Circuit – User Guide

Circuit Version 1.2.1402
Last update August 28th, 2017 – 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@unify.com.

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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

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What’s new in version 1.2.1402?

- **Mini Call Stage:** switch between conversation and an ongoing call
- **Circuit for Outlook Conversation Options:** moderated and with or without guest access
- **New set of emojis**
- **Send messages more quickly by using ctrl-enter**
- **Call forwarding**
- **Moderation changes:** only moderators can delete a recordings
- **Manage your devices**
- **Support for Exchange Online and Office 365**
- **File sharing via Syncplicity**
- **Desktop App now runs in the background**
- **Lab feature:** Voting

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Content

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

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 (starting tour / what's new / learning marks)

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)
- Circuit labs
- Organize your conversations (labeling, favorites, archive & 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, recording, moving calls)
- Plan a meeting (Outlook calendar)
- Guest access
- External phone calls
- Conference bridge
- Outlook integrations
- Circuit Add-Ons

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Click on the item to directly enter the specific page.

Getting Started

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

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.

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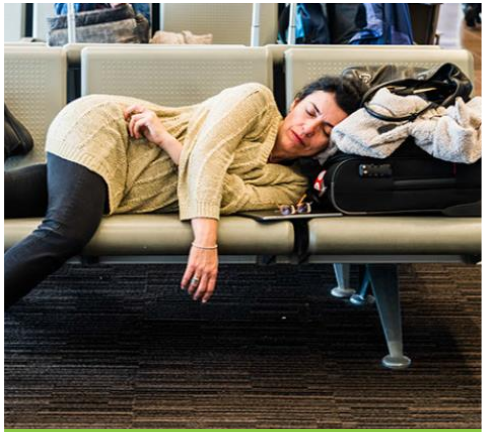
Why Circuit?

Single pane of glass

Wherever you are, everything's in one place on all your devices.



Collaborating from anywhere at any time

One tool with one view instead of email, telephone, web collaboration, etc.

Content storage and history

Everything you shared in a conversation (in written form, documents, videos, etc.) stays together.

Powerful and contextual search

No more endless and desperate searching - saves time and energy.

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A singular experience

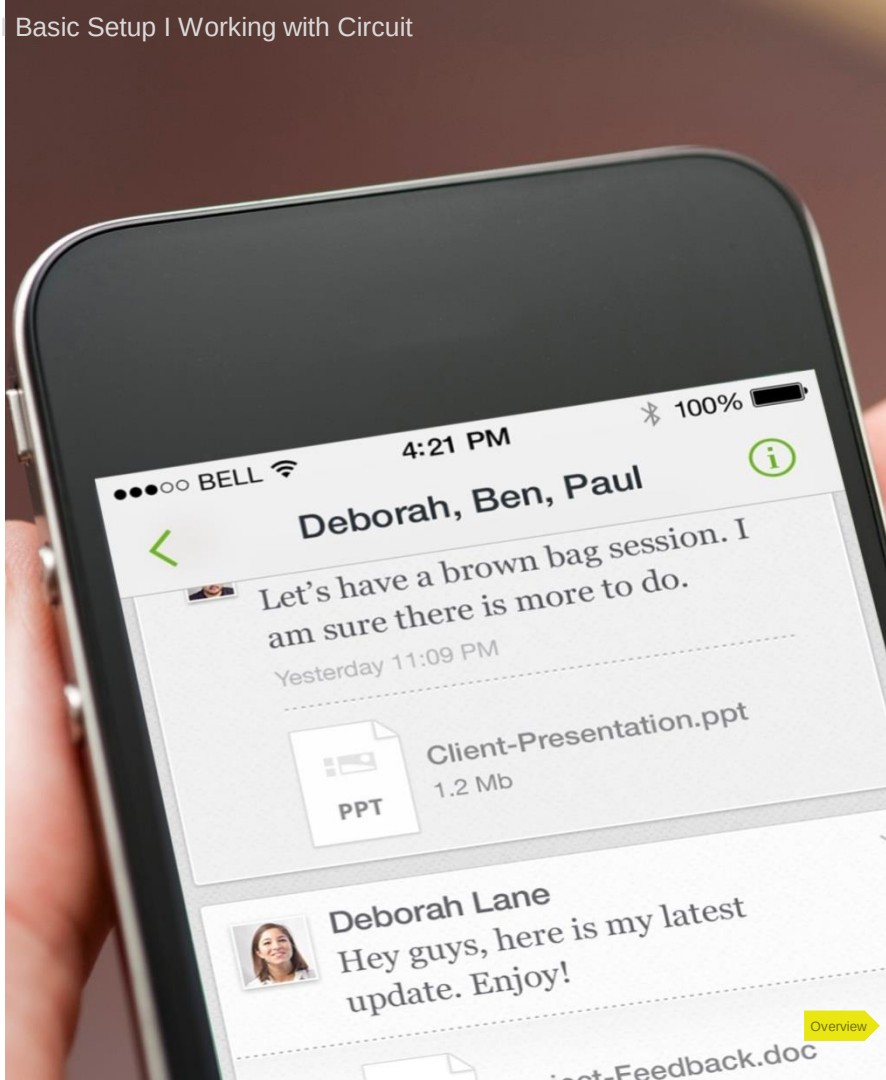
A secure tool for content and communication
Context centric communication, collaboration & data

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



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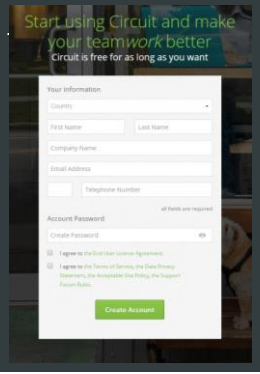
First steps

Registration

Free Circuit version

Register via Circuit website or download the Circuit app and sign up: https://www.circuit.com/register

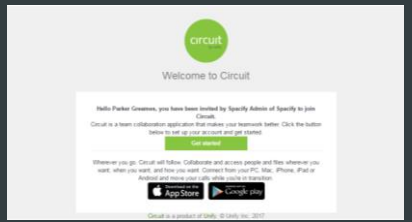


Sign in with country, name, company name, email address, telephone number, password and accept terms and conditions

Invitation from admin

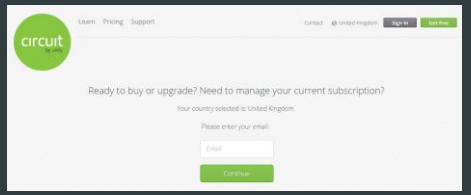
Circuit package depends on the Circuit package of the admin

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



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)

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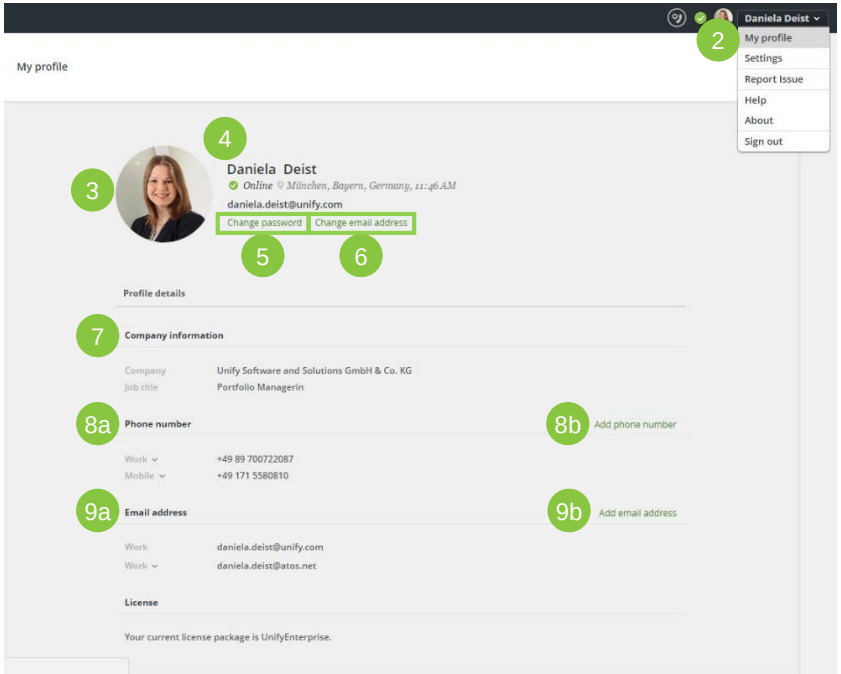
First steps

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
(XXX = your Circuit User name (email))

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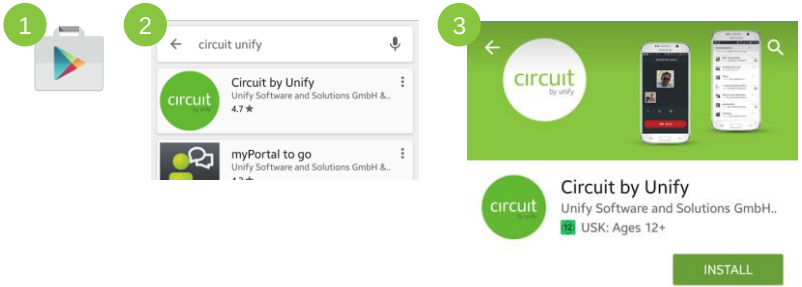
Circuit on mobile

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.

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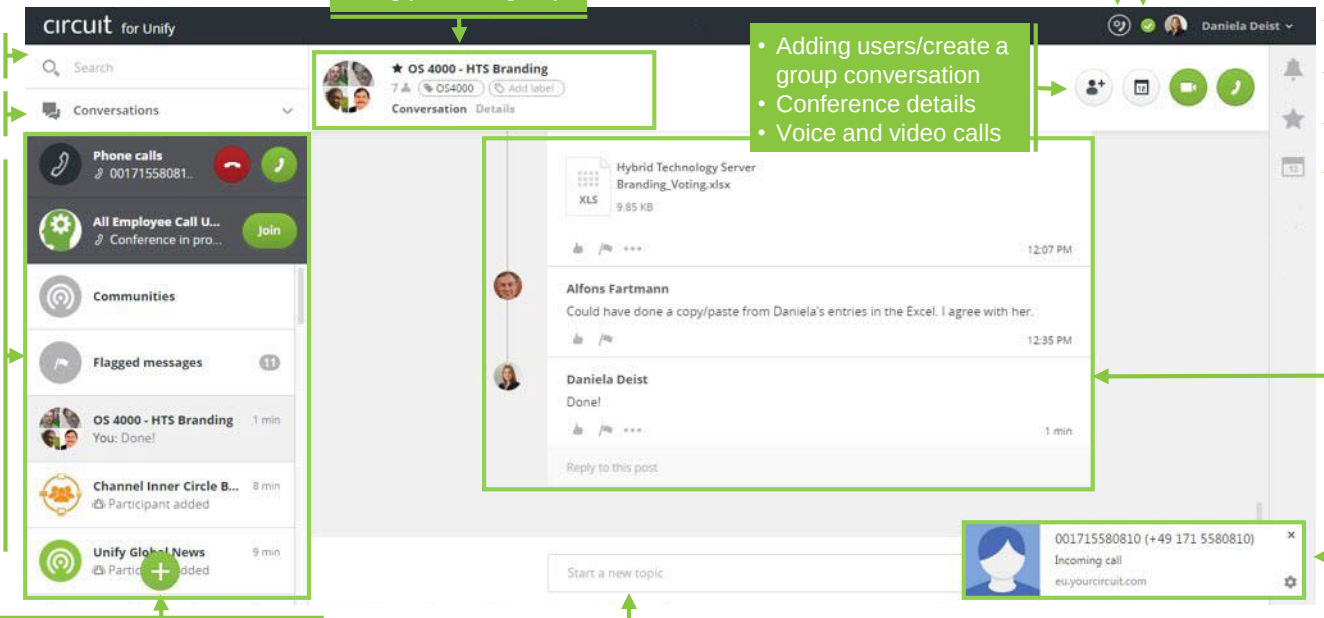
Circuit at a glance

Web client & Desktop App



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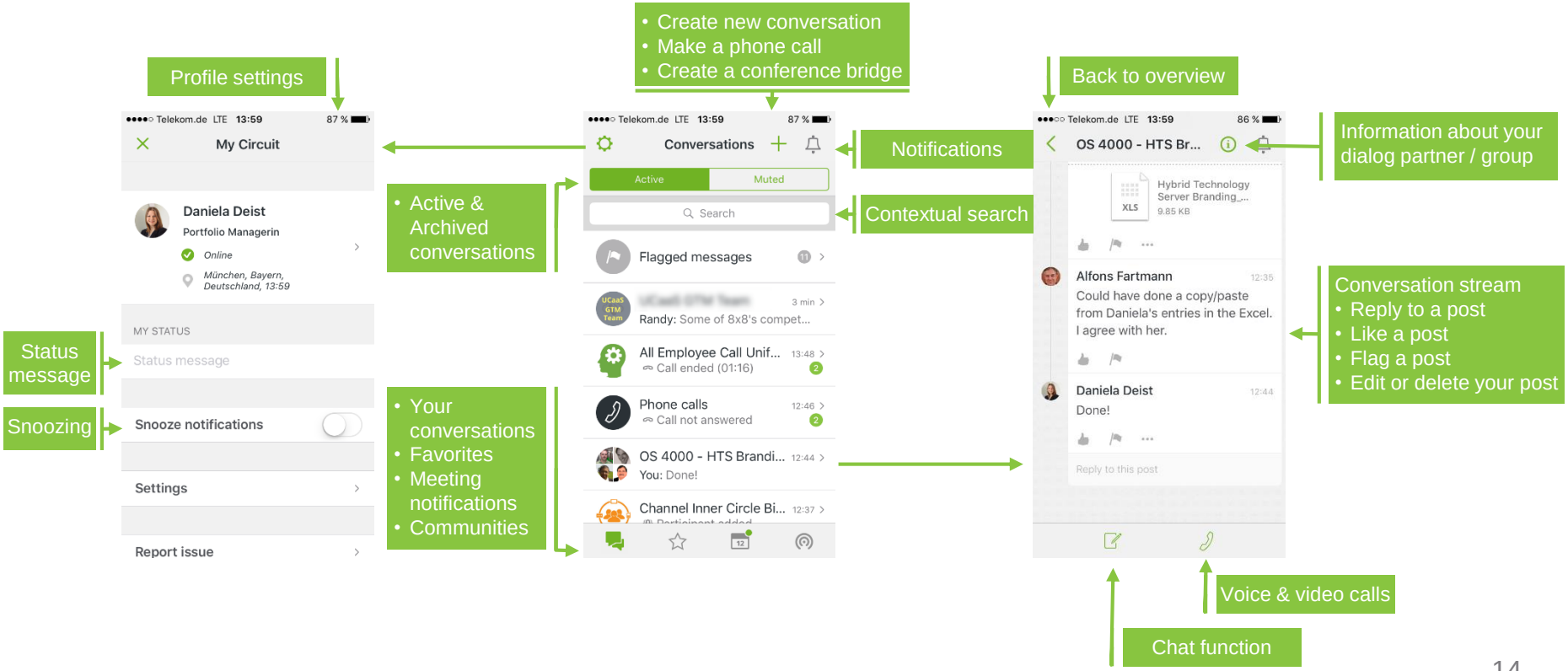
Circuit at a glance

iOS mobile client



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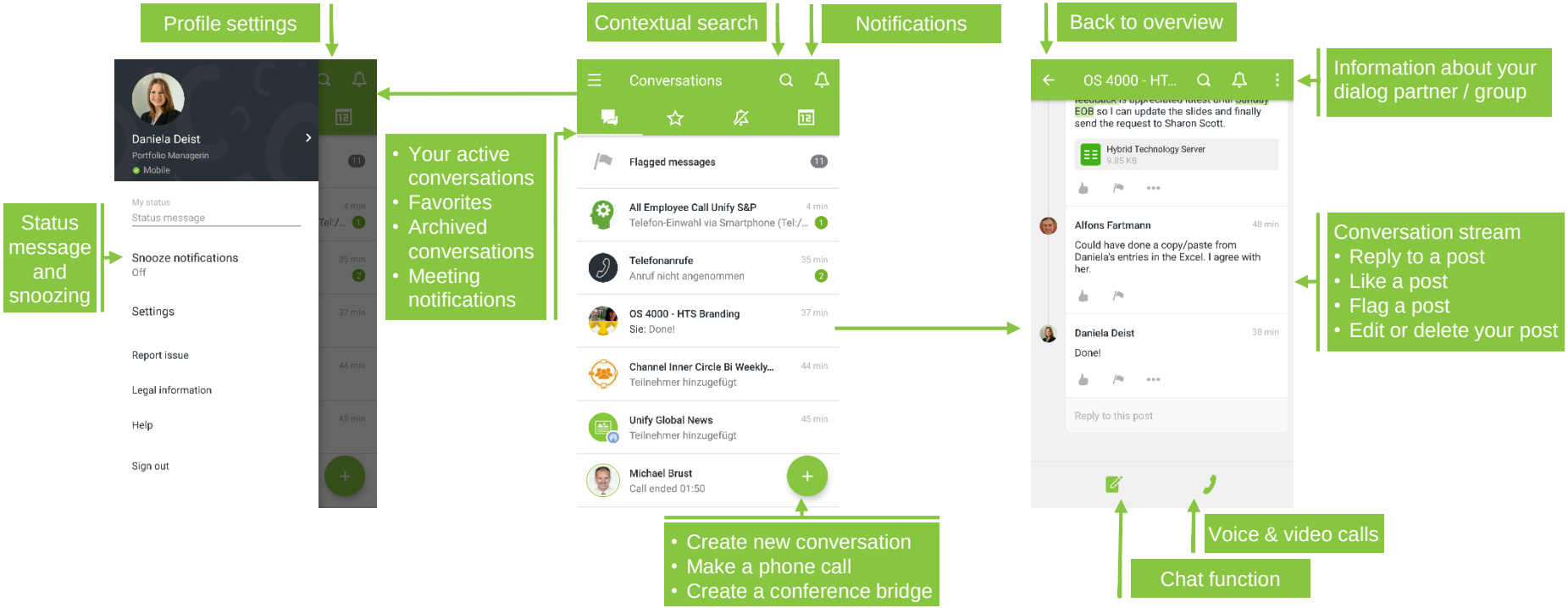
Circuit at a glance

Android mobile client



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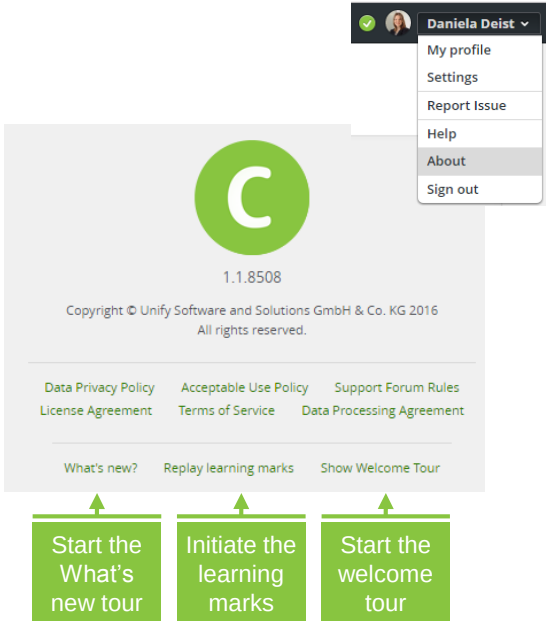
Searching for assistance

Starting tour / What's new / Learning marks

To make your start / life with Circuit easier it is possible to see the welcome and what's new tour or even to use the learning marks as a guidance again.

1. Click on your name to open the menu of your personal settings
2. Select "About"
3. In this overview you cannot only see your current Circuit version and some 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



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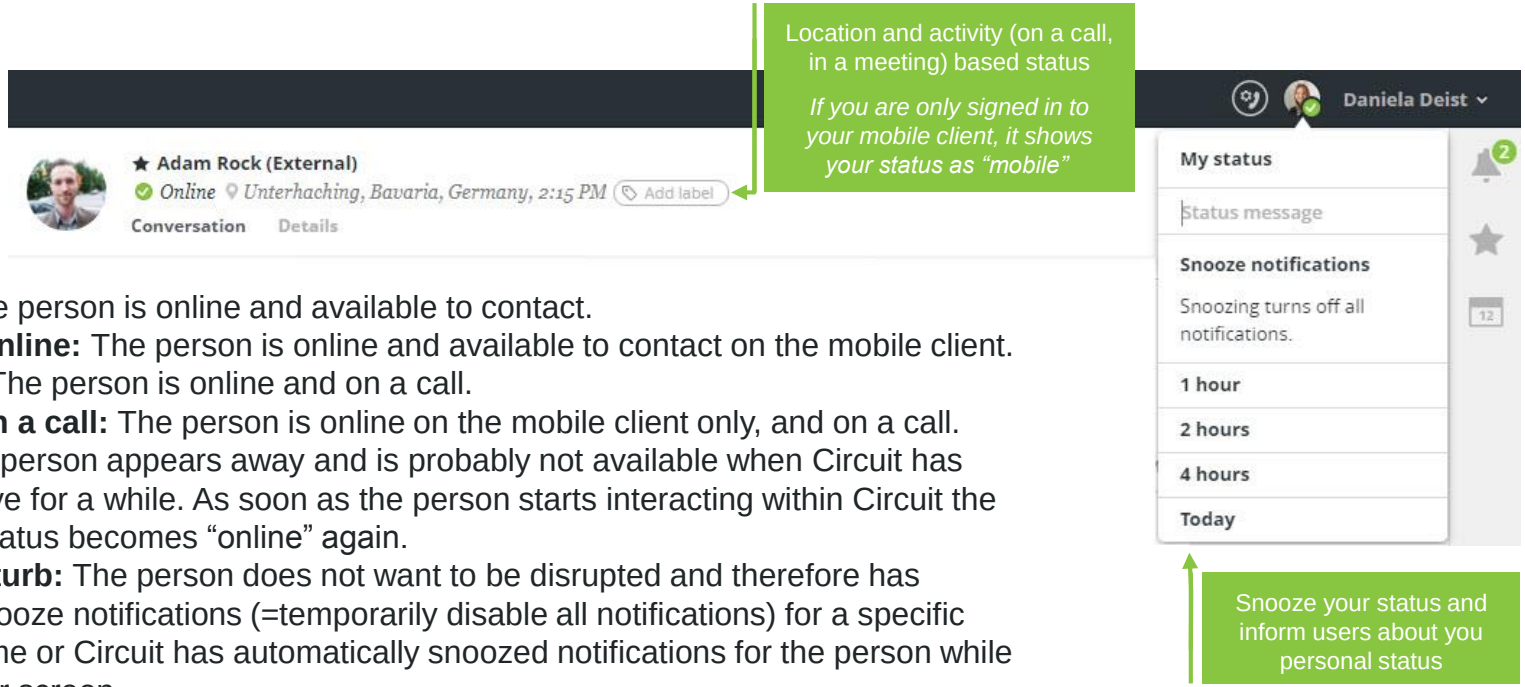
Basic Setup

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)
5. Circuit labs
6. Organize your conversations (labeling, favorites, archive & leave conversations)

Personal settings

Presence status



- **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.

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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 presence status ( )
2. Enter your **status message**
3. **Snooze** your messages if needed *(optional)*

→ Every user can see your personal status

4. To clean your personal status just delete your status message

Please click here to start the video

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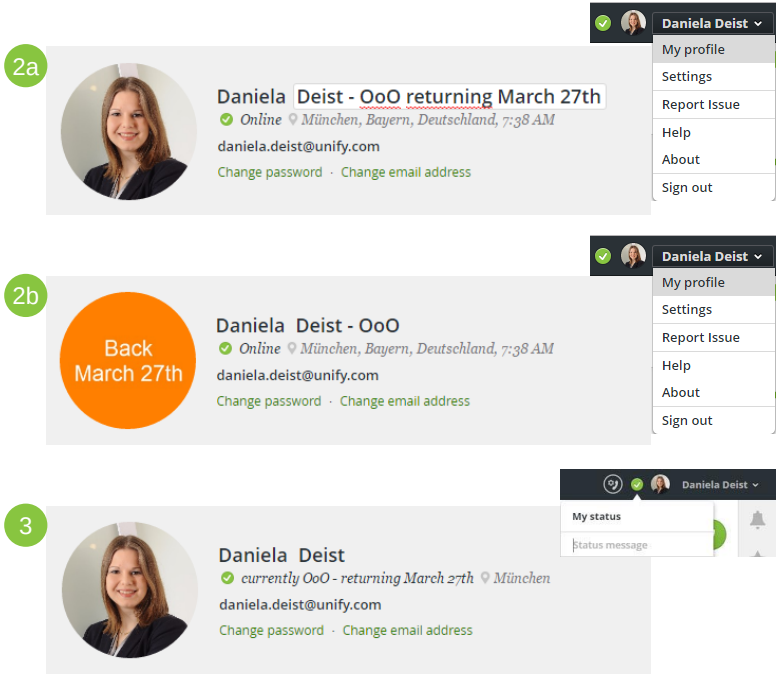
Personal settings

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.
In Circuit you cannot implement automatic responses, but Circuit even has better forms for out of office notifications.

1. Click on your name to open the menu
2. Select “My profile”
   a) Add a notice **after your last name** by clicking on it e.g. “ - OoO returning March 27th”
   b) Add a notice after your last name and **change your profile picture** (both by clicking on the item)
3. Use your **personal status** to inform everybody about your vacation



If you add a notice to your name everybody can see this information directly – no matter if he is just searching for you or you are mentioned in a group conversation.

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Personal settings

General settings

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
   c) **Language:** Select your language
4. Enter the “Notifications” tab
   a) **Desktop notifications:** Decide if you want to receive notifications for incoming communications or missed messages
   b) **Audio notifications:** Turn on or off

Please click here to start the video

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

A spellchecker can be activated via the Google Chrome settings.

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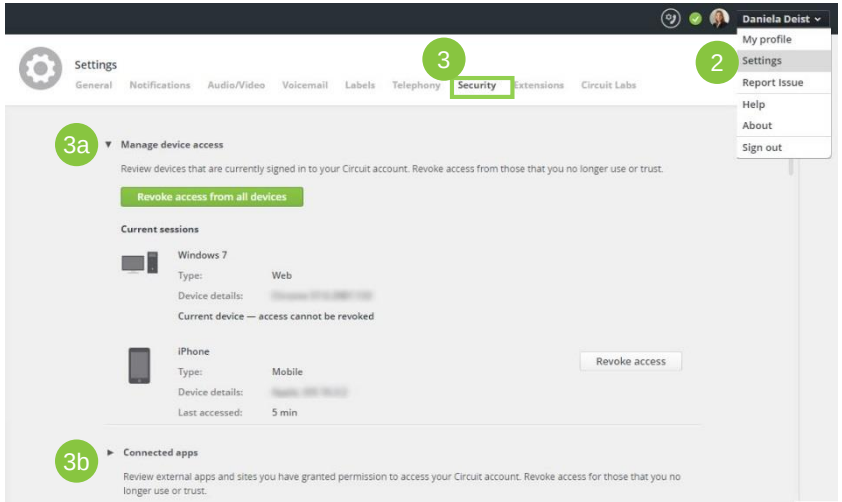
Personal settings

Security

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



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Video and Audio settings & Circuit voicemail

You can easily modify your audio and video settings.

1. Click on the **phone setting symbol** ( ) left to your name and presence status and quickly see / change your audio and video settings

OR

1. Select “Settings”
2. Enter the **“Audio/Video”** tab
   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) Turn on automatic gain control to give a good conference experience with all participants being heard at a similar volume level
3. Enter the **“Voicemail”** tab *(note: these setting is for internal Circuit calls via 1-to-1 conversation)*
   a) Set up a time when your Circuit Calls should be routed to the voicemail
   b) Customize your voicemail greeting

Please click here to start the video

Voicemails are shown in the specific 1-to-1 conversation as a recording and you can directly listen to them.

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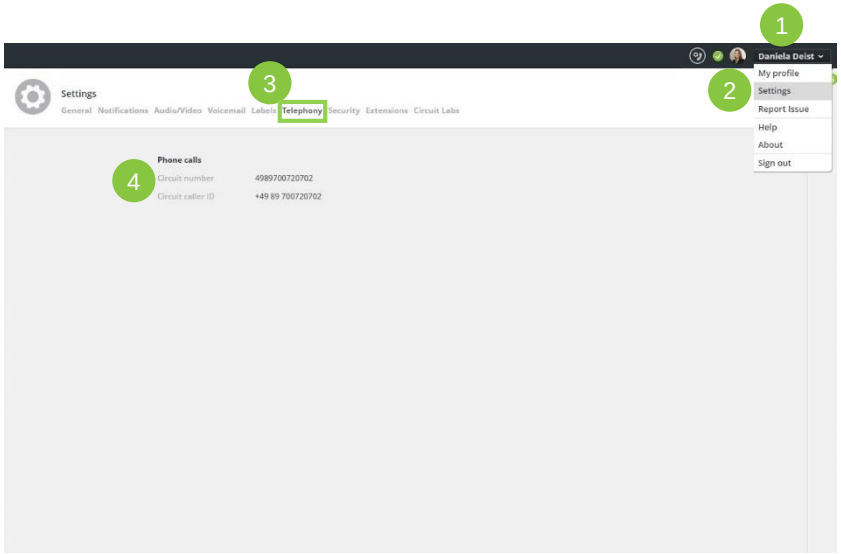
Telephony settings

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.

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Telephony settings

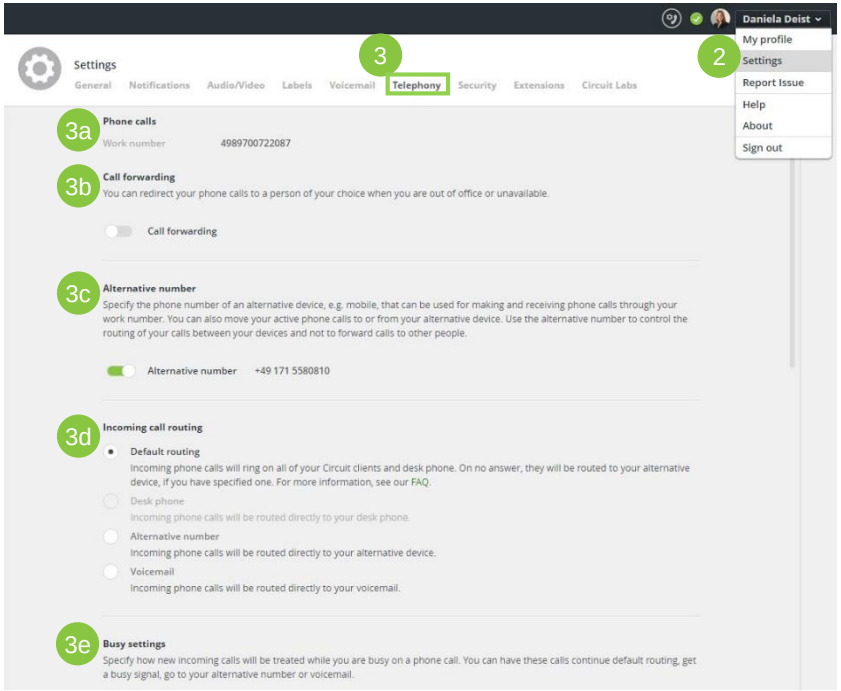
Using the Advanced Telephony Connector for external calls

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) Phone calls:** Your work number is preconfigured
   - **b) Call forwarding:** redirect your phone calls to a person or a phone number
   - **c) Alternative number:** Transfer your calls to any other telephone number *(previous numbers are remembered)**
   - **d) Incoming call routing:** Decide where to route your incoming calls – parallel ringing is possible
   - **e) 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



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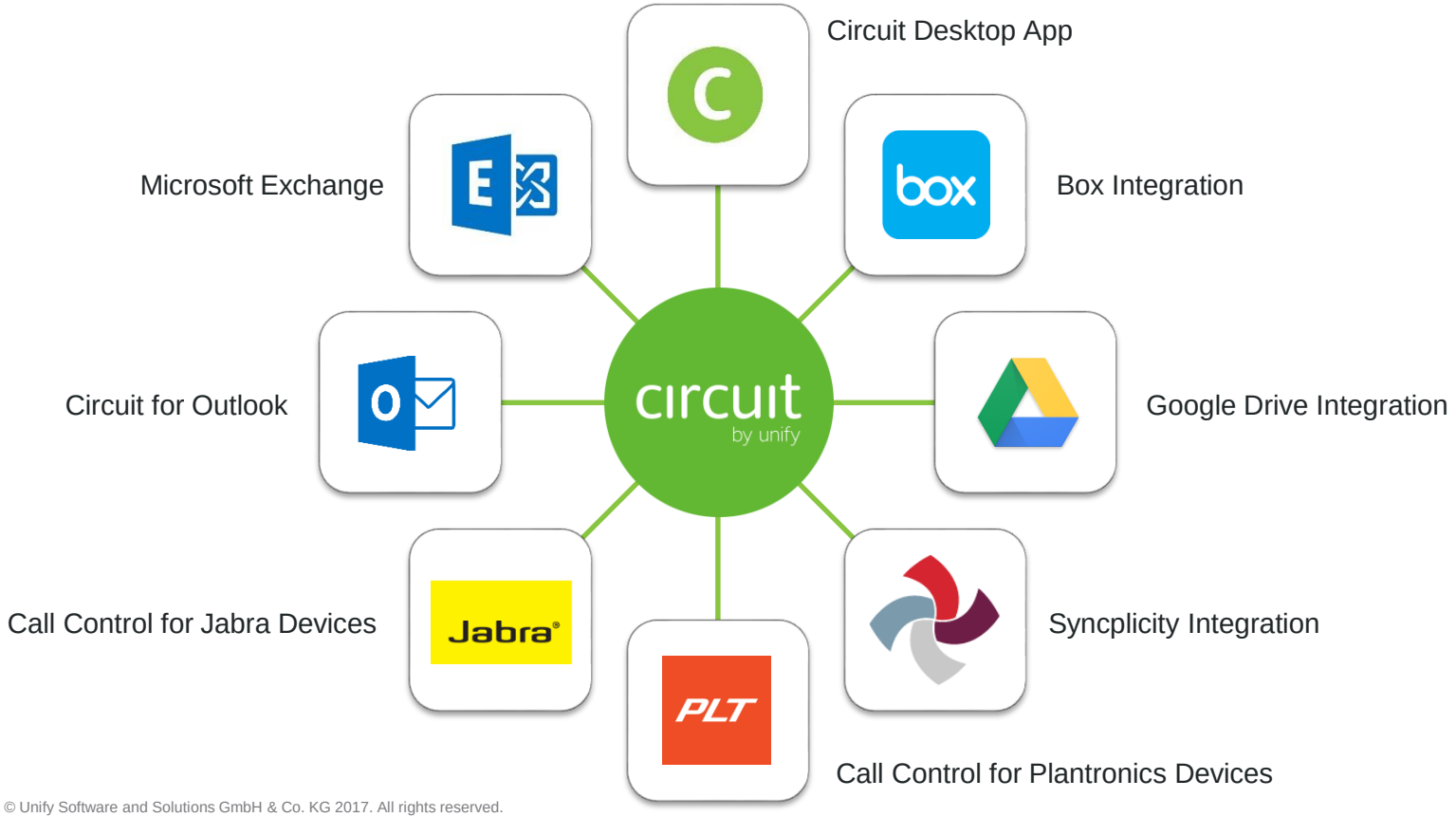
Tool extensions



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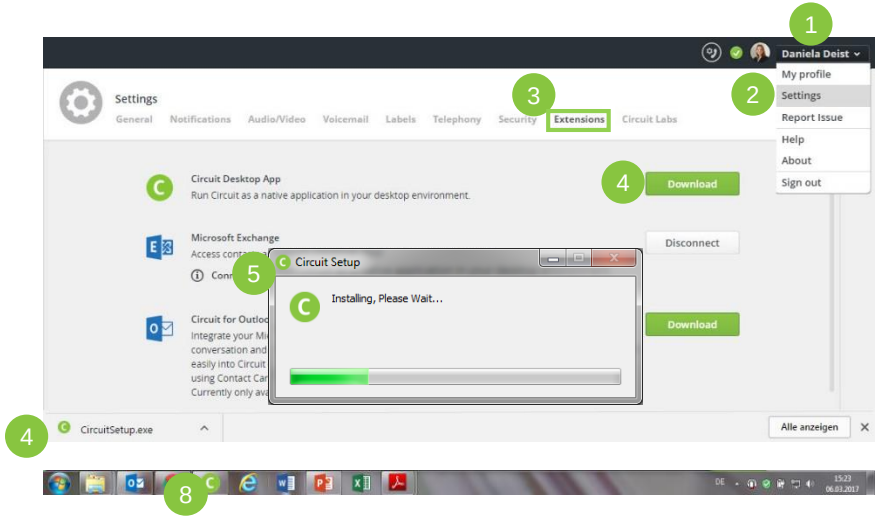
Tool extensions

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
- Start Circuit App automatically
- Spellchecker
- Enable mouse pointer for viewers to draw attention to specific point

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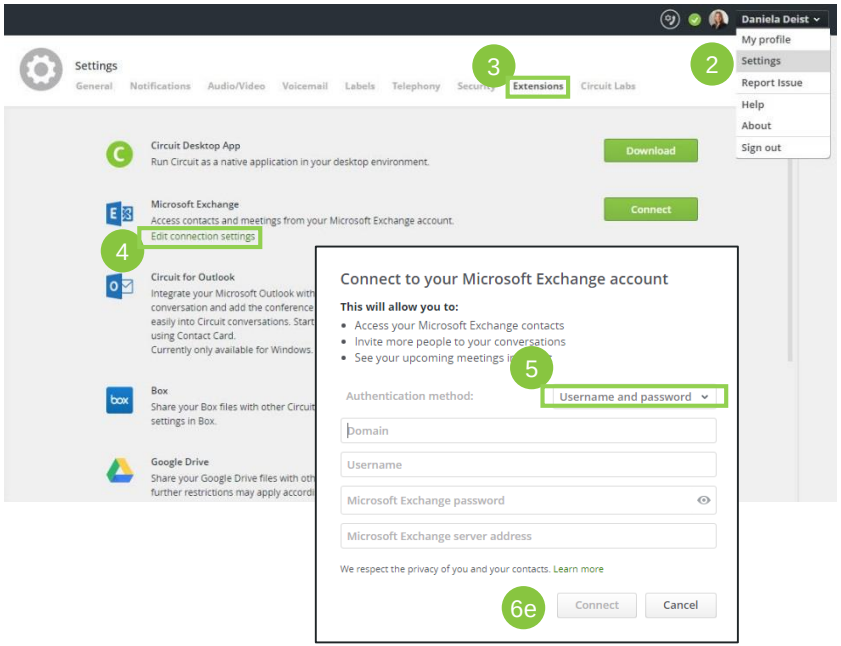
Tool extensions

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. Chose 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.

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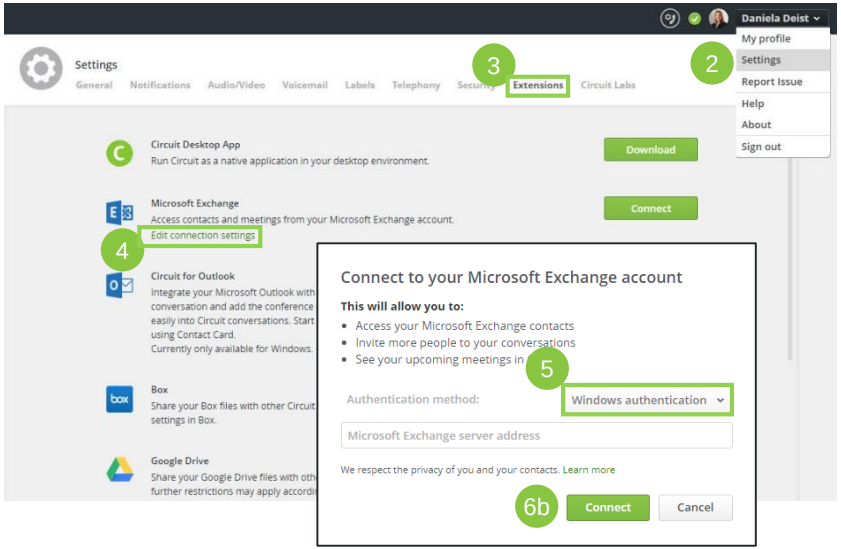
Tool extensions

Microsoft Exchange – Windows authentication

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. Chose Authentication Method: **Windows authentication**
6. Provide your
   a) Microsoft Exchange server
   b) Click on **“Connect”**



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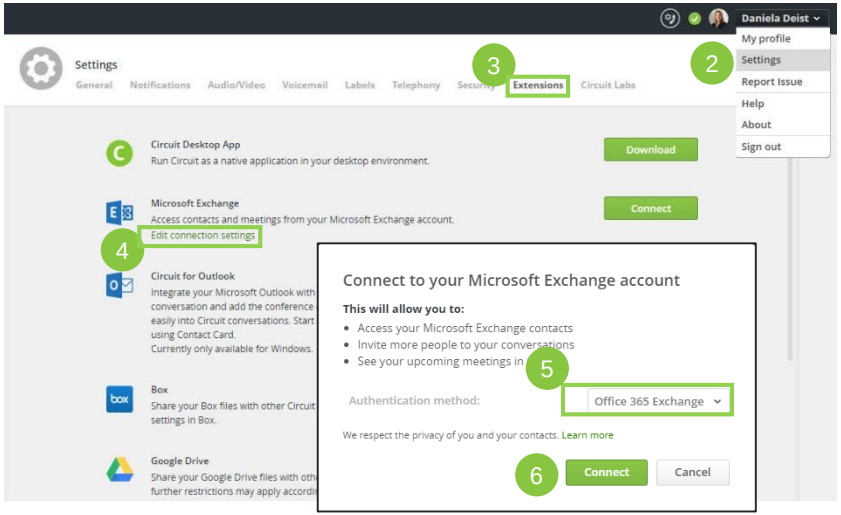
Tool extensions

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. Chose Authentication Method: **365 Office Exchange**
6. Click on **“Connect”**



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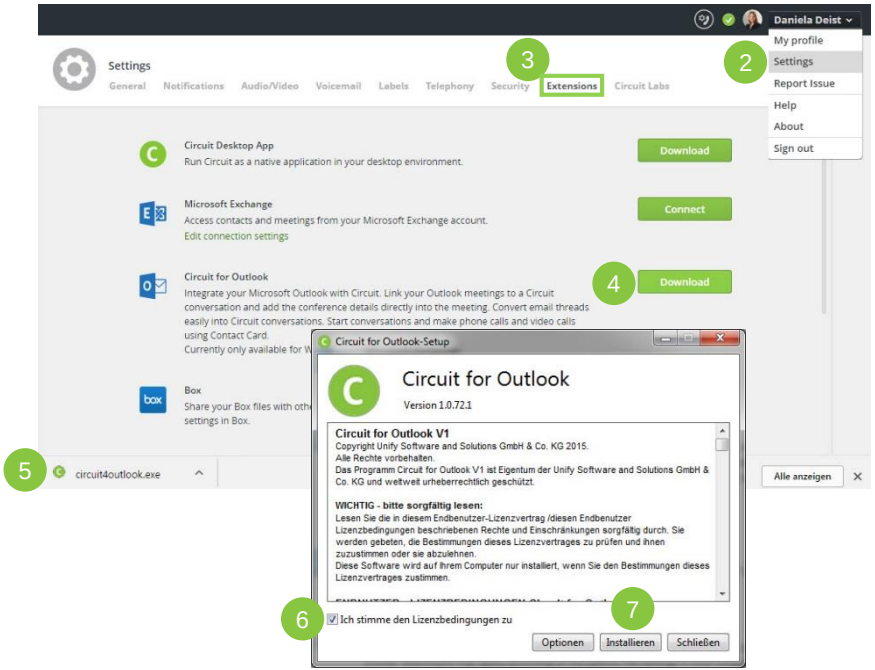
Tool extensions

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



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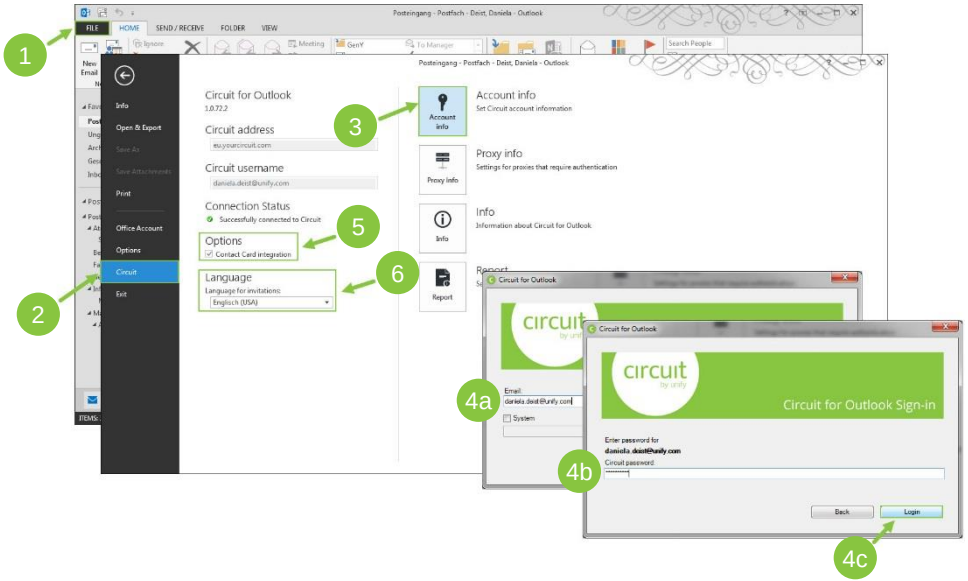
Tool extensions

Circuit for Outlook – part 2a (Outlook >=2010)

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



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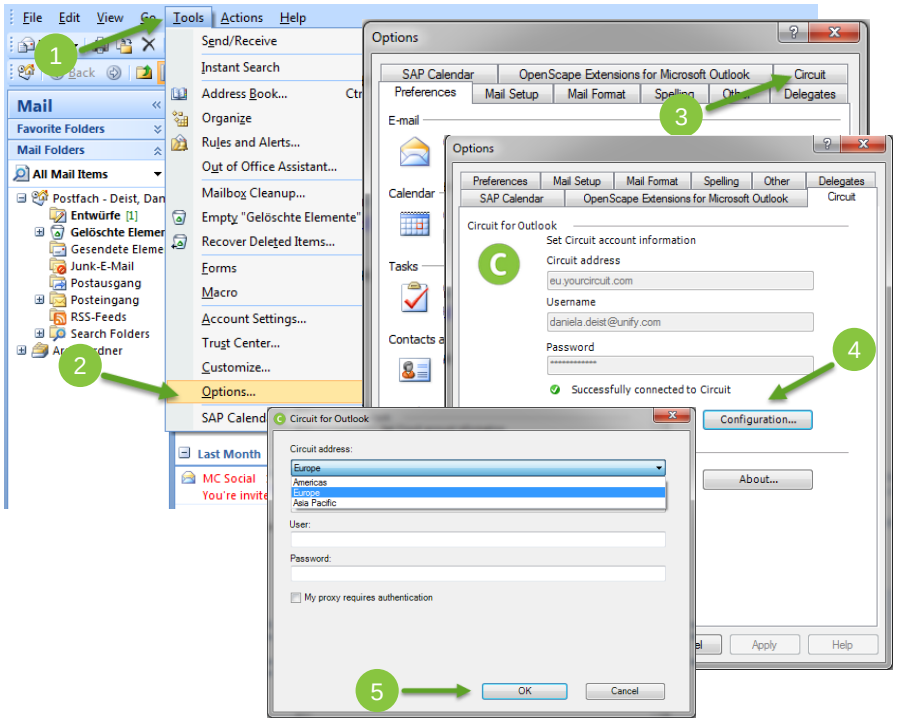
Tool extensions

Circuit for Outlook – part 2b (Outlook =2007)

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



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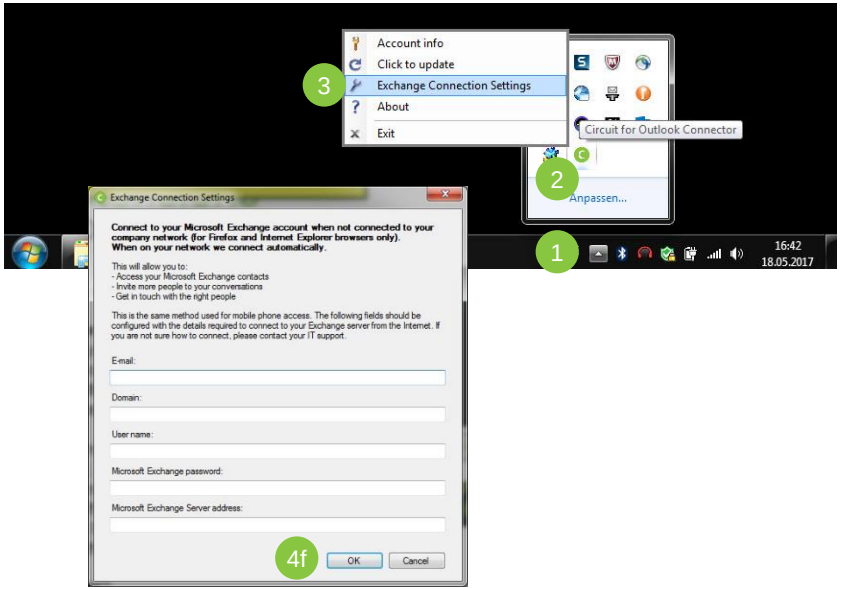
Tool extensions

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** icon
3. Select **“Exchange Connection Settings”**
4. Provide your
   a) E-mail address
   b) Domain
   c) Username
   d) Microsoft Exchange password
   e) Microsoft Exchange server
   f) Click **“OK”**



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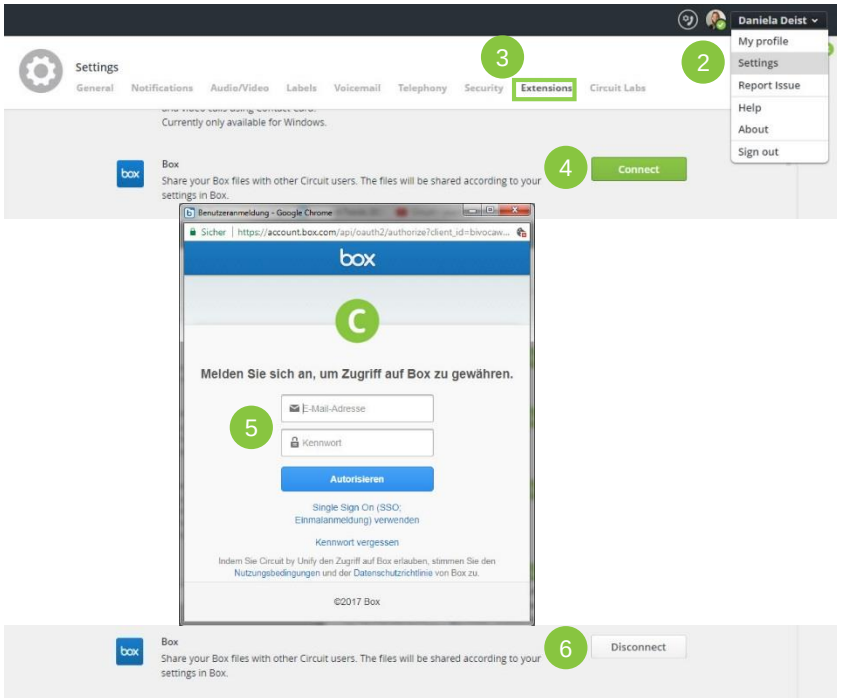
Tool extensions

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



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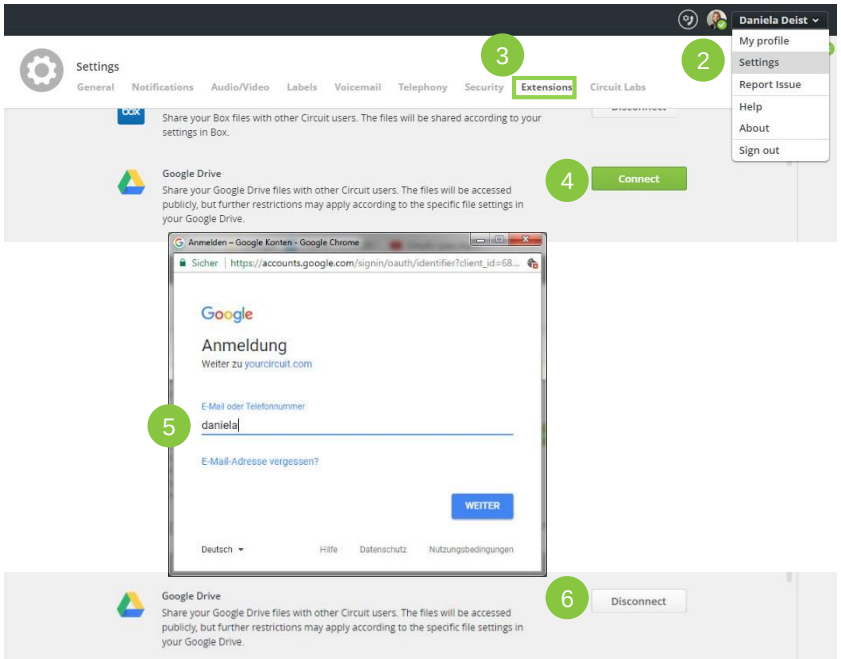
Tool extensions

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



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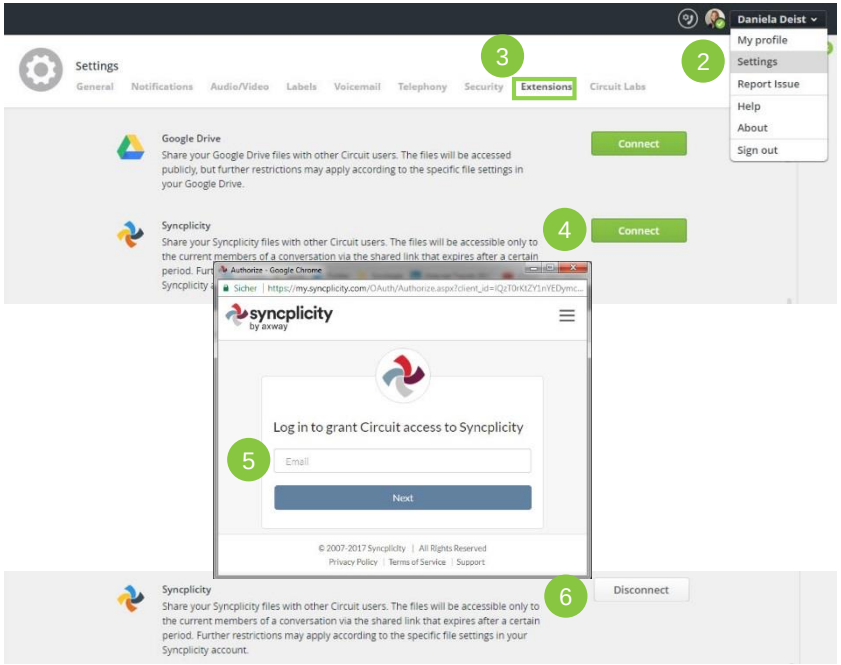
Tool extensions

Syncplicity

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.

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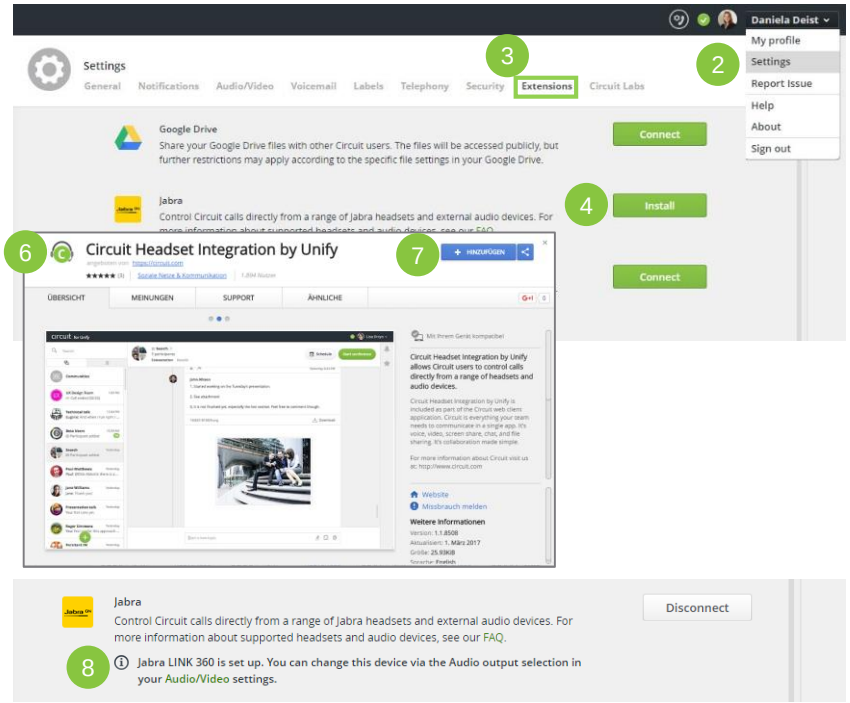
Tool extensions

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 the two windows that will pop up (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

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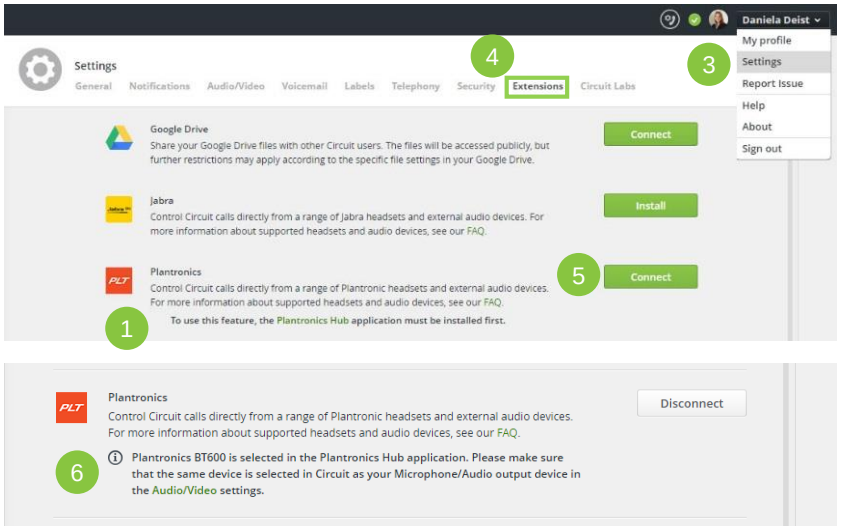
Tool extensions

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

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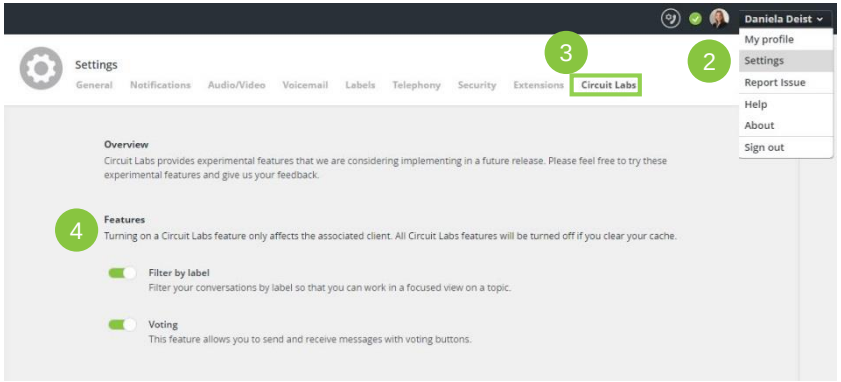
Circuit labs

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.

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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 labels”
   - **a) Add any label** you want to arrange your conversations
   - b) Existing labels with the same characteristics are displayed
   - **c) Delete** a label with the “x” for this specific conversation (pass over the label with your cursor)
2. Find any labeled conversations by **opening the drop down menu** of the conversations on the left side (here you can also enter your settings for editing) or by using the **contextual search filtered by “Labels”**
3. Enter the “Label” tab under your settings
   - **a) Overview** of all your existing labels
   - b) Add **new labels**
   - **c) Edit or delete** existing labels for all conversations
   - **d) Search** for a specific label by clicking on it

Please click here to start the video

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.

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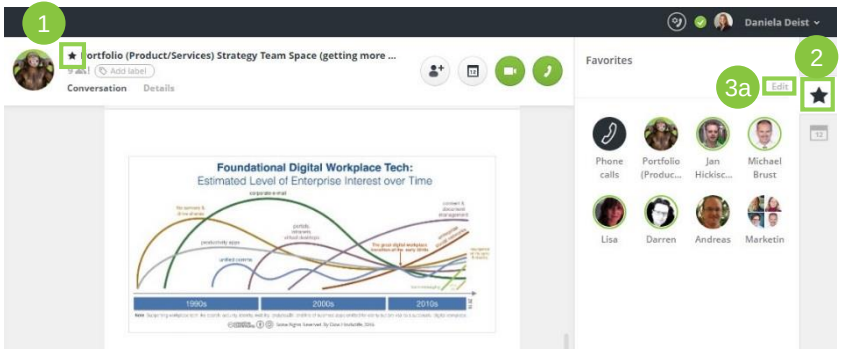
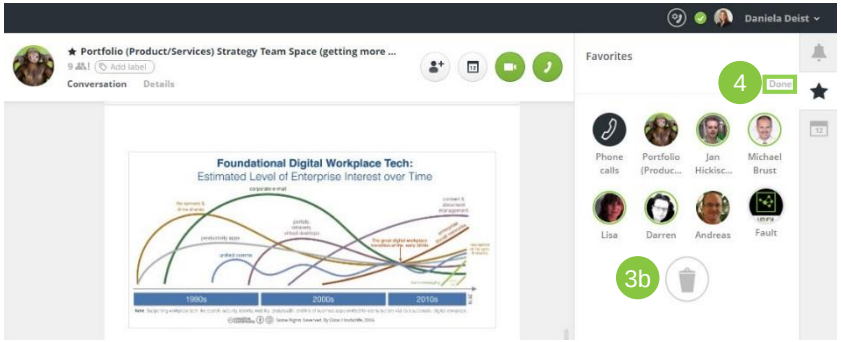
Organize your conversations

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: infilled 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.

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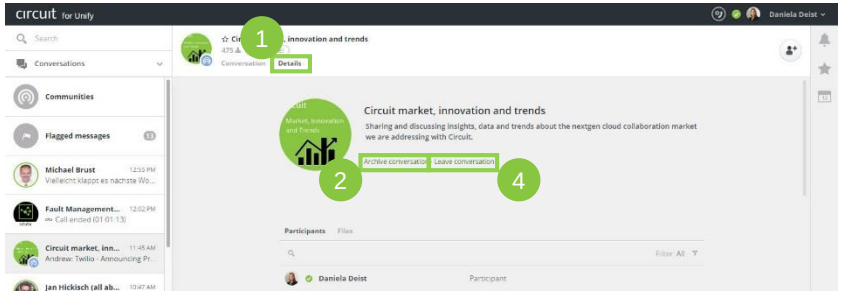
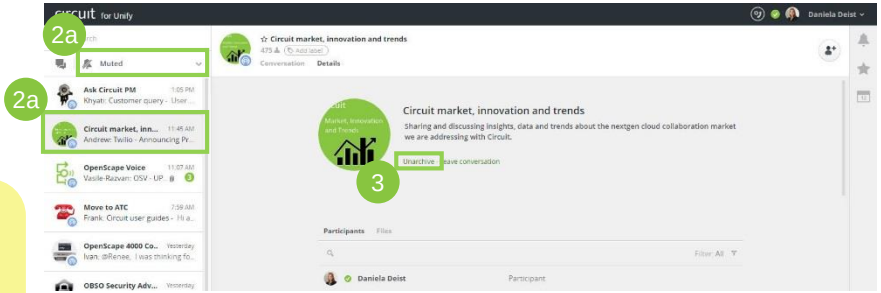
Organize your conversations

Archive & leave conversations

If a conversation is not for 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. Click on “Details” at the top of a conversation
2. Select “**Archive conversation**” to mute the conversation
   a) The conversation is now shown in your muted conversation thread
3. Select “Unarchive” to once again receive notifications and have it on your normal conversation thread
4. If you **leave a conversation** you do not get any notifications or messages from this conversation





Note: Currently Archive is called Mute and is not available for 1-to-1 conversations

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. – the conversation is now shown in a the archived conversation space and you can check these conversation anytime for updates

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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, 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

Communities *(public within the domain)*

- Visible and open everyone in a domain
- 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 or your Google Drive account
- Access shared files
- Organize your conversations by labeling, using favorites or archive conversations

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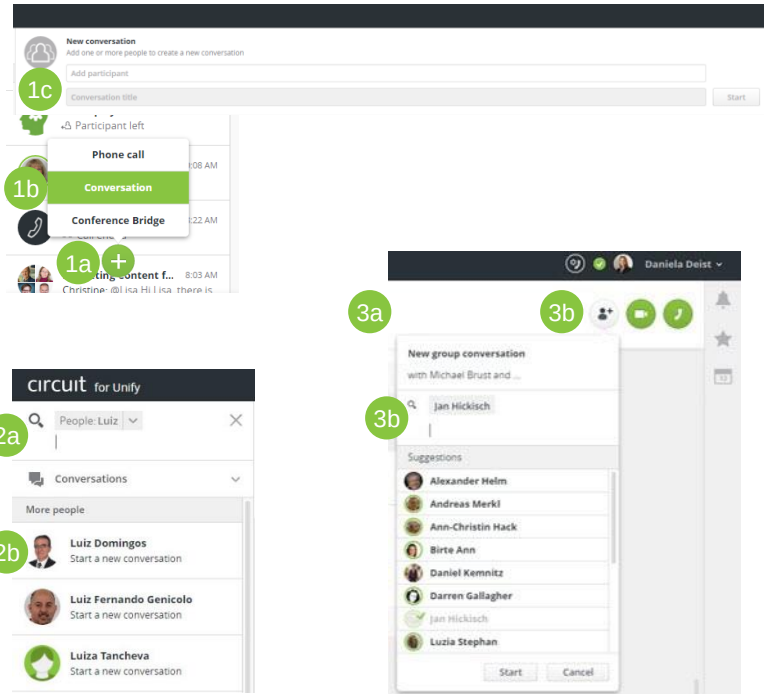
Starting conversations

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 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 61)



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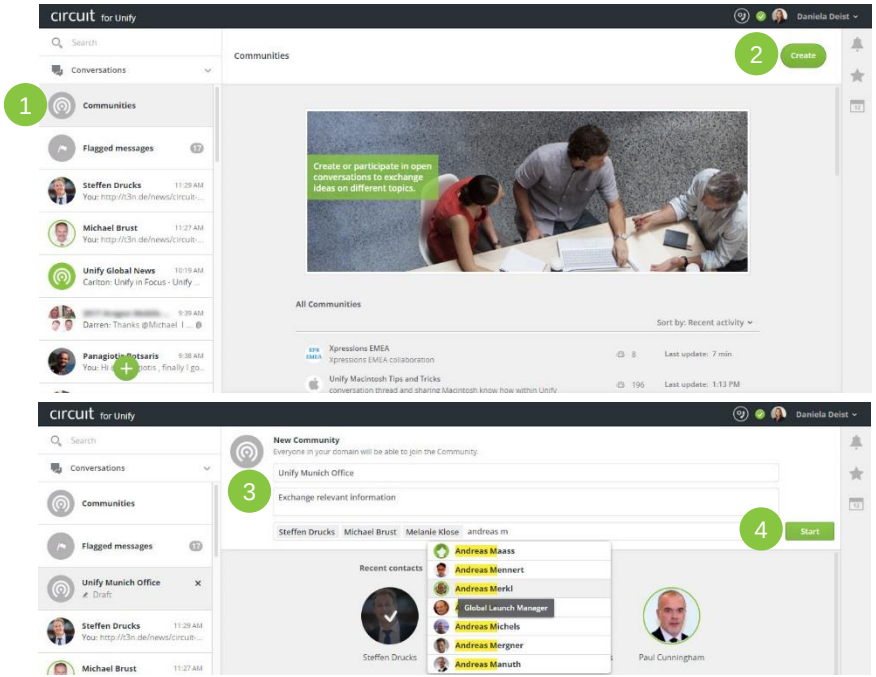
Starting conversations

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 hole company and cannot be deleted. You can just leave the community but it still exists – only the last participant cannot leave the community.

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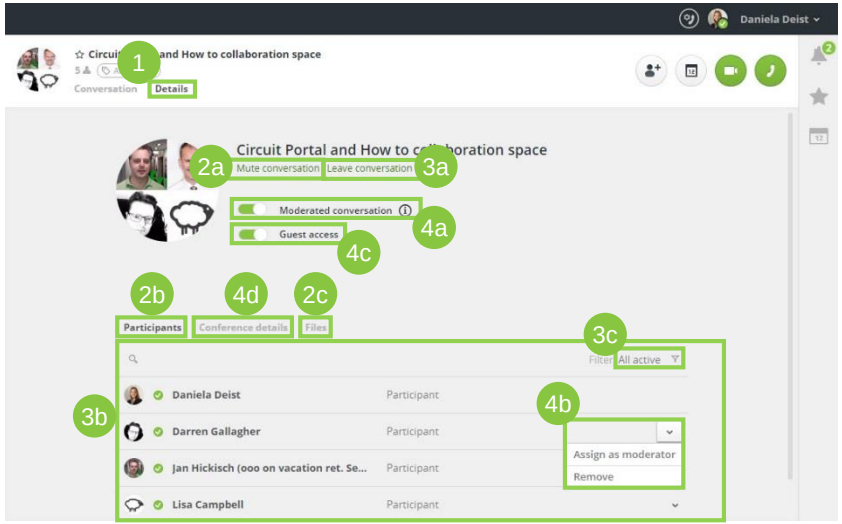
Conversation details

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
   - **b) Participants:** remove them or set co-moderators, 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



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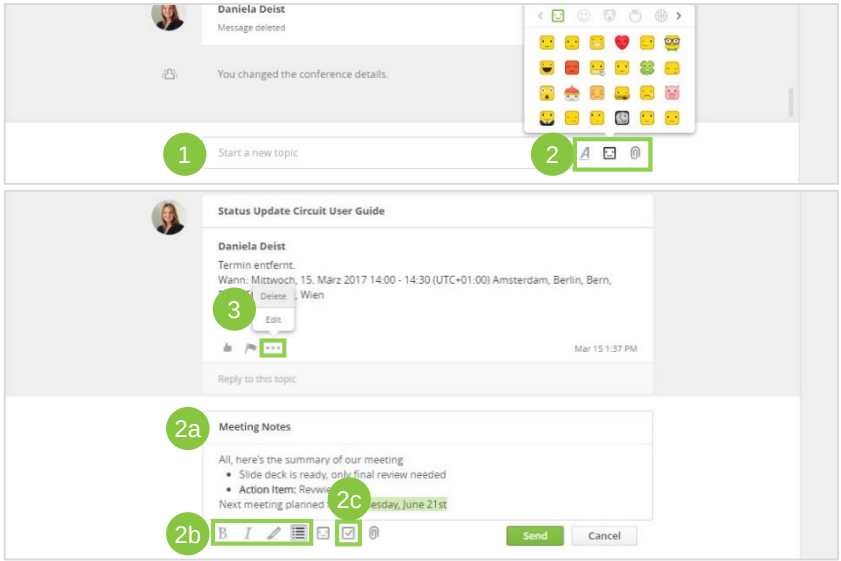
Having conversations

Chatting

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

1. Write a post in the **“Start a new topic” box** at the bottom and click “Enter” to send the message
2. To use more writing options click on the **“A”** in the box which appears when you click on the box (there you can also find a **collection of smileys** and the symbol to add **attachments**)
   a) Add a **topic title**
   b) Highlight specific **text elements** (fat, cursive, marked, bullet points)
   c) Do votings (see page 53)
3. After sending a message you can **edit or delete** your post by clicking on the three points which appear under your posts



To answer use the “Reply to this post” box to clearly structure the conversation by specific topics, comments are shown under the initial post.

Point at the timestamp of a post, do a right click with your cursor and copy the link to refer to a specific post

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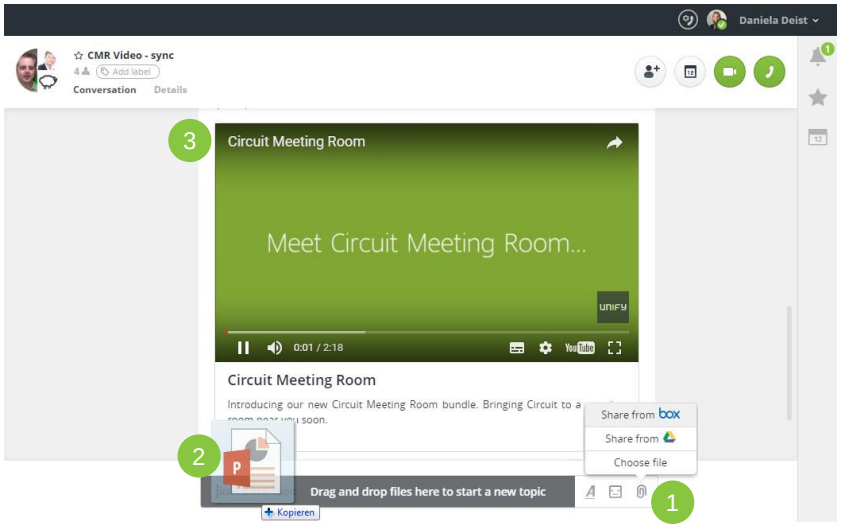
Having conversations

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 35)
   c) Choose a file from your **Google Drive cloud account** (requires an established connection - see page 36)
   d) Choose a file from your **Syncplicity account** (requires an established connection - see page 37)
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.

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Having conversations

Flagging & like

To quickly find an important message you can flag it and to show anybody that you agree with him use the like thumb.

1. Identify a specific message
2. 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**, so you can easily identify them in a conversation and also **delete** them with another click
3. 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

Please click here to start the video

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

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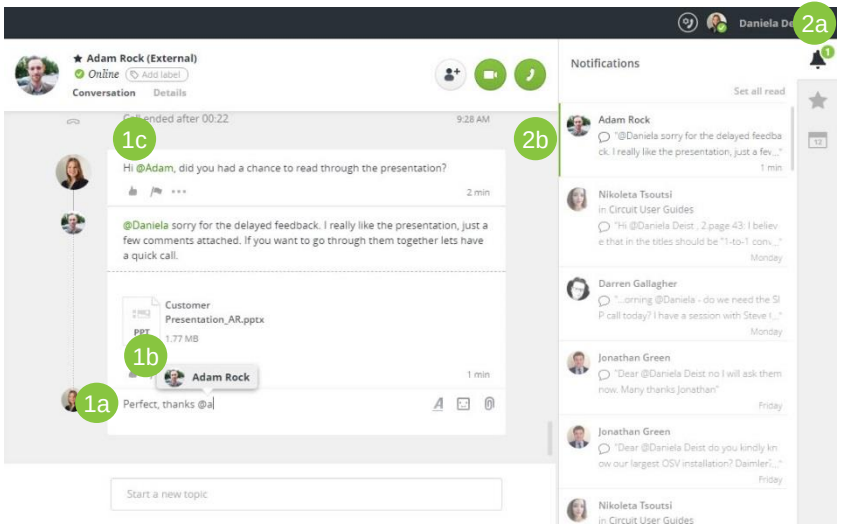
Having conversations

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.

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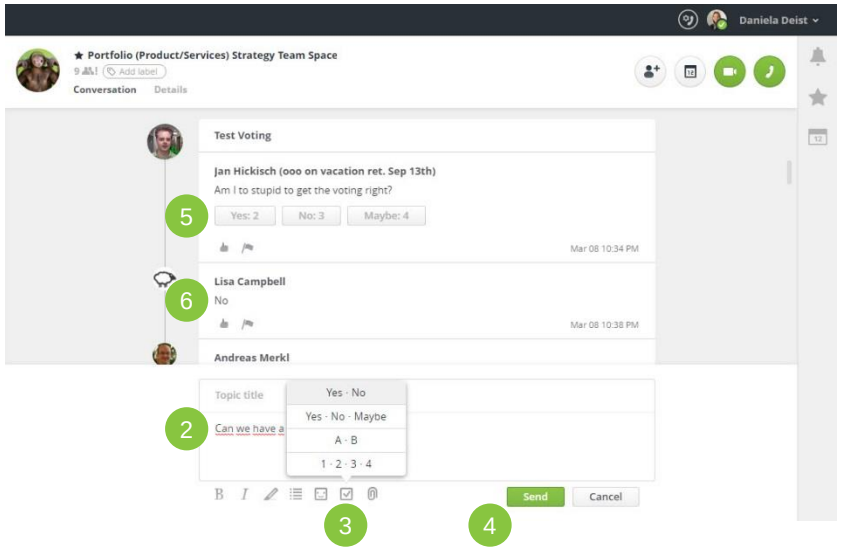
Having conversations

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.

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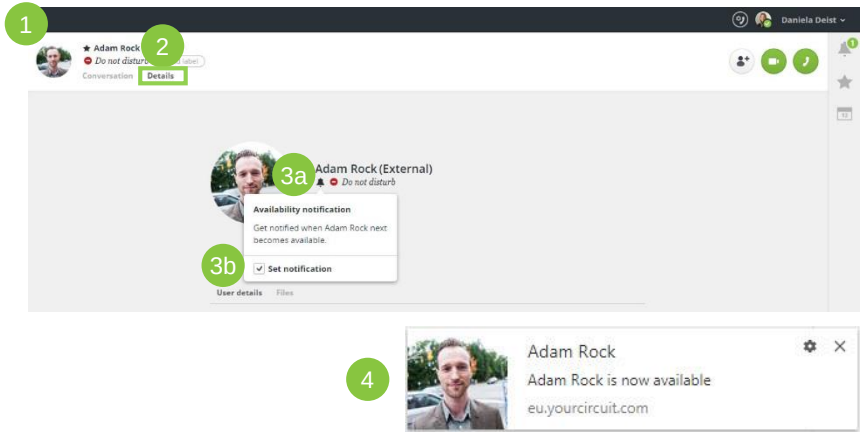
Having conversations

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.

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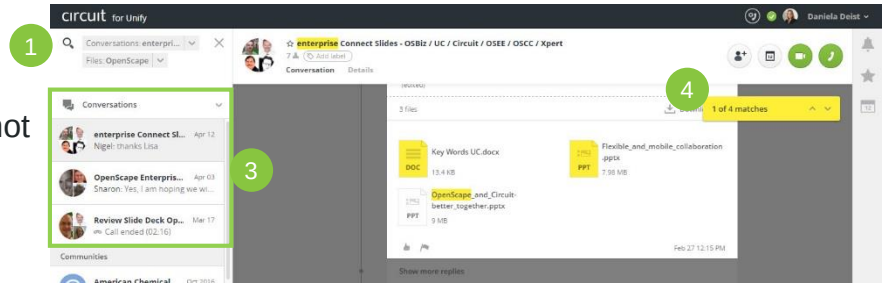
Contextual search

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 *(note: for archived conversation you need to do a separate search)*
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

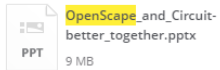


You also can have multiple search filters – multiple filters are connected with “and” so only matches which include all elements are shown.

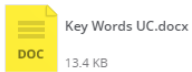
In your selected conversation the search will start.

You can also filter by your created labels.

Your most recent search criteria are saved.



Match in the document title



Match within the document

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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) View your own **video** (if used)
   c) **Share** your **screen** (see page 58)
   d) **Mute yourself**
   e) **Turn on your video**
   f) **Mini Call Stage** – switch between conversation and call
   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) Change **audio settings**
   j) **Move the call** to another device (see page 60)
3. After a 1-to-1 voice or video call conference call - **call summary** *(showing start time and duration)*

Please click here to start the video

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Voice & video calls

Group conversation

1. Before a conference call
   - **a) Initiate** a new conference on your own
   - **b) Join** an active conference
2. During a conference call
   - **a) Ring all** participants
   - **b) Add Circuit users** to an ongoing meeting
   - **c) Active speaker** is displayed with green dot
   - d) View your own **video** (if used)
   - **e) Record** the meeting (see page 59)
   - **f) Mute** all participants / one / yourself
   - **g) Share** your **screen** (see page 58)
   - **h) Mute yourself**
   - **i) Turn on your video**
   - **j) Move the call** to another device (see page 60)
   - k) Change **audio settings**
   - **l) Mini Call Stage** – switch between conversation and call
   - m)View the call in **full screen**
3. After a conference call - **call summary** *(start time, duration and attendees are displayed in conversation)*

Please click here to start the video

Calls will never start automatically by time.

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

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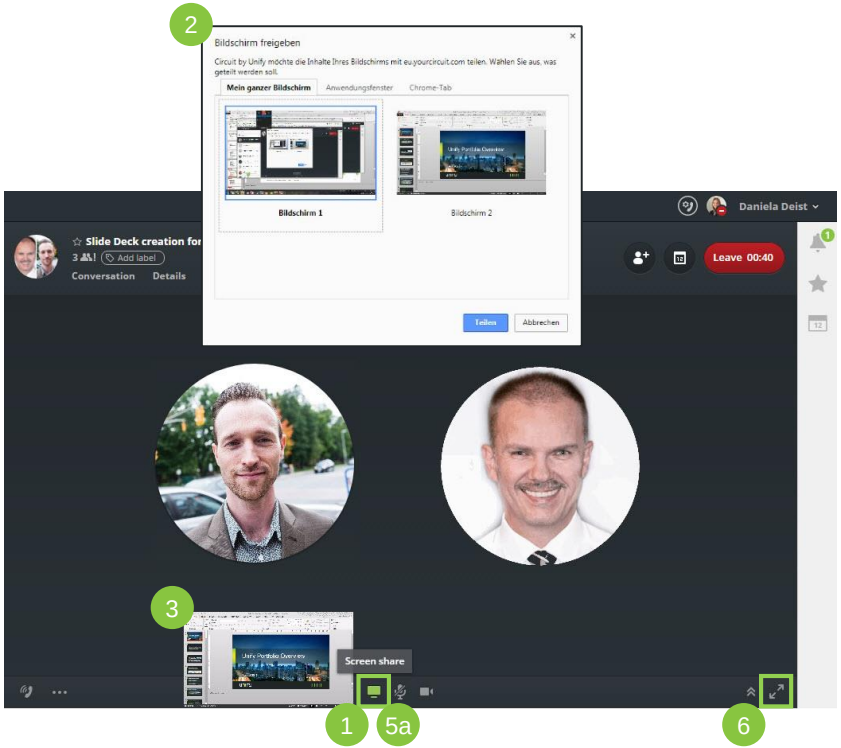
Voice & video calls

Screen sharing

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

1. Press the **screen share button** to start sharing
2. Select a hole 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. The audience can view the sharing in **full screen**



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

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

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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)
   a) To pause the recording select “Stop recording”
   b) To continue the recording select “Resume recording”
4. The recording **ends automatically after the call** and will be **shared in the conversation** together with the conference details
5. Everybody can see and listen to the recording within the conversation as well as delete it

Please click here to start the video

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 hole screen*

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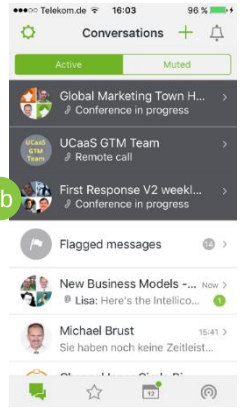
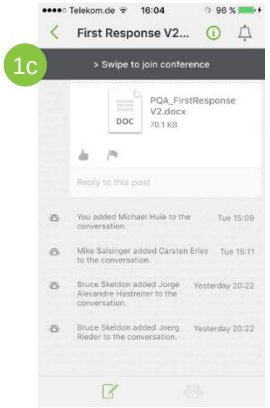
Voice & video calls

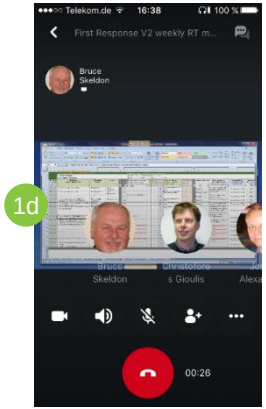
Moving calls

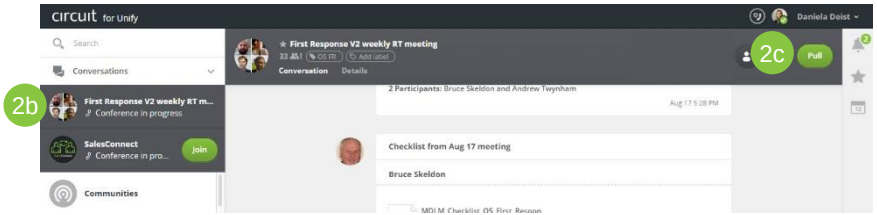
Circuit users can move calls from their PC to any other Circuit device (mobile phone, iPad, tablet) and vice versa.

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.

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Plan a meeting

From Outlook calendar to Circuit (for Circuit users)

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** (on the right – a green point informs you about a shortly upcoming meeting)
7. Everybody can join the conversation directly from Circuit

Please click here to start the video

- 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 for Outlook Extension required

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Plan a meeting

From Circuit to Outlook calendar (for Circuit guests)

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)*

Please click here to start the video

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

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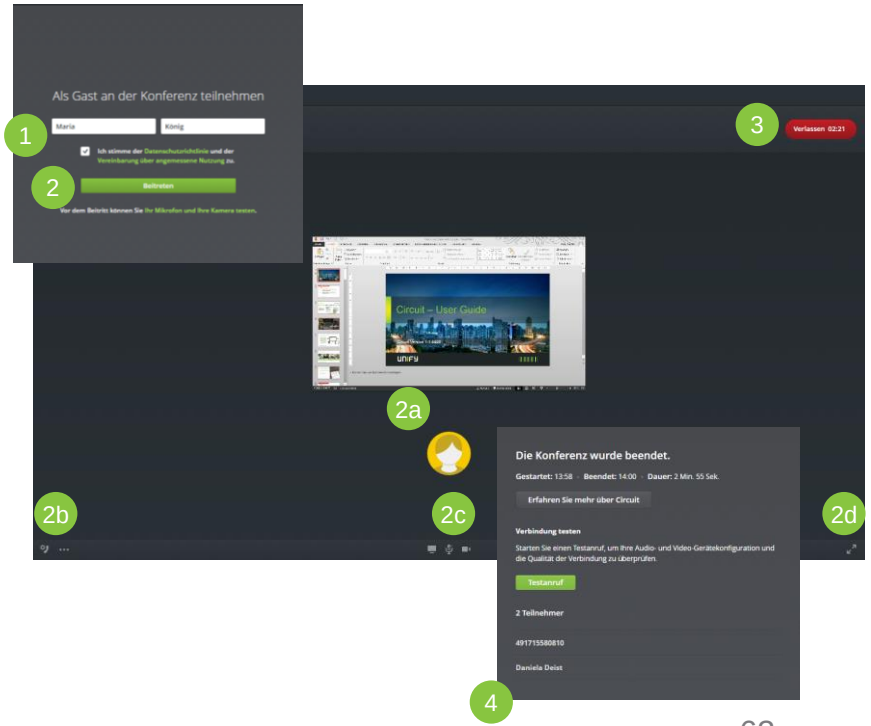
Guest access

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

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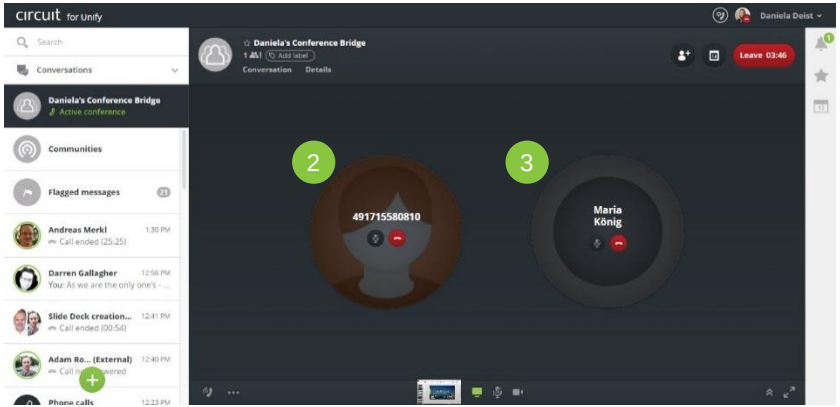
Guest access

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

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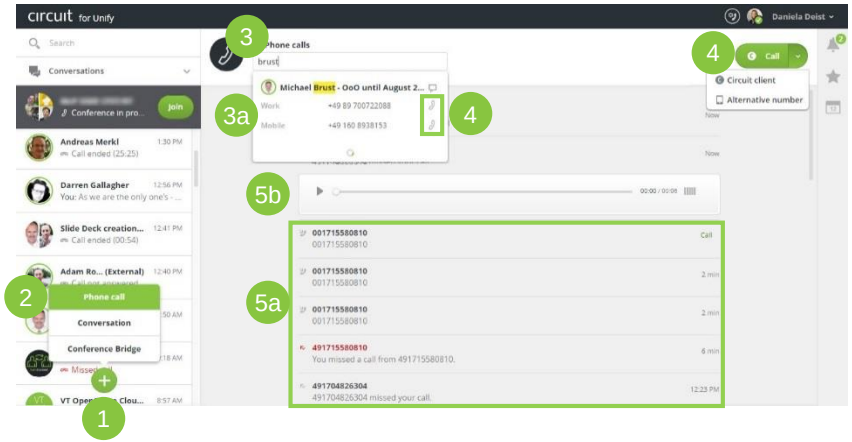
External phone calls

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** and
   b) Your **received voice messages**



*Microsoft Exchange Extension required

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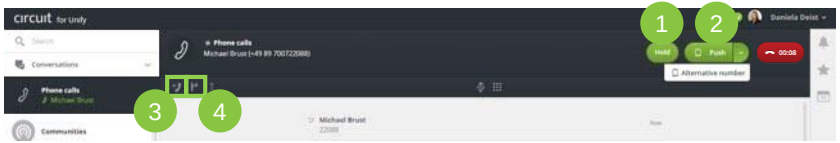
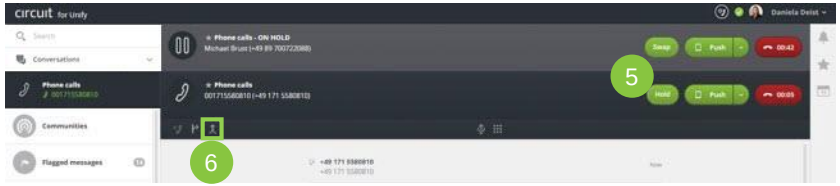
External phone calls

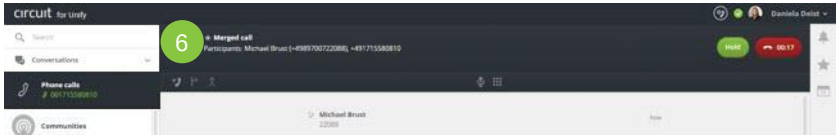
Advanced features with Advanced Telephony Connector

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 25)
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







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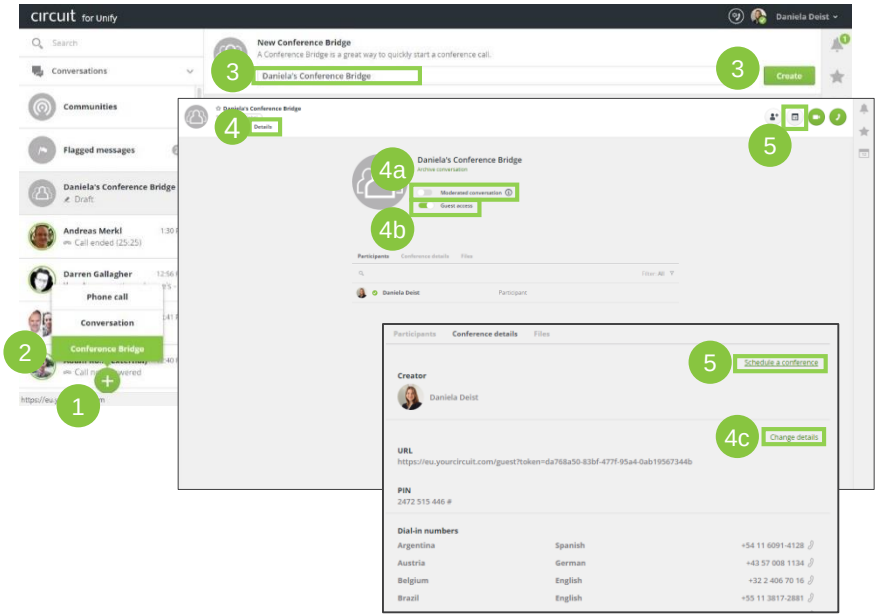
Conference bridge

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.

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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 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

Please click here to start the video

Recipients who do not have a Circuit account yet cannot be added to the circuit conversation – these people need to register for at least the Free Version to have access to the shared content.

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Circuit Add-Ons

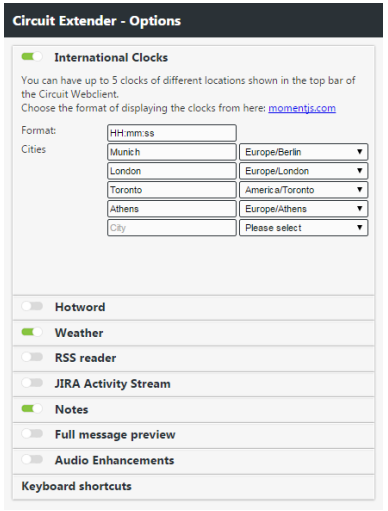
For Google Chrome

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

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-recognitio/naocodhaaccalkjkncloplbkcehlbohp



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More Questions?
Please visit the Circuit Support Homepage
or contact us