiate one.

⚠️ While you are sharing, your video will automatically be disabled.

NEW: screen sharing with Android mobile devices is now possible
Voice & video calls
Pop out call stage

Detach your ongoing call into a new window and see your call and conversations at the same time.

1. Click on the **symbol with the two windows** on the bottom right
2. Pop out call stage is **activated**
   a) A new window which just includes the ongoing call with all known call options e.g. mute button opens
   b) In the original Circuit window it is shown that the call now is active in another window
3. **To close** the separate window either click on the symbol with the open window on the bottom right or leave the call

Good for viewing shared content and searching for content in any other conversation without losing track – especially if you work with two screens
Voice & video calls

Recording

Meetings can be recorded, stored and listened to within the conversation – only possible in group conversations.

1. Click on the three dots at the bottom and start recording
2. After starting the recording all participants can see that the conversation is recorded
3. You can always stop and continue the recording (everybody gets a notification about the actions)
4. The recording ends automatically after the call and will be shared in the conversation. Everybody can see and listen to the recording within the conversation as well as download and delete it.

There are three different types of recording
• Audio recording (during voice calls)
• Audio and video recording (during voice and video calls)
• Audio and screen recording (during voice calls with screen sharing) – Note that every application will be recorded and later be part of the video if you decided to share your whole screen

In moderated conversations only the moderator can delete a recording
Voice & video calls

Moving calls

Circuit users can move calls from their PC to any other Circuit device (mobile phone, iPad, tablet) and vice versa.

1. If you need to leave your office, you can easily pull the call from your **PC to any other device**
   a) Login into Circuit on the device you want to use
   b) Click on the active conversation
c) **Swipe** to move your call to the device
d) The call is now active on this device

2. Once you arrive back at your desk, you can pull the call **back to your PC**
   a) Login into Circuit
   b) Click on the active conversation
c) Click on **“Pull call”**
d) The call is now active on this device

The process is fast and seamless. No one will know you were moving the call.
Plan a meeting
From Outlook calendar to Circuit (for Circuit users and guests)

Schedule Circuit sessions from Outlook and create an appointment in both applications in one step.*

1. Start to **schedule a meeting** in your outlook calendar (subject, attendees, text message)
2. Click on „**Add to Circuit conversation**“: You can choose from a list of existing conversations or create a new one
3. The conference details with the conversation link and the dial in information will be added automatically to the Outlook invitation (*note: There is one link for the web client and one for the Desktop App*)
4. Send the invitation
5. A **new conversation** with all participants has been created and/or the meeting was **added to the conversation**
6. The appointment is displayed in everybody’s **Outlook calendar** as well as in **Circuit calendar function** on the right (*a green point informs you about a shortly upcoming meeting*)
7. Everybody can join the conversation directly from Circuit

*Circuit for Outlook Extension required

Invitations do only work for group conversations
All email receiver with an Circuit account will be added to the Circuit conversation automatically.
Meeting cancelations work the same way – but Circuit conversation will not be deleted
Circuit calendar function helps you to quickly access the conversation of your upcoming meeting/s
Plan a meeting
From Circuit to Outlook calendar (for non-permanent group participants)

Circuit users can invite anyone as a “guest” to join them in a Circuit voice, video and screen sharing conversation.

1. Select the Circuit conversation you would like to use for your meeting
2. Click on the calendar icon in the conversation head
3. Copy the conference details or the email addresses
4. Start to schedule a meeting in your outlook calendar (subject, attendees, text message)
5. Paste the copied details or the email addresses to the invitation
6. Send the invitation – there won’t be a notification within Circuit
7. Recipients who are not part of the group conversation can participate via the guest access or via phone (note: if anybody dials in with the phone he/she cannot see video or screen sharing)

Invite anybody to a meeting without granting access to the written conversation thread - just temporally for real time conferences

If anybody knows the conference details he/she can always join the conferences at any time. To avoid undesirables participants the conference details can be changes easily: details → conference details → change details
Guest access

Guest view

Circuit guests can only join conferences with audio, video and screen sharing. The content of the whole conversation with the shared messages and files are only visible for Circuit users.

1. Enter your name and agree to the data privacy rules
2. Join the conference
   a) See the participants and their picture/video/screen
   b) Change your audio settings or deactivate incoming video/s
   c) Share your screen, video or mute yourself
   d) Full screen view
3. Leave the conference
4. After hanging up the call a call summary is shown

Note: If you want to access a conference via the guest access by using your mobile phone you must request the desktop page to join the conference

💡 If anybody knows the conference details he/she can always join the conferences at any time. To avoid undesirables participants the conference details can be changes easily: details → conference details → change details
Guest access

Circuit view

Guests in Circuit can only join conferences with audio, video and screen sharing. The content of the whole conversation with all the shared messages and files are visible for Circuit users.

1. **In active conferences** guests are shown without pictures
2. People who joined via phone are displayed with their **phone number**
3. People who joined via guest access are displayed with their **name**

If anybody knows the conference details he/she can always join the conferences at any time. To avoid undesirables participants the conference details can be changes easily: details → conference details → change details
External phone calls

Overview

Calling anyone outside of Circuit from Circuit, using exchange contacts* and the PSTN.

1. Click on the “+” at the bottom left corner
2. Select “phone call“
3. Enter a **phone number or a name** (from your Outlook contacts)
   a) When searching a name all saved numbers for this person are displayed as well as fast track to the 1-to-1 conversation
4. Start the call by either clicking on the green “call” button or selecting the number (*note: if you have activated an alternative number or a desk phone you can choose your outgoing device*)
5. On the main screen you can see
   a) Your **log of previous calls** with the call duration
   b) Your **received voice messages**

*Microsoft Exchange Extension required*
External phone calls
Advanced features with Advanced Telephony Connector

After establishing a phone call, Circuit offers different options while speaking actively to your dialog partner.

1. **Hold and retrieve** a call: Your dialog partner is in the waiting loop and hears music
2. **Push** a call: If you have configured an alternative number or a desk phone, you can change to these devices
3. **Call anybody else**: You can initiate another phone call or answer an incoming call (depends on your telephony settings - see page 27)
4. **Transfer** a call: Forward a call to another person
5. **Swap** between calls: If you have two active calls, you can easily change between them
6. **Merge** calls: If you have two active calls, you can connect them and create one conference call
Conference bridge

A conference bridge is a closed conversation without other participants. You can use it for singular audio conferences with both Circuit users and externals or you prepare a conversation with some information before adding other participants.

1. Click on the “+” at the bottom left corner
2. Select “conference bridge”
3. Enter a conference name and create a new conference bridge
4. In the conversation details you can
   a) Make yourself to the moderator of the conversation, means only you can add participants
   b) Enable Guest Access
   c) Change the dial in information so that nobody of a previous call can attend the new one (privacy)
5. You can easily copy the dial in information and schedule a conference

After adding other Circuit users to the conference bridge works like a normal group conversation.
Outlook integrations

Convert emails to Circuit and Circuit presence

The Circuit Outlook integrations reduce the email flood to collaborate more efficiently and allow to initiate further Circuit interactions from the Contact Card*.

1. Easily turn emails into Circuit conversation
   a) Open any email
   b) Click on „Move to Circuit“ in the email window
   c) Send an automatically generated email to all recipients “This email/s has been moved to Circuit”
   d) The email body, recipients (with Circuit accounts) and all attachments have been added to a new Circuit conversation

2. Leverage Circuit presence in emails
   a) In incoming and outgoing emails the presence of the participants is shown
   b) Hover over the email contact and the select an action in order to interact with that person (open 1-to-1 conversation, initiate a voice/video call)

*minimum Outlook 2010 required
Circuit Add-Ons
For Google Chrome

With the available APIs there are multiple possibilities for Circuit extensions. These Add-Ons are developed by the Circuit developer community.

1. **Circuit Extender**: Including notes, clocks, weather (API: 91ed02f59e4342698fd40ebd0b983184), news (API: http://feeds.reuters.com/reuters/topNews?format=rss2.0)
   https://chrome.google.com/webstore/detail/circuit-extender/hmedcpdcnebaeddjppkhkmfkdoondoep

2. **Circuit Companion**: Minimize the application to the conversation navigation
   https://chrome.google.com/webstore/detail/circuit-companion/fihfhpdfmdbfjgolfhoackalaecmebg

3. **Circuit Speech Recognition**: Instead of typing with the keyboard
   Circuit Speech Recognition converts your voice to text - Language is based on the current conversation content
   https://chrome.google.com/webstore/detail/circuit-speech-recognition/naocodhaaccalkjncloplbkcehlbohp
More Questions?

Please visit the Circuit Support Homepage or contact us.