Better Connections by Design

# COEO EmpowerUC™ Desktop

## Business User Guide

COEO Solutions

July 2026

# Table of Contents

# Getting Started: Installing COEO EmpowerUC™ Desktop

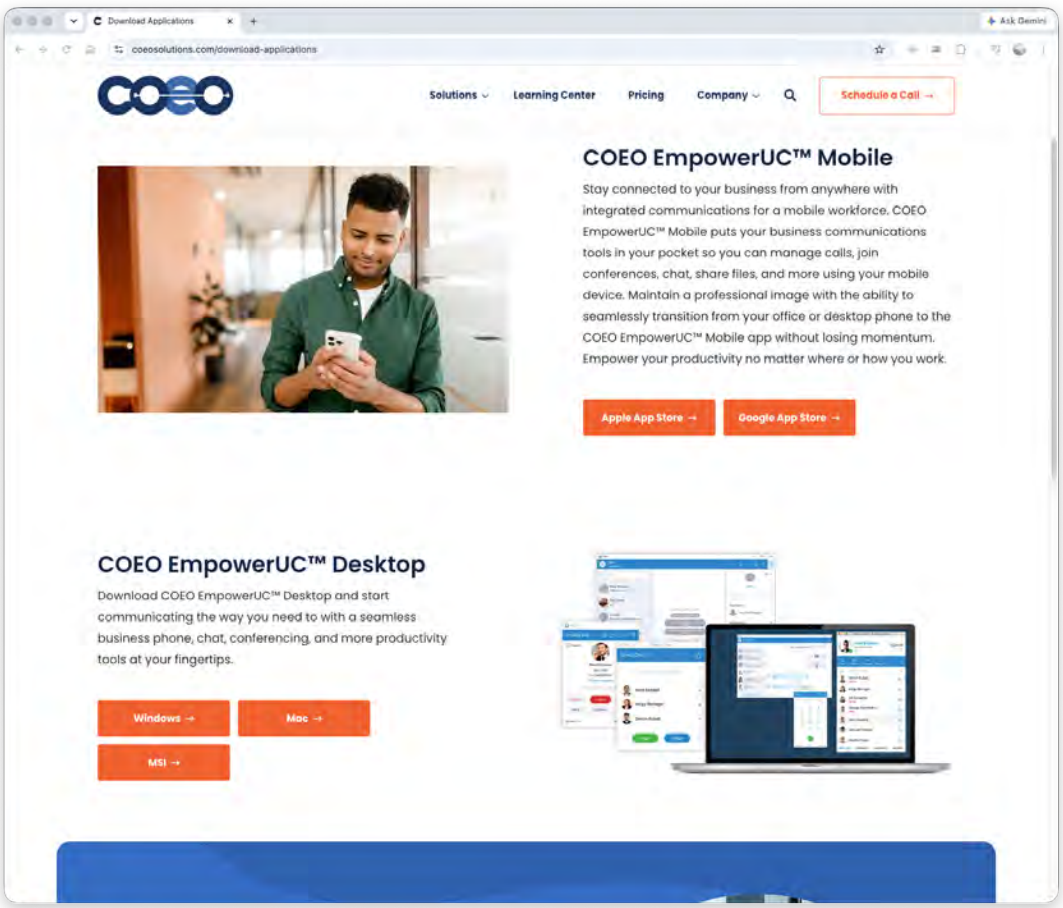
COEO EmpowerUC™ Desktop brings your business phone, chat, conferencing, and productivity tools together in one application on your computer. This guide walks you through the v8 experience, from installation to everyday use.

## Downloading the Application

To get started, visit **COEOsolutions.com/download-applications** and scroll to the **COEO EmpowerUC™ Desktop** section. From there, select the download option that matches your computer — **Windows** or **Mac**. This will open a new browser tab where you can download the installer file.

Once the download finishes, open the file and follow the on-screen prompts to complete installation:

- **Windows:** Run the downloaded **.exe** file and follow the setup wizard.
- **Mac:** Open the downloaded **.dmg** file and drag the COEO EmpowerUC™ Desktop icon into your Applications folder.

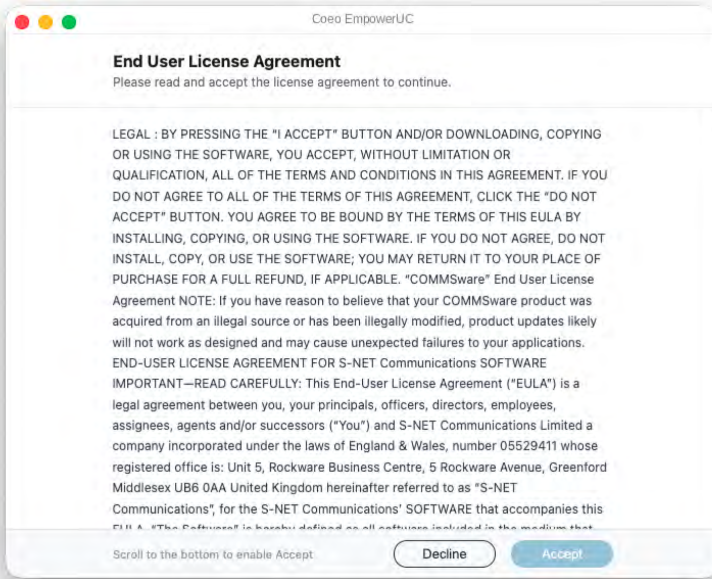



*Select your device type to download COEO EmpowerUC™ Desktop.*

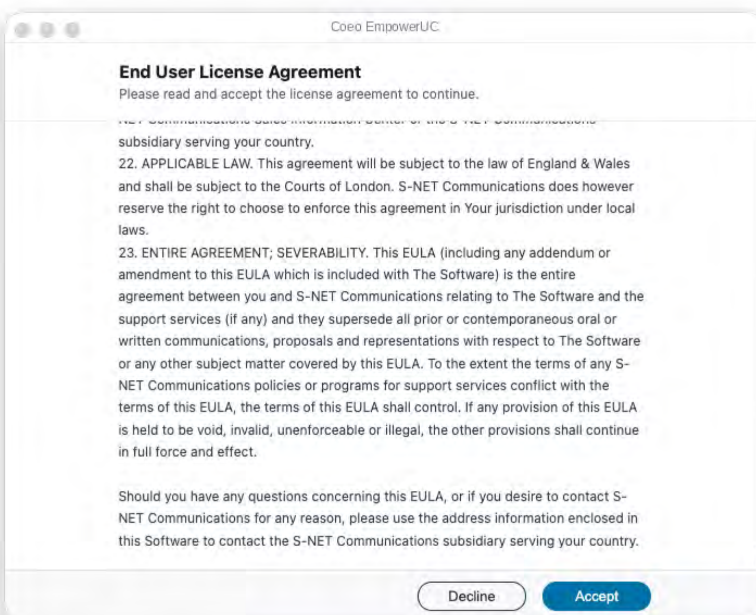
💡 **Note:** If your company's IT team manages software installations for you, COEO EmpowerUC™ Desktop may already be installed on your computer. If you can already find and open the application, feel free to skip ahead to Signing In.

## Accepting the License Agreement

The first time you open the installer, you'll be asked to review and accept the End User License Agreement (EULA). Scroll through the agreement to the bottom — the **Accept** button will stay grayed out until you've reached the end.




*Scroll through the license agreement to enable the Accept button.*




*Once you've reached the bottom, select Accept to continue.*

Once you select **Accept**, installation will continue automatically.

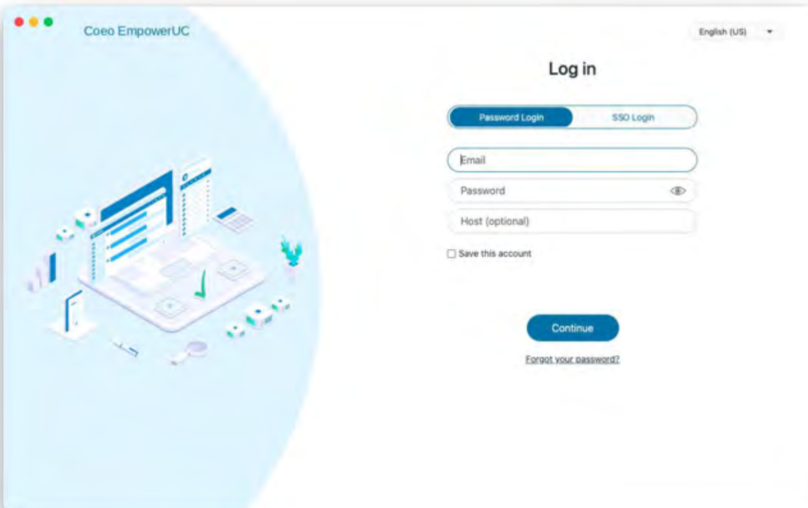
## Logging In

When you open COEO EmpowerUC™ Desktop, you'll be taken to the login screen. You can choose between two ways to sign in, using the toggle at the top of the form:

### Option 1: Password Login

Enter the email address and password provided by your administrator. The **Host** field is required and unique to your organization — it's provided by COEO at the time of setup.

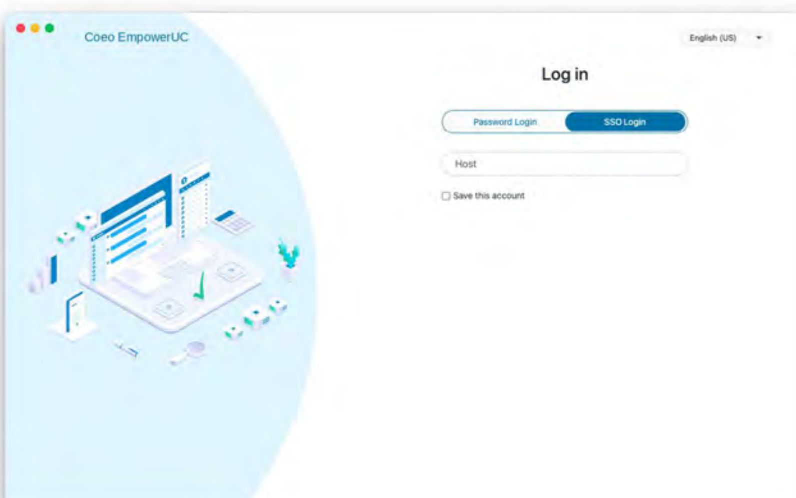
Check **Save this account** if you'd like COEO EmpowerUC™ Desktop to remember your login for next time.




*Sign in with your email and password, or switch to SSO Login above.*

### Option 2: SSO Login (Single Sign-On)

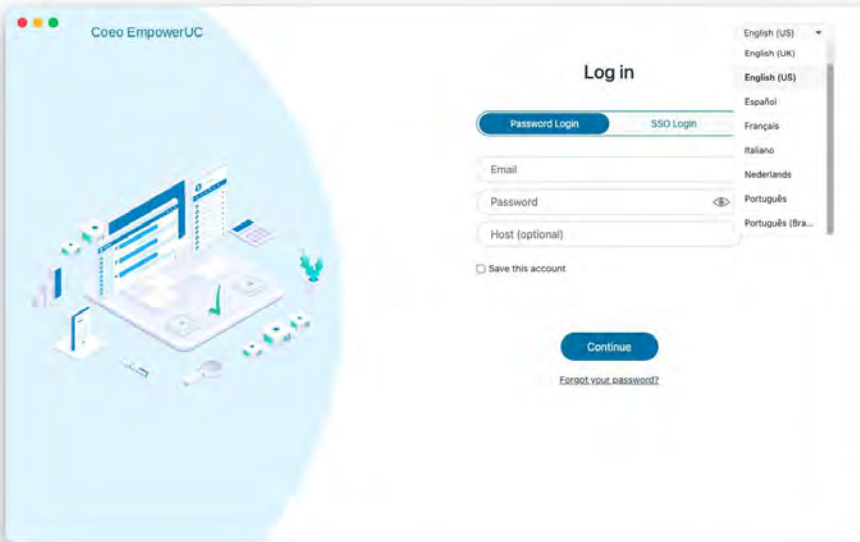
If your organization uses Single Sign-On, select **SSO Login** and enter your host address to continue. You'll be redirected to your organization's standard sign-in process.




*SSO Login redirects you to your organization's sign-in process.*

## Language Options

Use the language dropdown in the top-right corner of the login screen to change the display language before signing in.

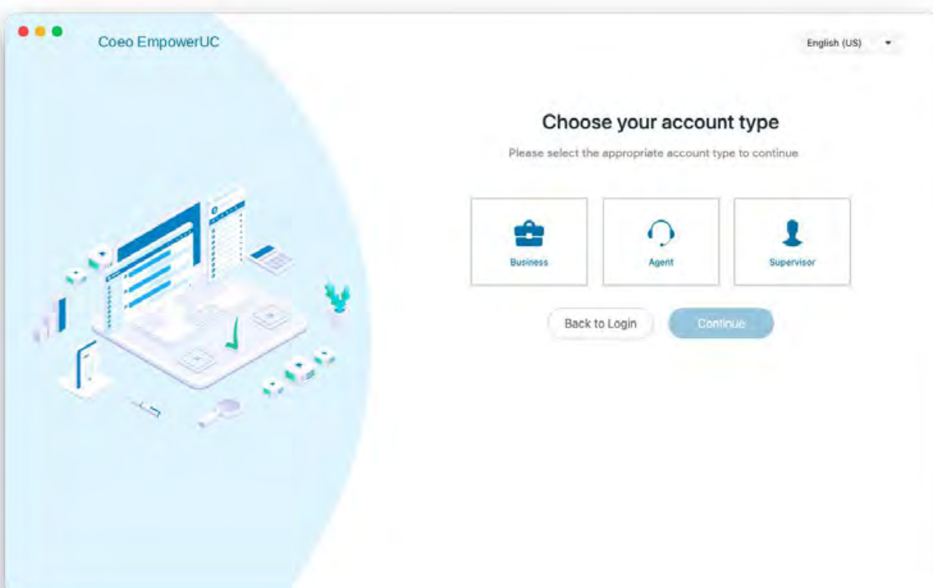



*Select your preferred display language from the dropdown.*

## Choosing Your Account Type

After signing in, select the account type that matches your role: **Business**, **Agent**, or **Supervisor**. This guide covers the Business experience.

> **Note:** If you're not sure which account type applies to you, check with your administrator.

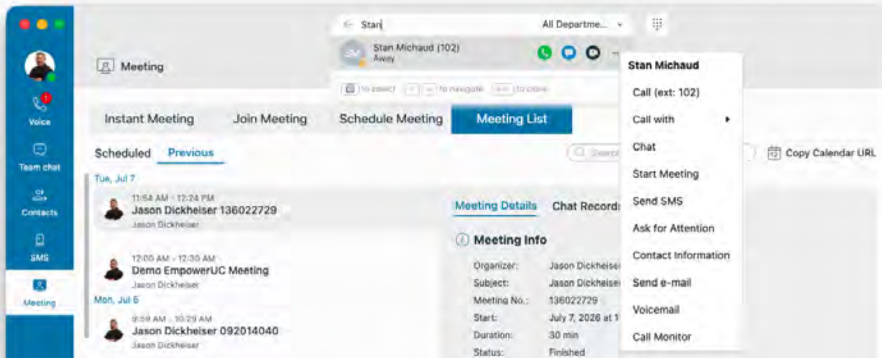



*Choose the account type that matches your role, then select Continue.*

## Navigating the App

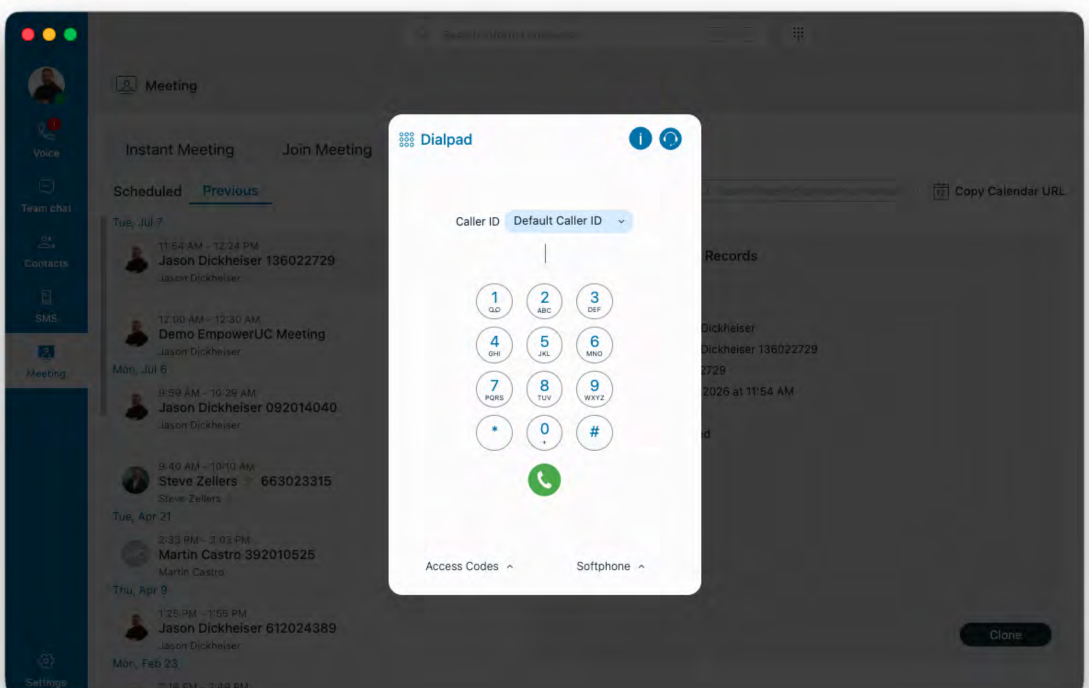
Two elements stay visible at the top of the app no matter which section you're in: a search bar and a quick-dial icon.

The **search bar** searches your internal contacts by name or extension. Start typing to see matching results, and hover over a result to reveal quick-action icons for calling, chatting, or starting a meeting with that person — the same "..." menu available elsewhere in the app also appears here.



*The search bar finds internal contacts from anywhere in the app.*

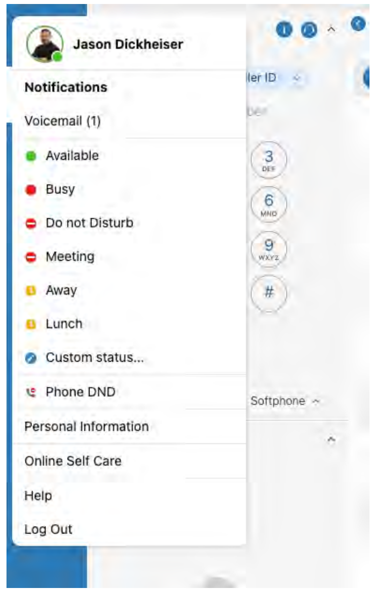
Click the grid icon just to the right of the search bar to open a floating **Dialpad**, letting you quickly place a call without leaving whatever section you're currently in.



*The quick-dial icon opens a floating Dialpad from any screen.*

# Profile & Presence

Your profile menu is where you manage your availability, personal information, and account settings. Click your profile picture in the top-left corner of the app to open it.




*Click your profile picture to access presence status, personal information, and more.*

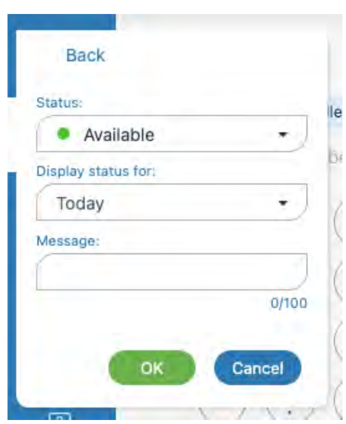
## Presence Status

Your presence status lets your colleagues know your availability at a glance. Choose from **Available**, **Busy**, **Do Not Disturb**, **Meeting**, **Away**, or **Lunch** — your selection appears next to your name throughout the app.

> **Note:** Presence status is different from **Phone DND** (covered below). Presence status is about letting coworkers know your general availability; Phone DND specifically controls whether incoming calls ring through to you.

## Custom Status

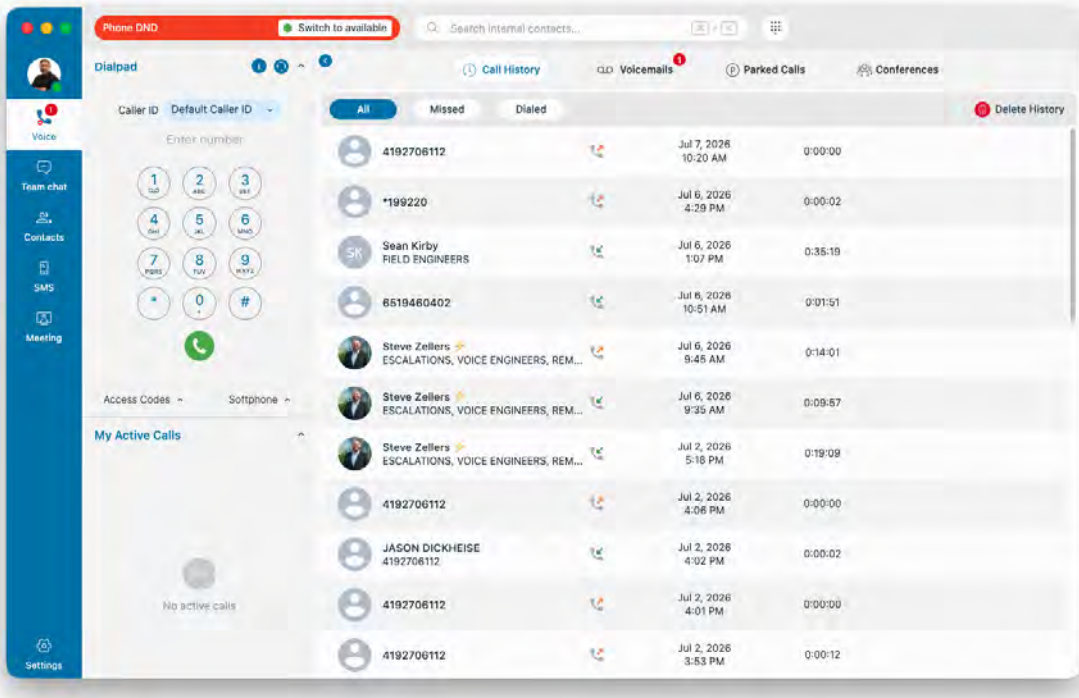
Select **Custom status...** to set a specific status message, along with how long it should display. Choose a status from the dropdown, set how long it should remain active under **Display status for**, and optionally add a short message — up to 100 characters — before selecting **OK**.




*Set a custom status message and choose how long it stays active.*

## Phone DND

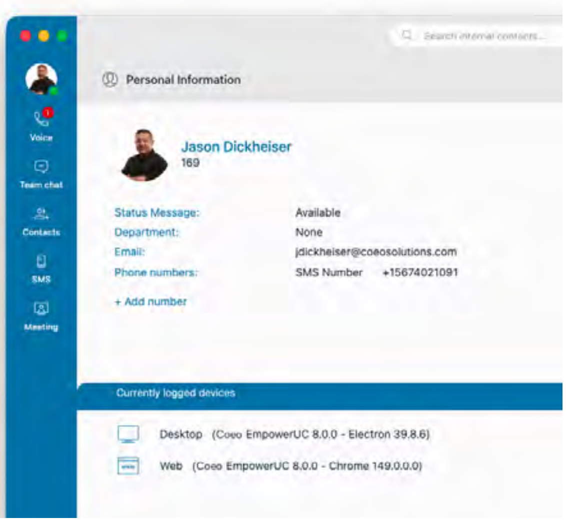
Phone DND (Do Not Disturb) is different from your presence status — turning it on will stop incoming calls from ringing through to you, regardless of what your presence status is set to. When Phone DND is active, you'll see a red banner at the top of the Voice screen with a **Switch to available** button to turn it back off.




*A red Phone DND banner appears at the top of the Voice screen when call ringing is disabled.*

## Personal Information

Select **Personal Information** from the profile menu to view your name, extension, status message, department, email, and phone numbers. You can also add additional numbers here and see which devices are currently logged into your account.




*View your account details and currently logged-in devices.*

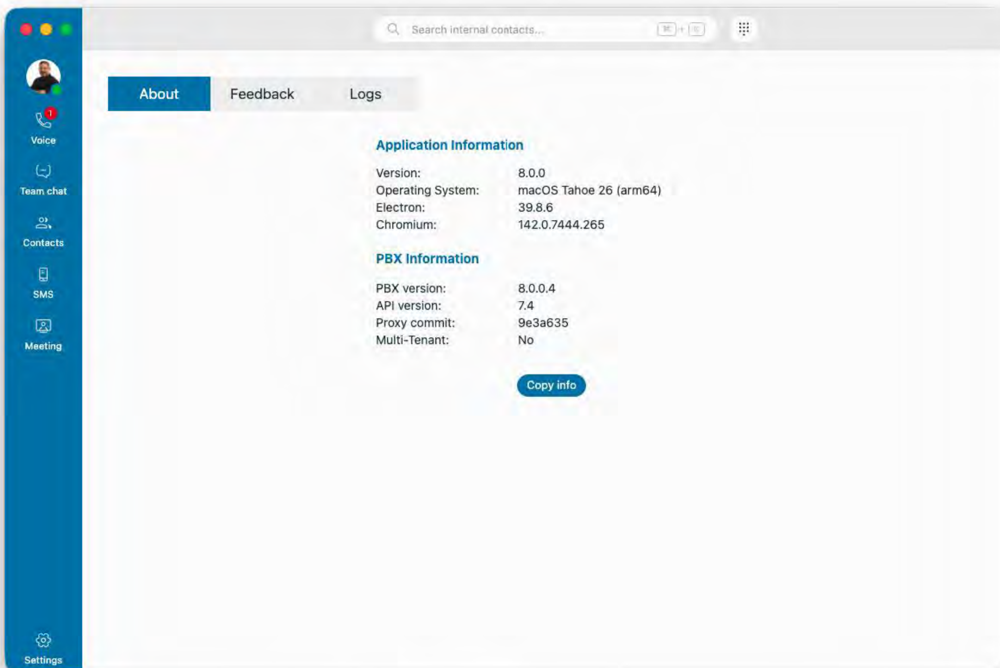
## Online Self Care

Selecting **Online Self Care** opens your account's self-service portal in your default web browser, where you can manage additional account settings outside of the app.

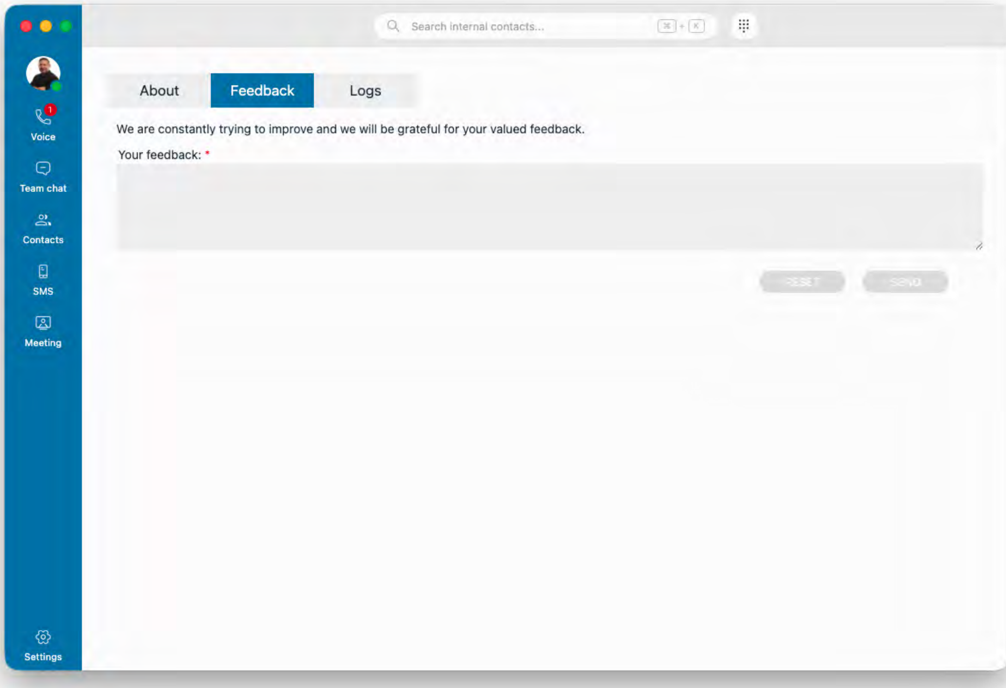
## Help

Selecting **Help** opens a window with three tabs:

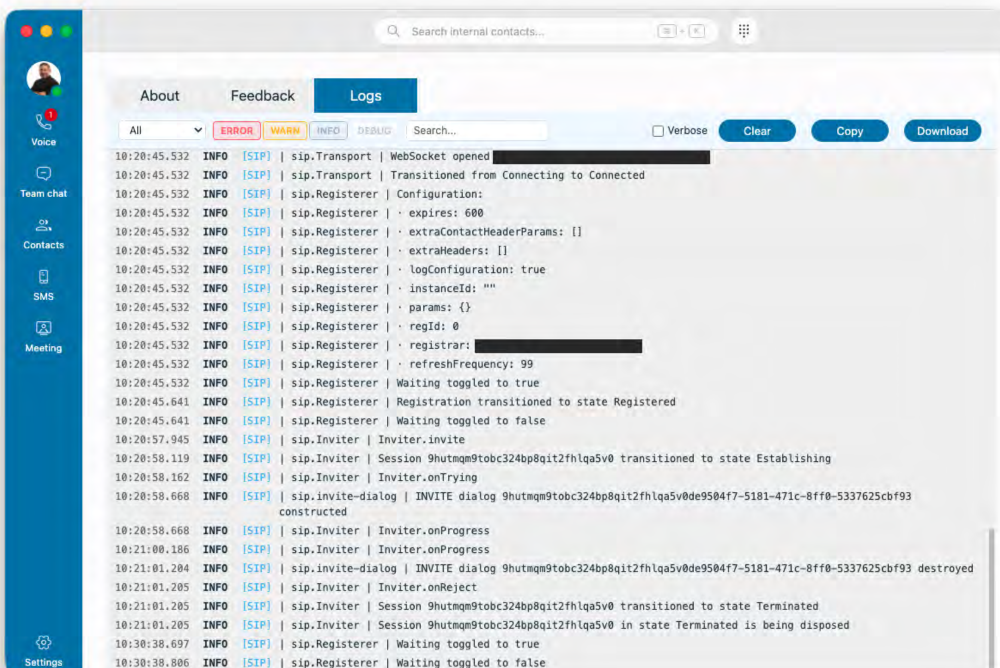
- **About** — displays application and version information.
- **Feedback** — lets you send feedback directly.
- **Logs** — shows detailed technical logs, useful if you ever need to troubleshoot an issue with your IT team or support.




*The About tab shows application version details.*




*Use the Feedback tab to share suggestions or report issues.*



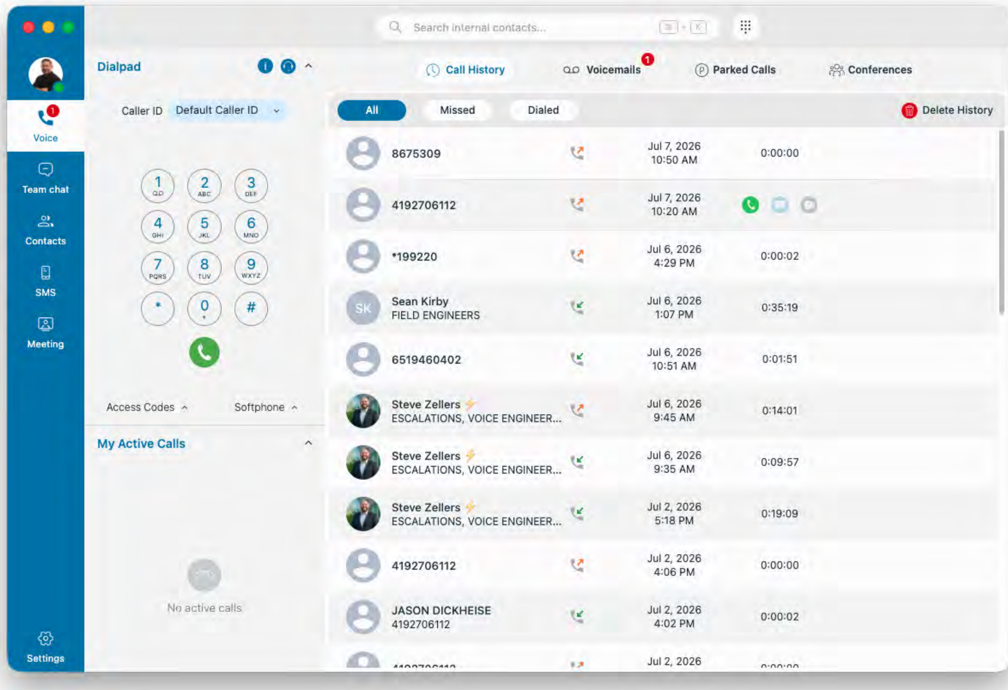

*The Logs tab provides detailed technical information for troubleshooting.*

## Logging Out

Select **Log Out** from the profile menu to sign out of COEO EmpowerUC™ Desktop.

# Voice

The Voice section is your hub for all phone activity. Click **Voice** in the left navigation bar to access the dialpad, call history, voicemails, parked calls, and conferences.

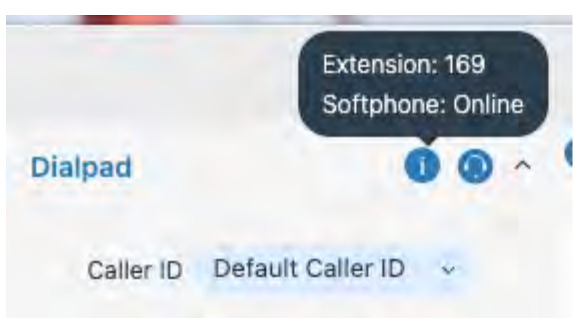


*The Voice section — main interface.*

## The Dialpad

The dialpad sits on the left side of the Voice section. Use it to dial any extension or phone number manually. Type a number using the keypad or your keyboard, then press the green call button to dial.

Hover over the info icon (ⓘ) next to "Dialpad" to see a quick tooltip with your extension number and whether your softphone is online.



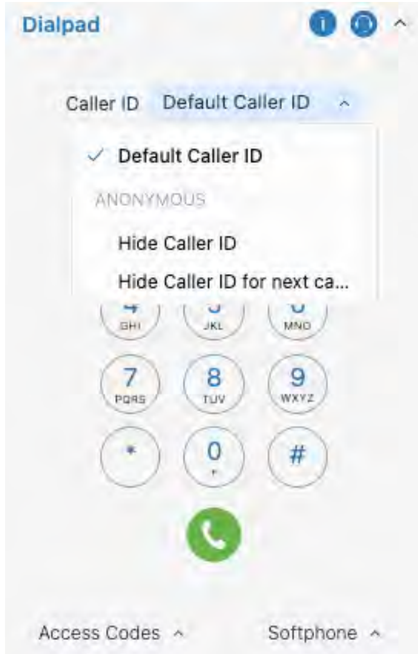

*Hover the info icon to see your extension and softphone status.*

### Caller ID

The Caller ID dropdown at the top of the dialpad controls what number is displayed to the person you're calling:

- **Default Caller ID** — Sends your standard outbound caller ID.

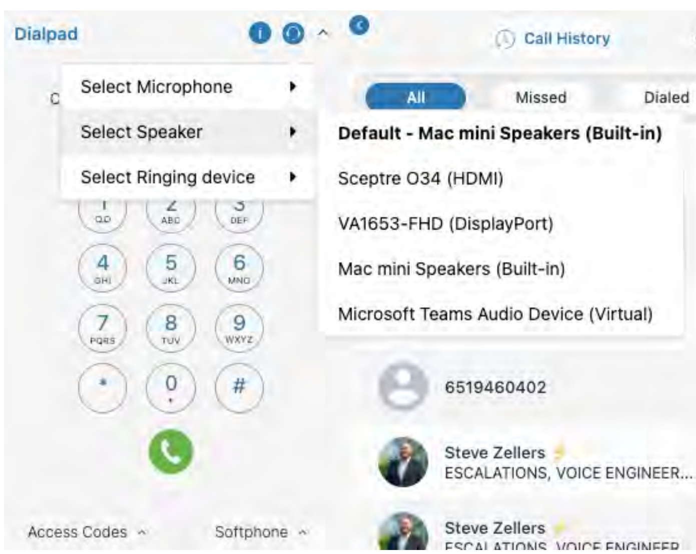
- **Hide Caller ID** — Suppresses your caller ID for all calls until you change it back.
- **Hide Caller ID for next call only** — Suppresses your caller ID for a single call, then reverts to your default.




*Caller ID dropdown options.*

## Audio Device Selection

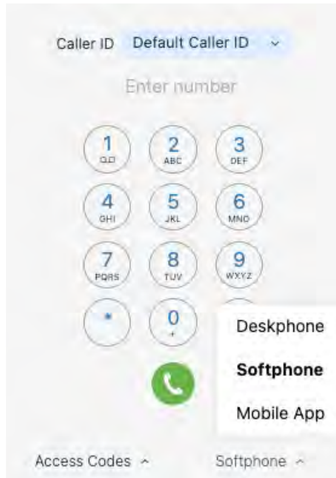
Click the headset icon near the top of the dialpad to select your audio devices. You can choose your preferred microphone, speaker, and ringing device independently — useful if you want your ringtone to play through a different speaker than your call audio.




*Audio device selection menu.*

## Softphone Selector

The Softphone dropdown at the bottom of the dialpad lets you choose which device handles your calls: **Deskphone**, **Softphone** (this computer), or **Mobile App**. Calls made by clicking numbers in your call history will dial using whichever device is selected here.

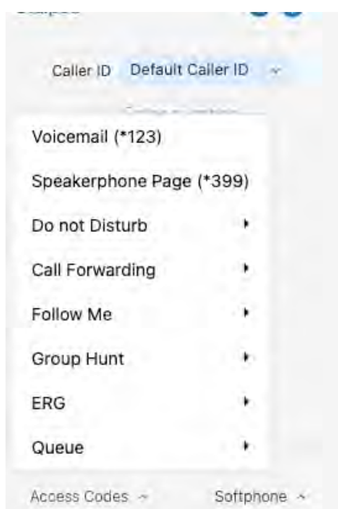



*Choose which device handles your calls.*

## Access Codes

The Access Codes dropdown provides quick access to common telephony features:

- **Voicemail (*123)** — Dials directly into your voicemail.
- **Speakerphone Page (*399)** — Pages all phones on the speakerphone.
- **Do Not Disturb, Call Forwarding, Follow Me, Group Hunt** — Each opens a submenu to enable or disable that feature for your extension.
- **ERG (Enhanced Ring Group)** and **Queue** — Log in or out of an Enhanced Ring Group or call queue. These only appear if you've been assigned to one.




*Access Codes menu.*

> **Note:** Feature availability under Access Codes depends on what your administrator has configured and assigned to your account.

# Making Calls

## Dialing from the Dialpad

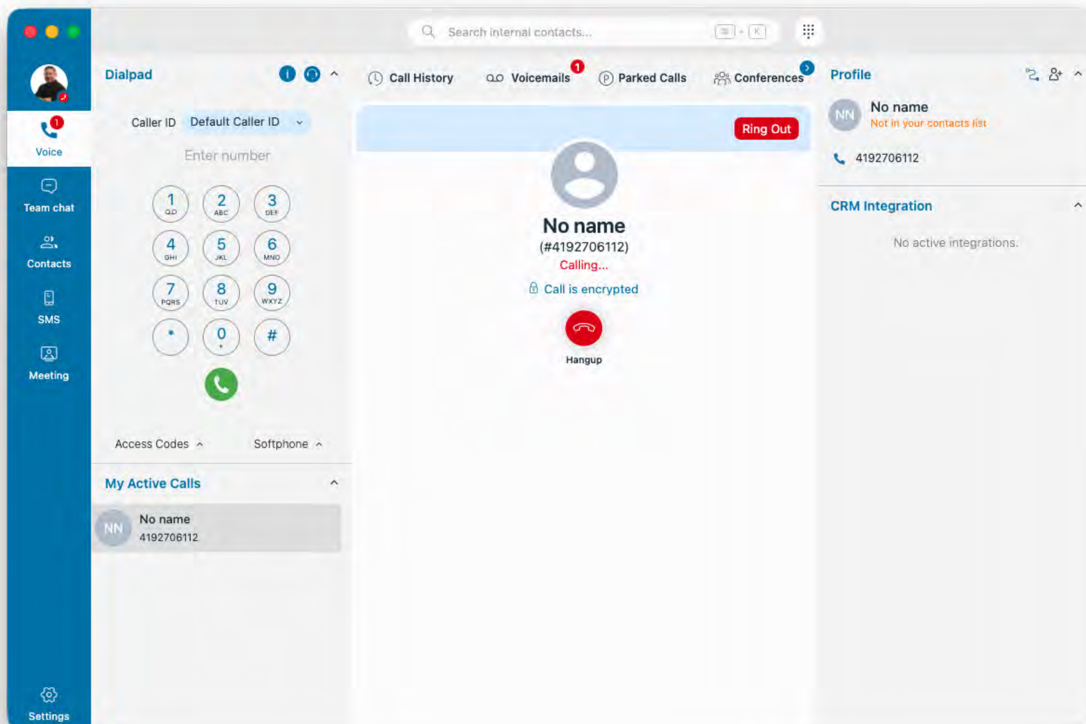
Enter the number or extension using the keypad, then press the green call button. The call will initiate immediately on your selected Softphone device.

## Calling from Call History

Click any phone number in your call history and the call will begin immediately using your selected Softphone device — there's no confirmation step.

## Outbound Call in Progress

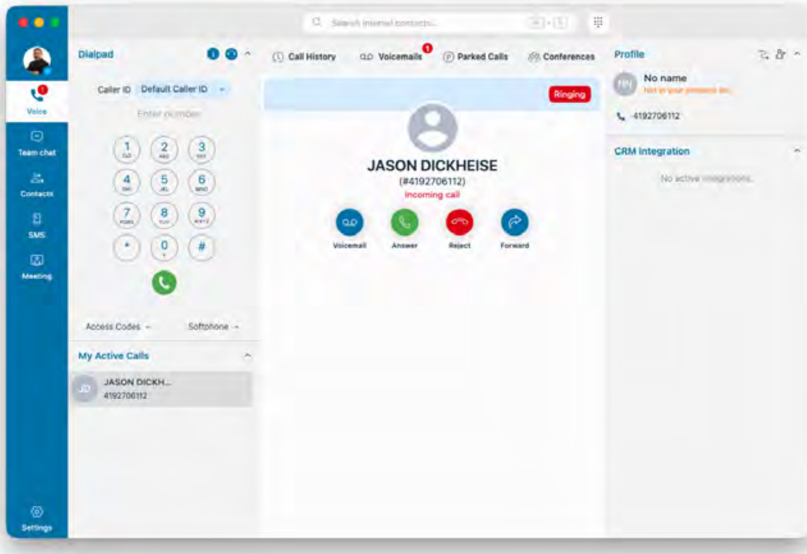
While your call is connecting, the screen shows "Ring Out" and "Calling..." with only a Hangup button available. Once the other party answers, the full call controls appear.




*Outbound call — ringing state.*

## Receiving Calls

When a call comes in, the screen shows the caller's name (if available), their number, and four options: **Voicemail**, **Answer**, **Reject**, and **Forward**.

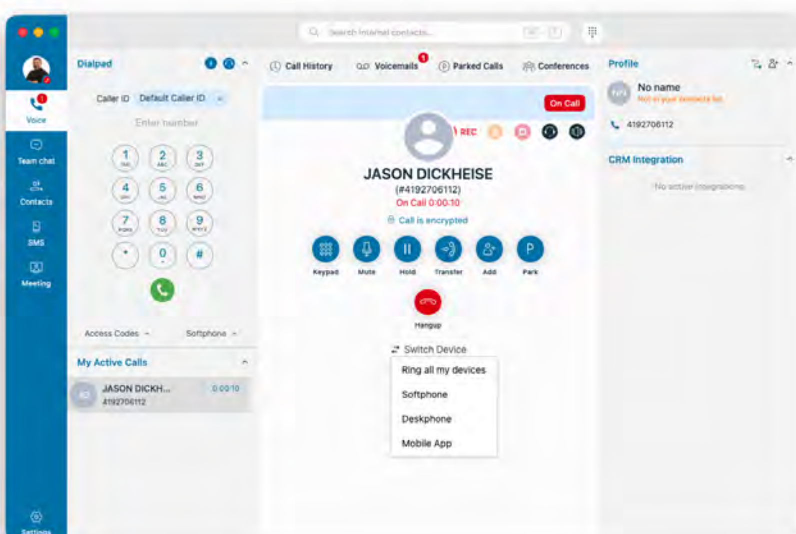



*Incoming call screen.*

## During a Call

Once a call is connected, the screen shows the call duration and "Call is encrypted," confirming the call is secure. The call controls are **Keypad**, **Mute**, **Hold**, **Transfer**, **Add** (adds another participant), **Park**, and **Hangup**.

Additional controls appear in the top-right of the call screen when enabled on your extension: **REC** (start recording — only visible if enabled by an administrator), pause/stop recording, audio device switching, and volume.




*Active call screen with call controls.*

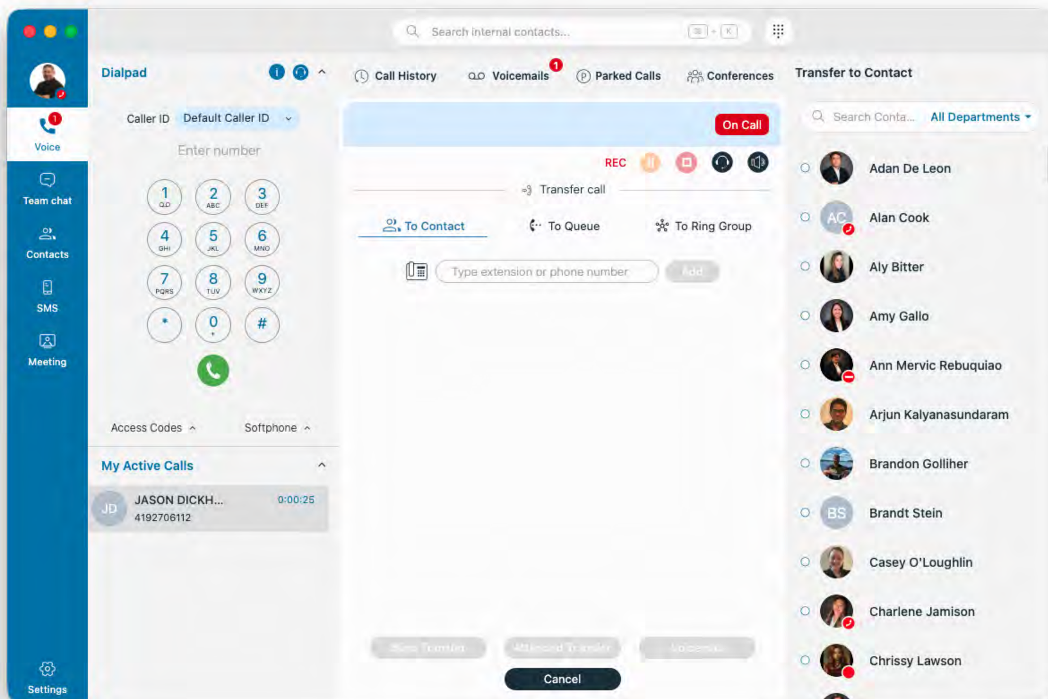
### Switching Devices During a Call

Click **Switch Device** to move a live call to a different device without interrupting the conversation. Options include **Ring all my devices**, **Softphone**, **Deskphone**, and **Mobile App**.

## Transferring Calls

Click **Transfer** during an active call to open the transfer screen. You can transfer **To Contact**, **To Queue**, or **To Ring Group**. Three transfer options appear at the bottom:

- **Blind Transfer** — Immediately transfers the call; you're removed once the new party is connected.
- **Attended Transfer** — Places the caller on hold while you speak with the new party first, then requires you to click Transfer again to complete it.
- **Voicemail** — Sends the caller directly to the selected extension's voicemail.

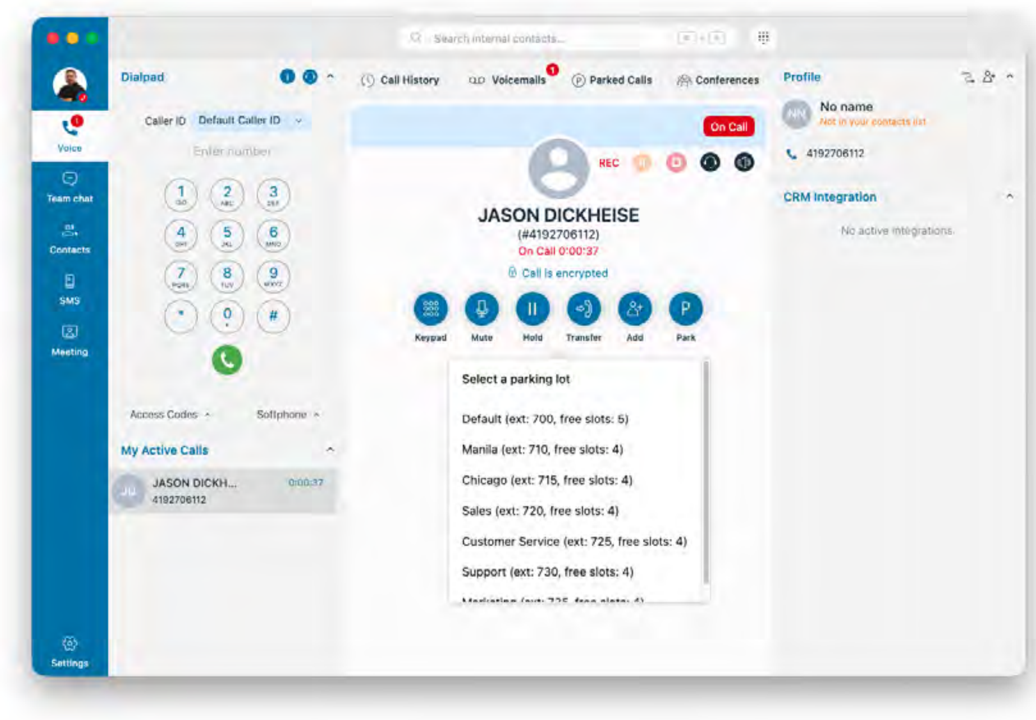



*Transfer screen with To Contact, To Queue, and To Ring Group tabs.*

## Call Parking

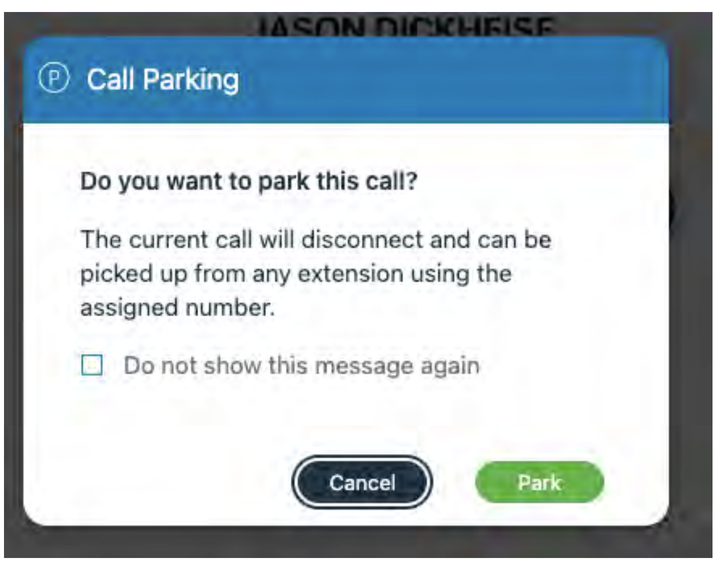
Call parking lets you "park" a call so it can be picked up from any extension — great for transferring calls to someone who's away from their desk.

Click **Park** during an active call, then select a parking lot from the list. Each lot shows its extension number and how many free slots are available.




*Select a parking lot for the active call.*

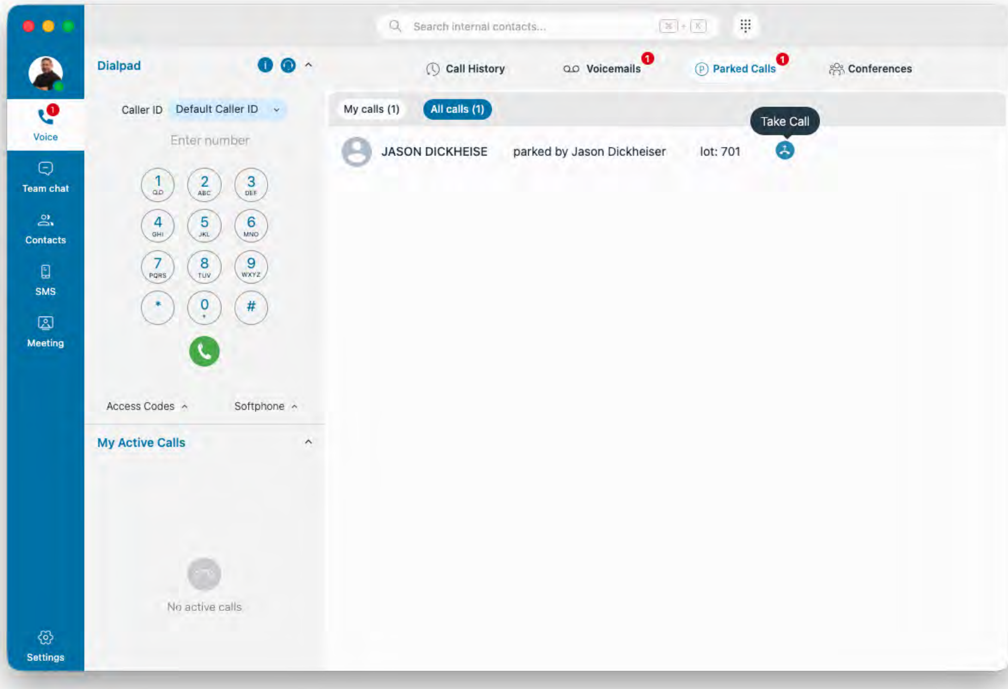
A confirmation dialog appears — click **Park** to confirm, or check "Do not show this message again" to skip it in the future.




*Call parking confirmation dialog.*

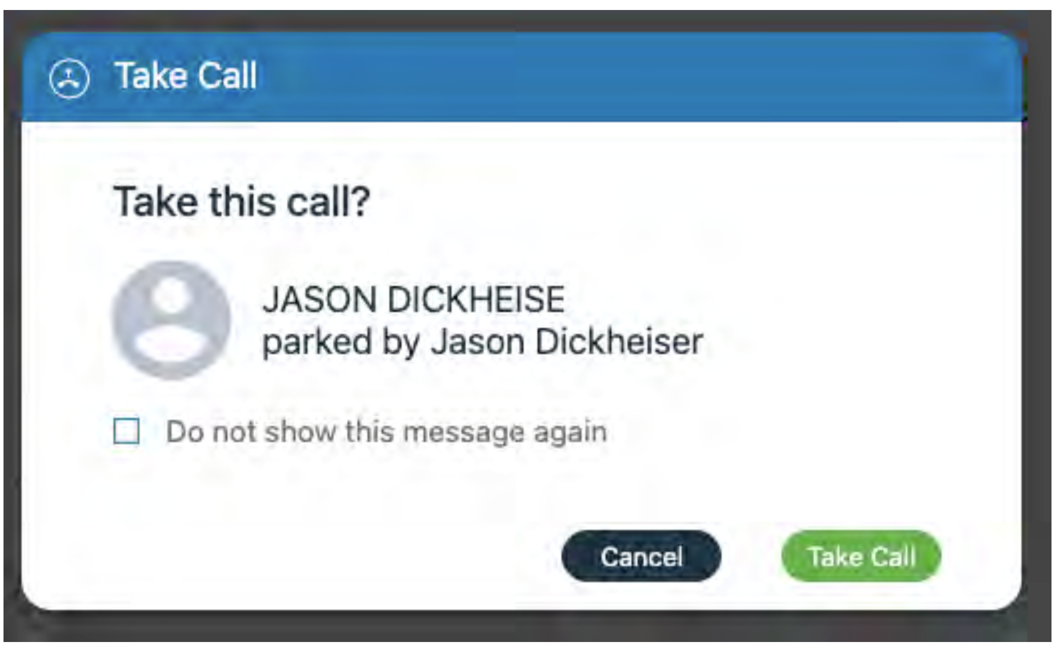
## Picking Up a Parked Call

Click the **Parked Calls** tab to see all currently parked calls, split between **My calls** and **All calls**. Hover over a parked call and click **Take Call**.




*Hover over a parked call to reveal the Take Call button.*

Confirm by clicking **Take Call** in the dialog that appears.

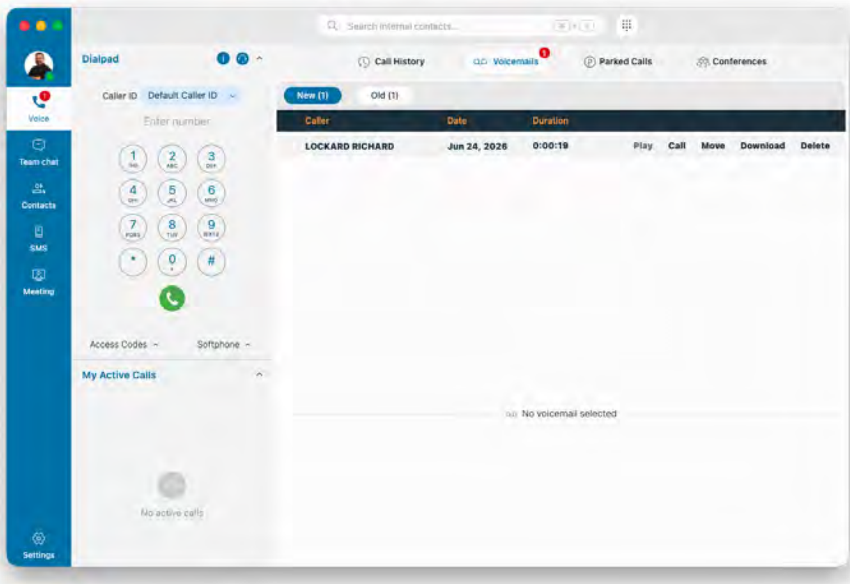



*Take Call confirmation dialog.*

## Voicemail

Click the **Voicemails** tab to manage your messages, split into **New** (unheard) and **Old** (previously listened-to).

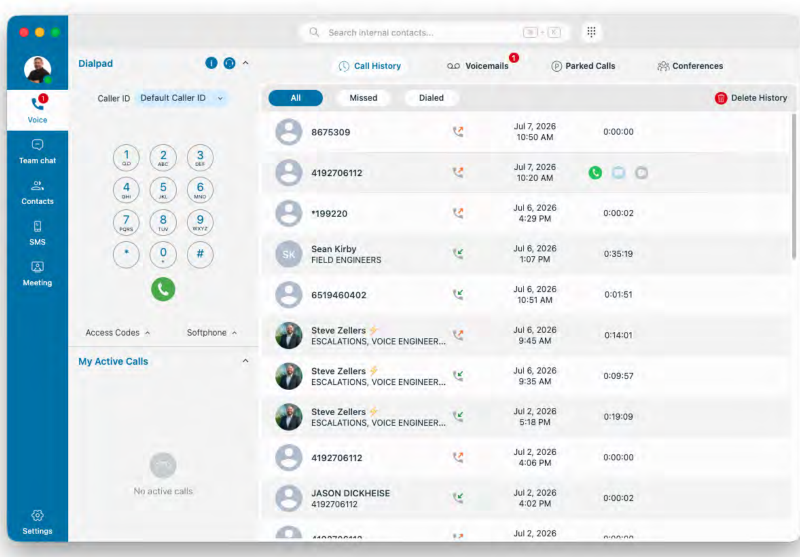
> 💡 **Note:** Hover over a voicemail message to reveal its action icons — **Play**, **Call**, **Move**, **Download**, and **Delete**. These icons aren't visible until you hover.




*Voicemails — New tab.*

## Call History

The Call History tab is the default view when you open the Voice section, showing all your recent calls — All, Missed, or Dialed — with the caller's name or number, date, time, and duration.



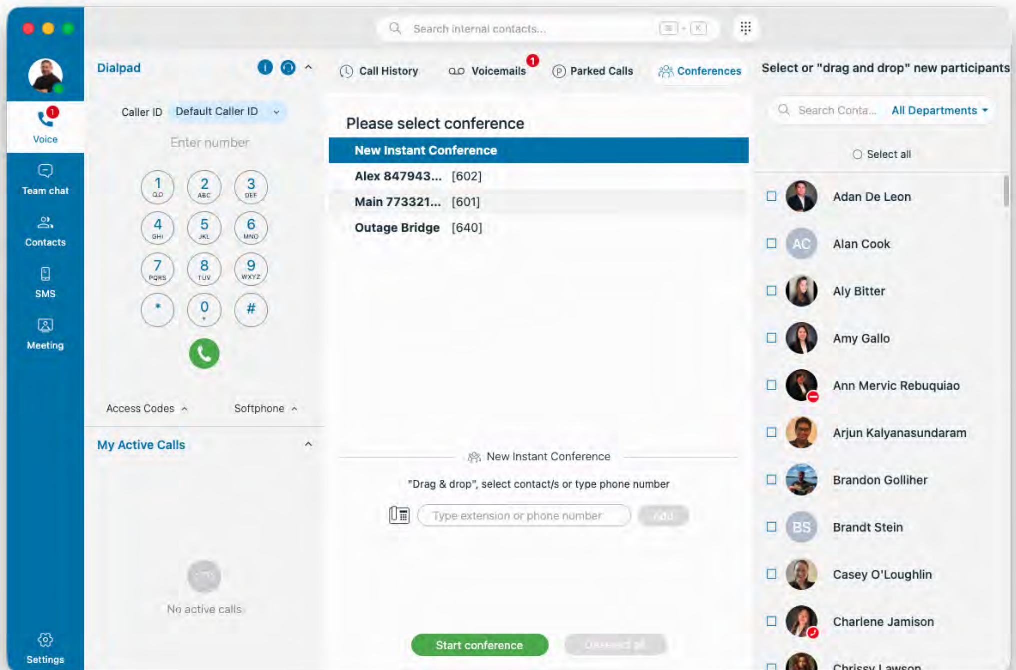

*Call History with recent calls listed.*

Click **Delete History** in the top-right corner to clear your entire call history.

## Conferences

The Conferences tab lets you start or join audio conference bridges. You'll see any static bridges assigned to your account, plus the option to start a **New Instant Conference**.

To start or join a conference, select it from the list. To add participants, drag and drop contacts from the panel on the right, or type an extension or phone number and click **Add**. Click **Start conference** when ready.

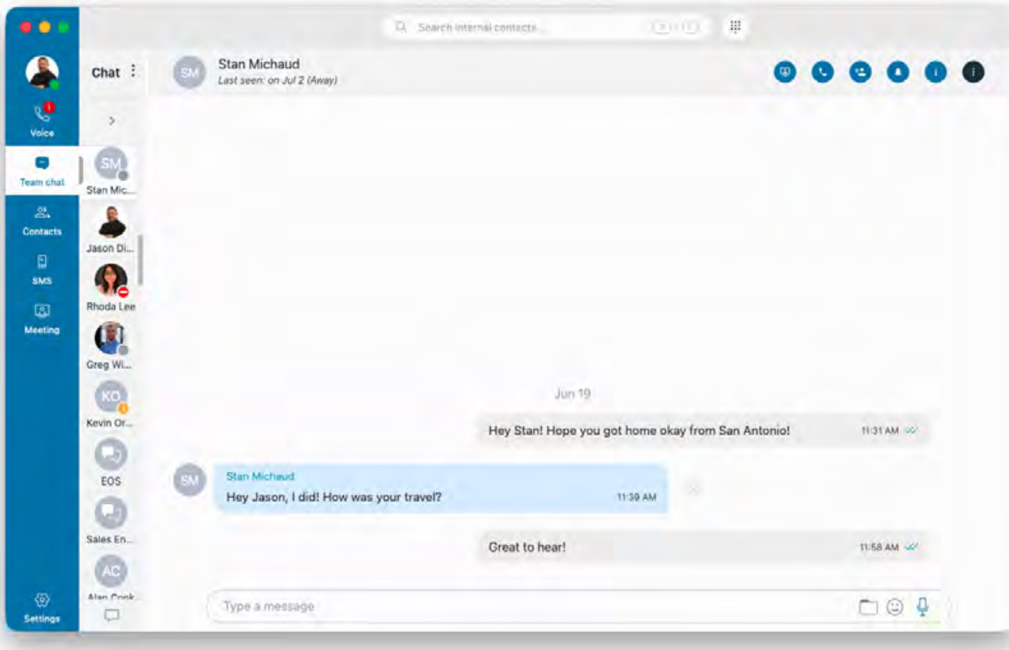



*Conferences tab with participant selection panel.*

> **Note:** The conference bridges available to you depend on what's been configured and assigned to your account by your administrator.

# Team Chat

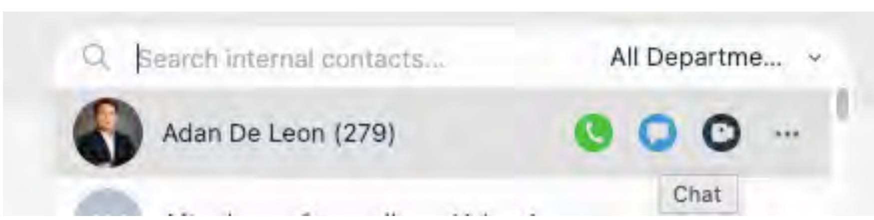
Team Chat lets you send instant messages, share files, and collaborate with colleagues directly within COEO EmpowerUC™ Desktop. All chats are internal — you can only message other users on your organization's platform.




*Team Chat main view.*

## Starting a Conversation

Click **Team chat** in the left navigation bar to open the chat panel. Your existing conversations are listed on the left. To start a new chat, use the search bar to find a contact, then hover over their name and click the chat icon.



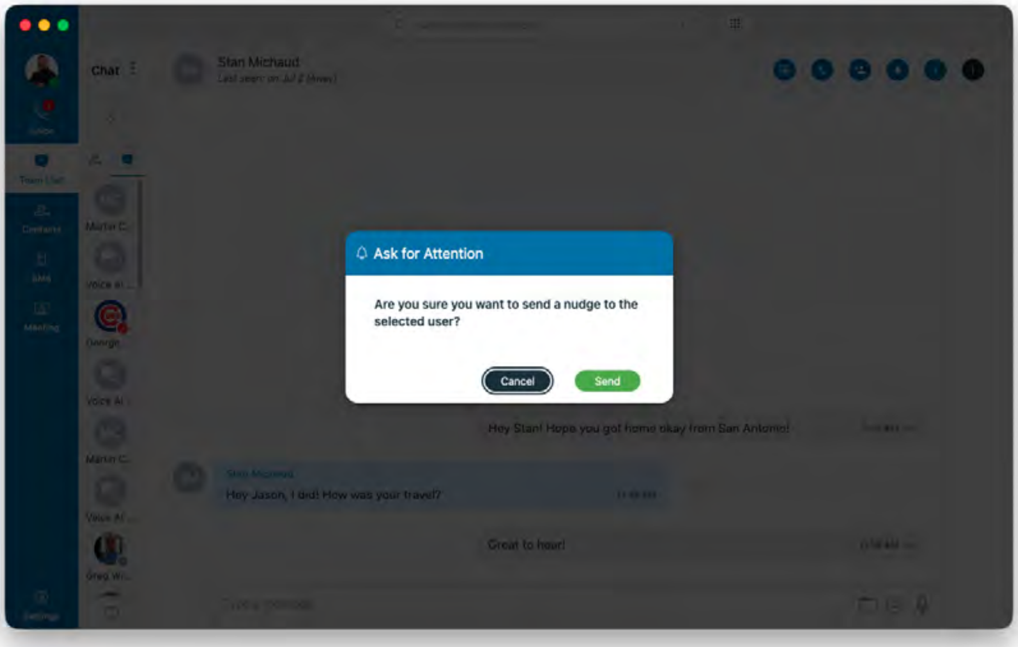

*Hover over a contact to reveal quick-action icons, including Chat.*

## Inside a Conversation

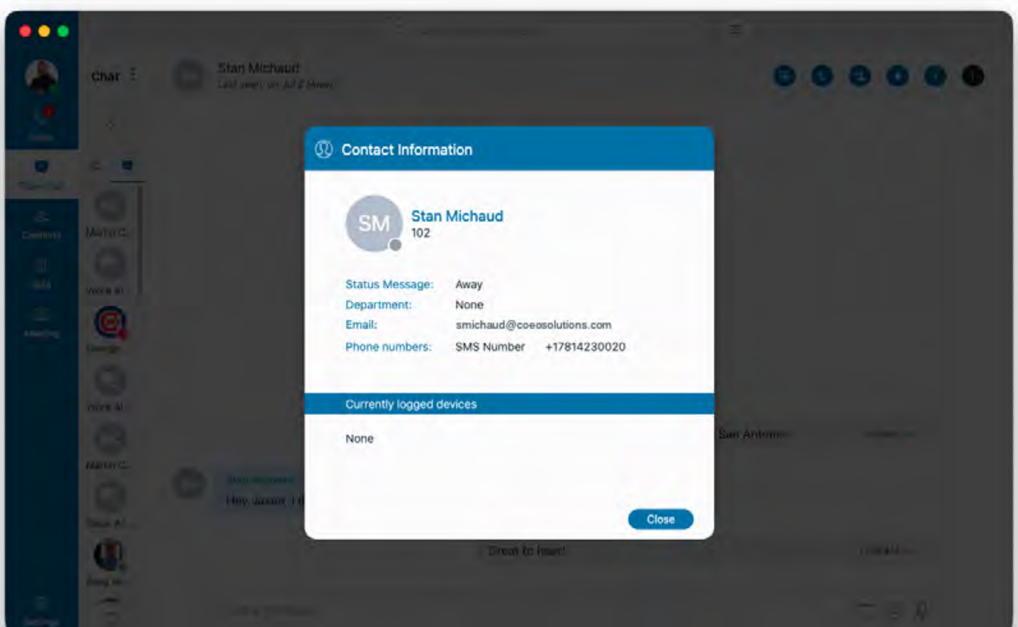
When you open a chat, the contact's name and current presence status are shown at the top. The message compose area at the bottom lets you type a message, attach a file (folder icon), add an emoji, or send a voice memo (microphone icon). Use **@mentions** by typing @ in the message field to tag a specific person — handy in group chats.

## Contact Action Icons

Along the top-right of any open conversation, you'll find quick-action icons: **Video/Meeting**, **Phone Call**, **Create Group Chat**, **Ask for Attention** (sends a nudge notification), **Contact Information**, and **More Options** (the "...").




*Ask for Attention confirmation dialog.*

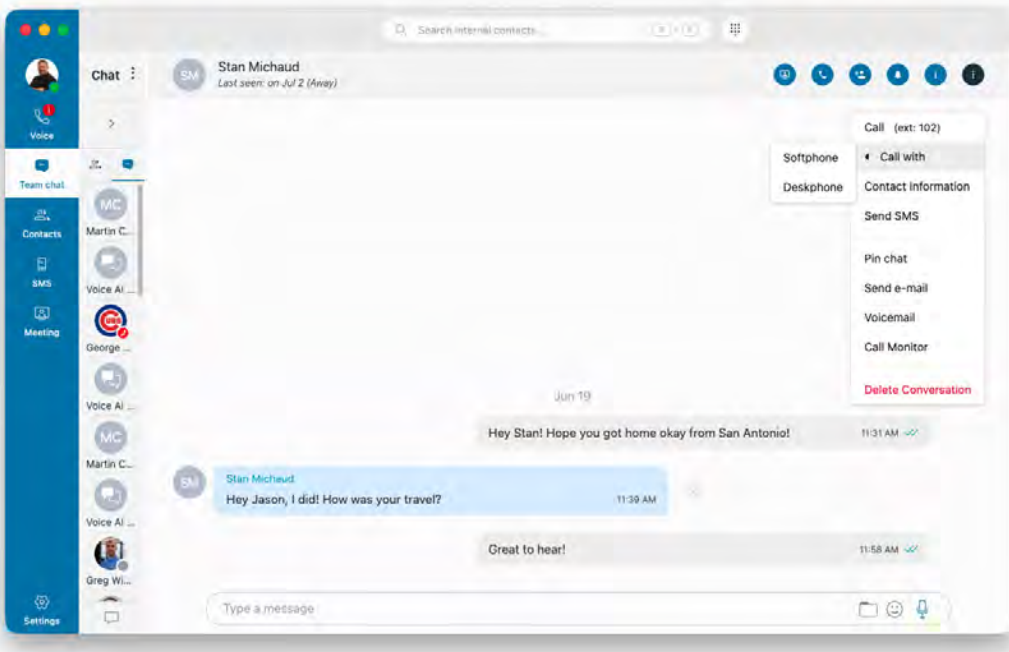



*Contact Information panel showing extension, status, and contact details.*

## More Options Menu

The "..." menu gives you access to:

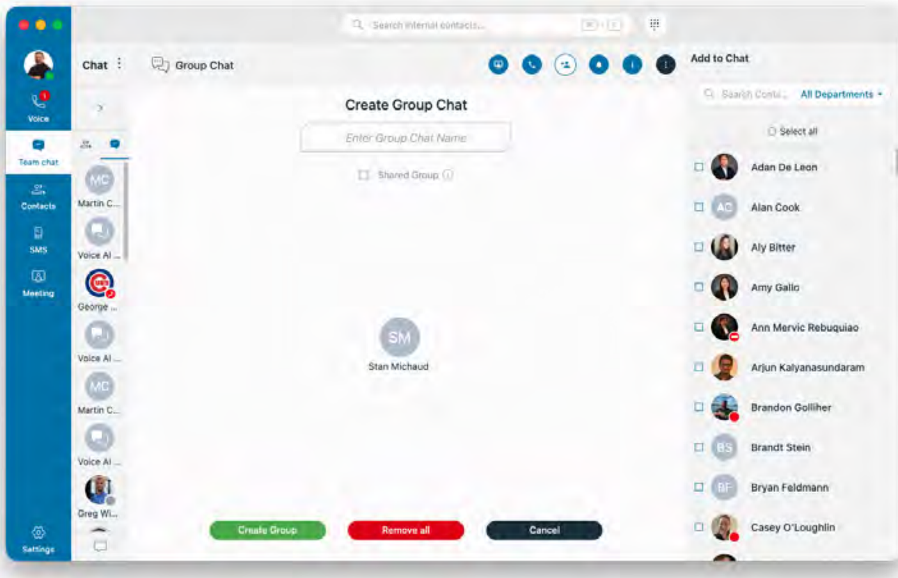
- **Call (ext: XXX)** — Call the contact's extension directly.
- **Call with** — Choose Softphone or Deskphone.
- **Contact Information** — Same as the info icon above.
- **Send SMS** — Send an SMS to this contact.
- **Pin chat** — Pins the conversation to the top of your chat list.
- **Send e-mail** — Opens your default email client.
- **Voicemail** — Leave a voicemail for the contact.
- **Delete Conversation** — Permanently removes the conversation.




*More Options menu in a conversation.*

## Creating a Group Chat

Click the group chat icon at the top of the chat panel. Give the group a name, optionally check **Shared Group** so chat history is visible to anyone added in the future, then select participants from the contact list on the right. Click **Create Group** when ready.

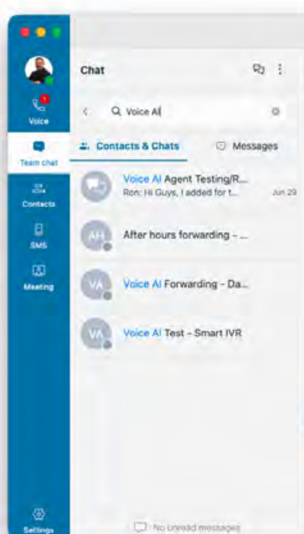



*Create Group Chat screen.*

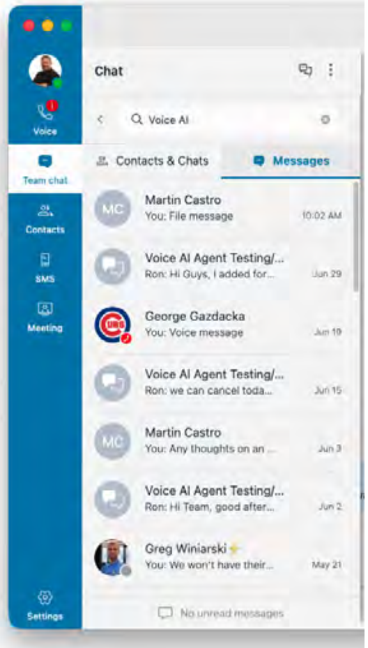
## Searching Chat

Use the search bar at the top of the chat list to search across your conversations. Results are split into two tabs:

- **Contacts & Chats** — Finds people and conversations by name.
- **Messages** — Finds specific messages across all conversations.




*Search results — Contacts & Chats tab.*

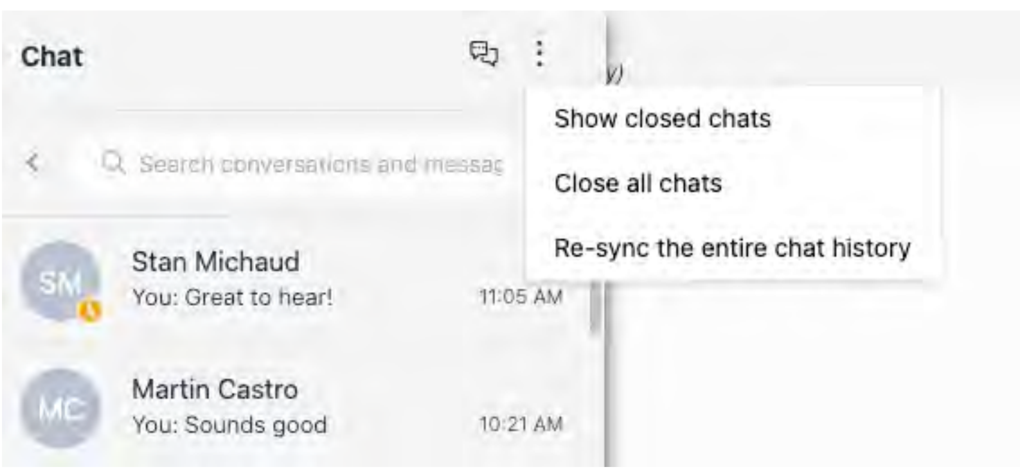



*Search results — Messages tab.*

## Chat List Options

Click the "⋮" icon next to the Chat header for three additional options:

- **Show closed chats** — Reveals any conversations you've previously closed.
- **Close all chats** — Collapses all open conversations.
- **Re-sync the entire chat history** — Refreshes your chat history if something looks out of sync.



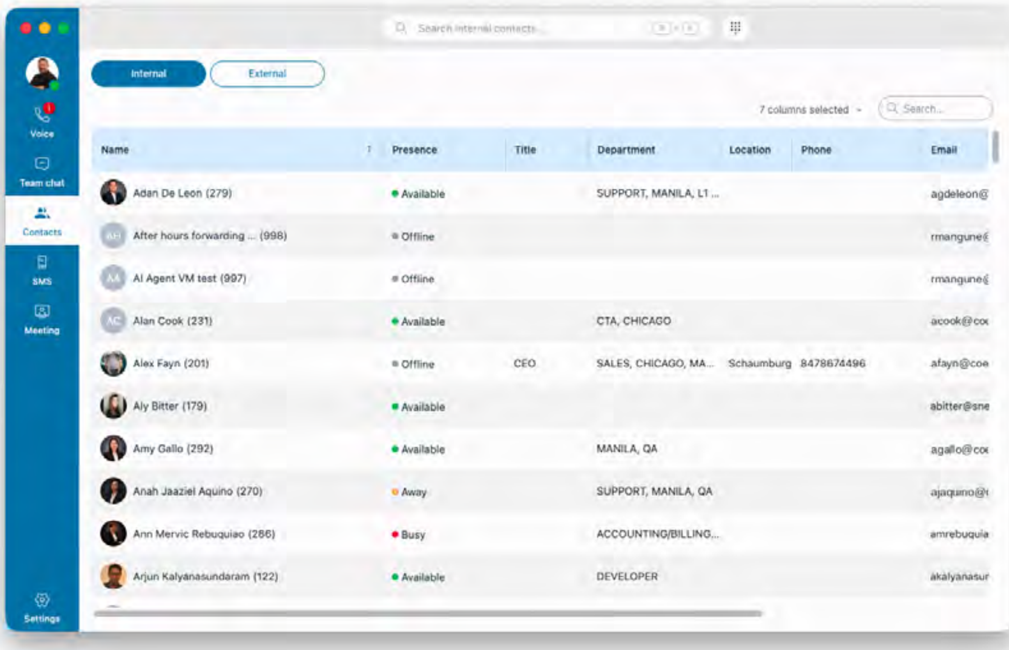

*Click the "⋮" icon to show closed chats, close all chats, or re-sync your chat history.*

# Contacts

The Contacts section gives you a directory of everyone you can reach — both your internal colleagues and any external contacts stored in the system. Click **Contacts** in the left navigation bar to get started.

## Internal Contacts

The Internal tab shows all users on your COEO EmpowerUC™ Desktop platform. Each entry displays the user's name and extension number alongside their current presence status, title, department, location, phone, and email.

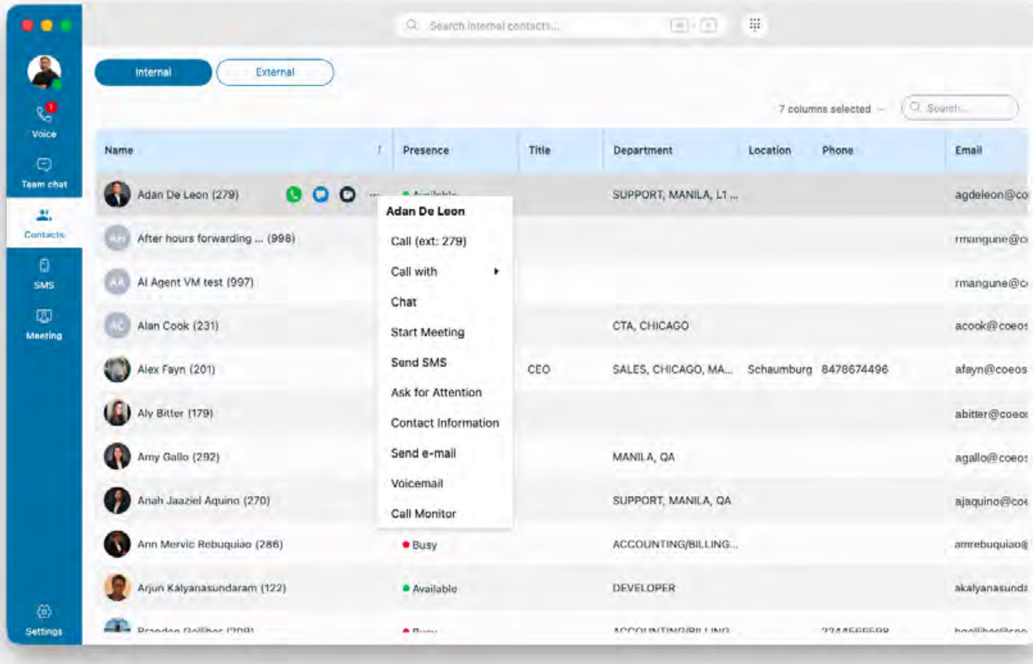



*Internal Contacts list.*

You can customize which columns are visible using the column selector in the top right. Click any column header to sort the list.

Hovering over a contact reveals quick-action icons — **Chat**, **Start Meeting**, **Send SMS** — and a "..." menu with the full range of options:

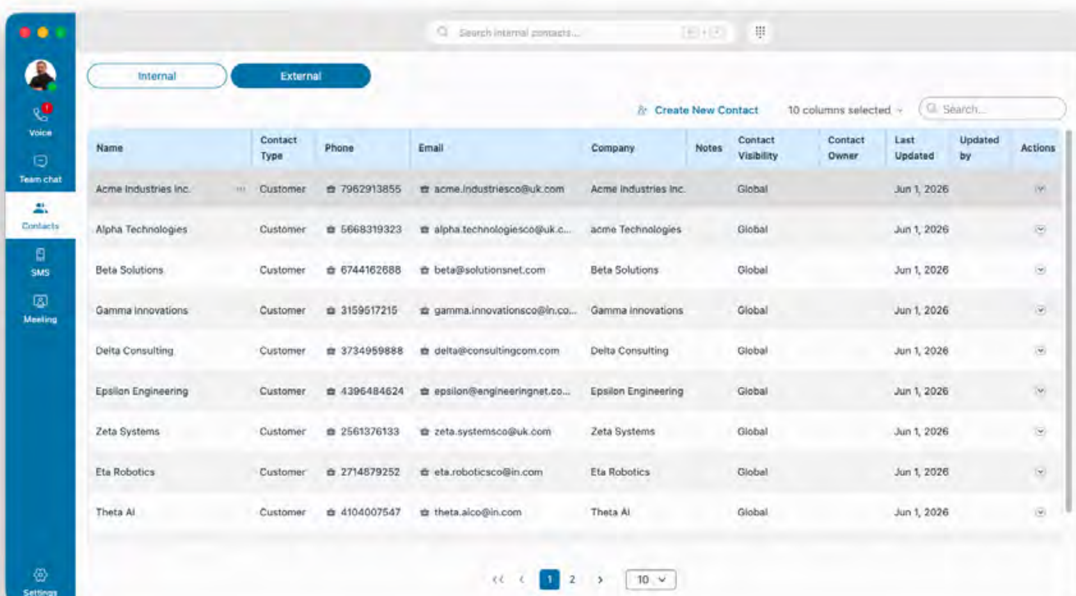
- **Call (ext)** — Calls the contact's extension directly.
- **Call with** — Choose Softphone, Deskphone, or Mobile App for the call.
- **Chat** — Open a Team Chat conversation.
- **Start Meeting** — Launch an instant meeting with this contact.
- **Send SMS** — Send an SMS to this contact.
- **Ask for Attention** — Send a nudge notification.
- **Contact Information** — View full contact details.
- **Send e-mail** — Open your email client to email this contact.
- **Voicemail** — Leave a voicemail.




*Internal contact hover menu with Call with submenu.*

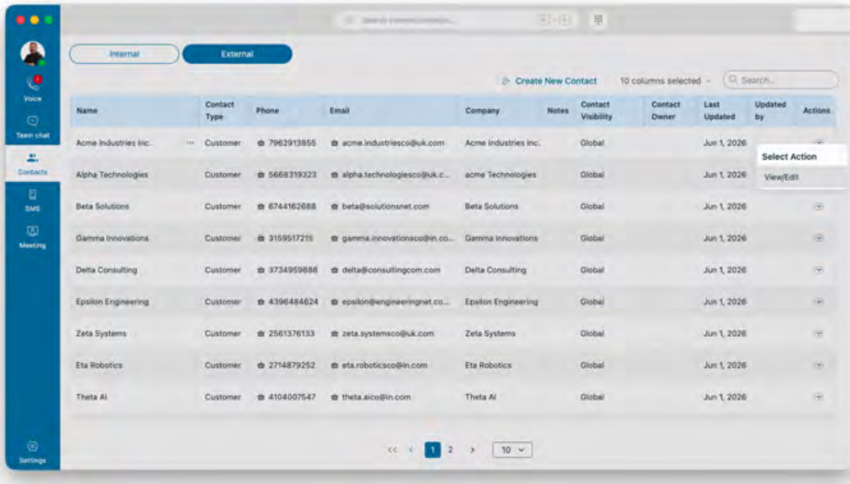
## External Contacts

The External tab shows contacts that have been added manually — customers, leads, vendors, or anyone outside your organization. The columns here differ slightly from Internal, showing Contact Type, Company, Notes, Contact Visibility, Contact Owner, Last Updated, and Updated by in addition to the standard name, phone, and email fields.




*External Contacts list.*

The Actions dropdown on the right lets you View/Edit the contact record.



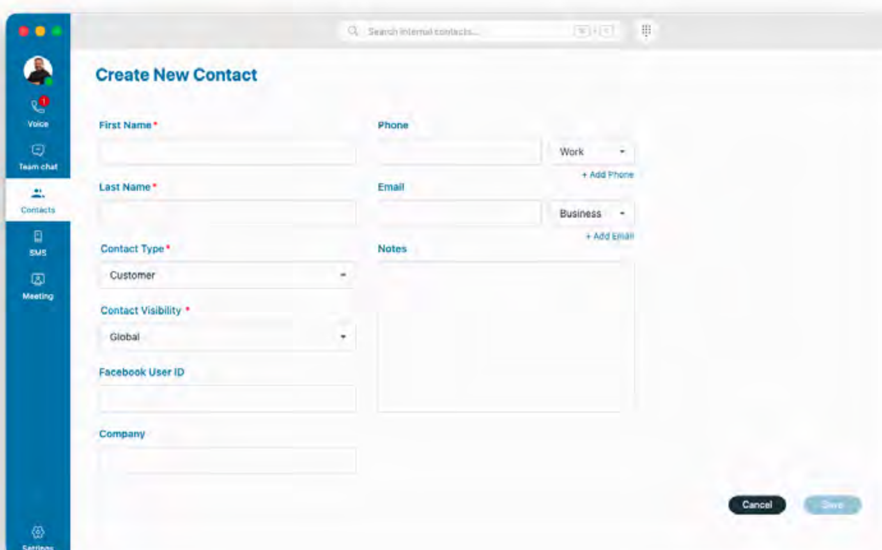

*Select Action dropdown with View/Edit option.*

## Creating a New Contact

Click **Create New Contact** in the top right of the External tab to add a new external contact. First Name and Last Name are required — everything else is optional but recommended:

- **Contact Type** — Customer or Lead.
- **Contact Visibility** — Global (visible to all users on the platform) or Private (only visible to you).
- **Phone** — Add one or more phone numbers with a type label (Work, etc.).
- **Email** — Add one or more email addresses with a type label (Business, etc.).
- **Facebook User ID, Company, Notes** — Additional context fields.

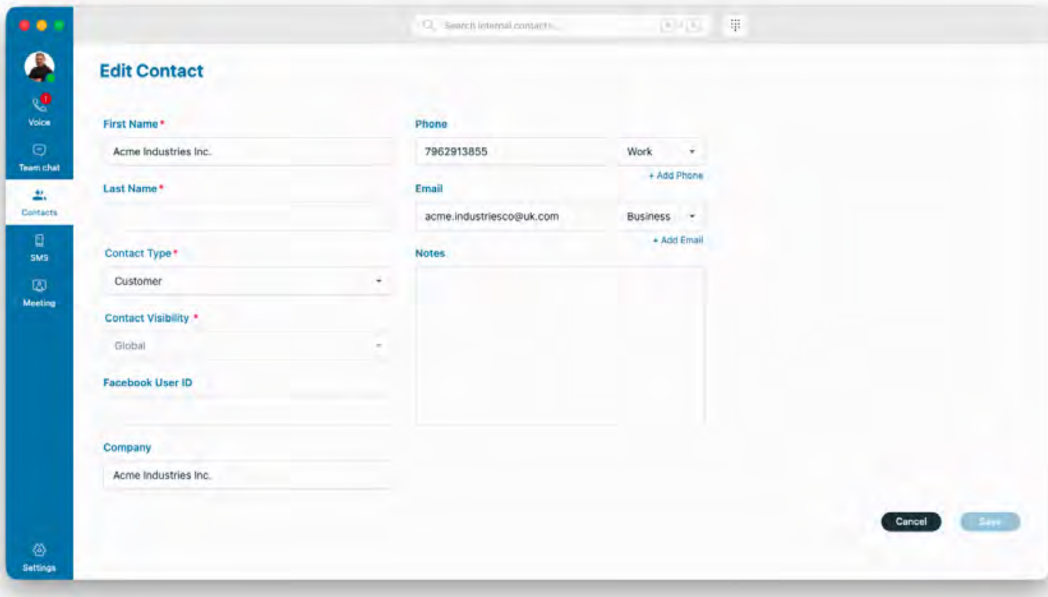
Click **Save** when done.




*Create New Contact form.*

## Editing a Contact

To edit an existing external contact, click the Actions dropdown on the contact's row and select **View/Edit**. The same form opens with all fields pre-populated and ready to update. Click **Save** to apply your changes.




*Edit Contact form.*

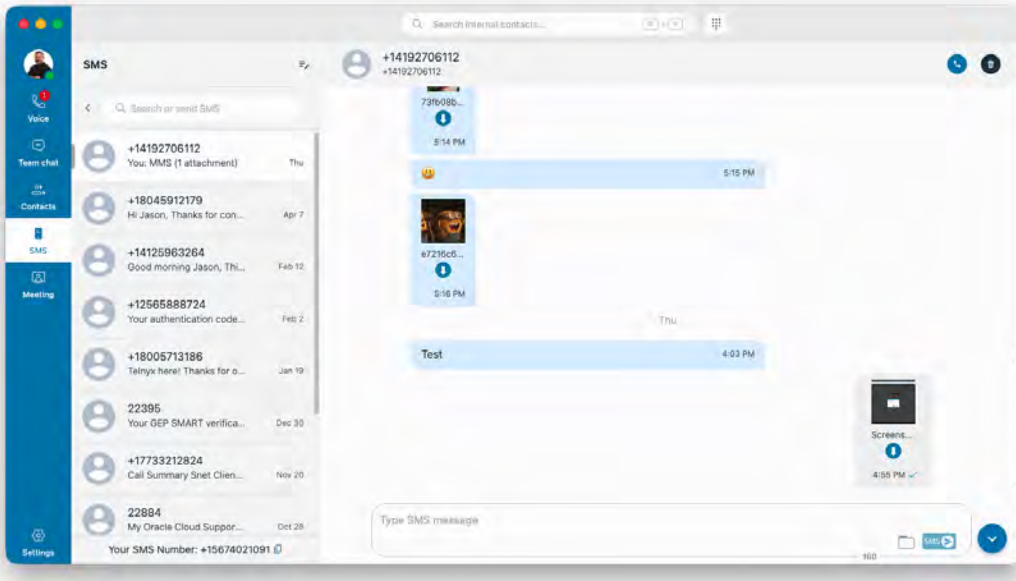
## Searching Contacts

Use the Search bar in the top right of either tab to quickly find a contact by name.

# SMS

💡 **Note:** SMS must be enabled on your line before this feature is available. To have SMS enabled, contact your COEO Account Manager or Client Technology Advisor (CTA).

The SMS section lets you send and receive text messages directly from COEO EmpowerUC™ Desktop using your business phone number. Click **SMS** in the left navigation bar to get started.



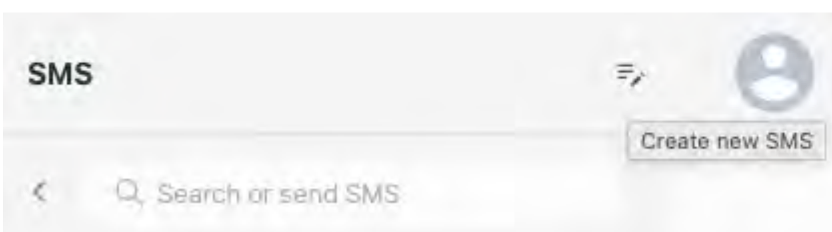

*SMS main view with a conversation open.*

## Your SMS Number

Your assigned SMS number is displayed at the bottom of the conversation list for reference. Click it to copy the number to your clipboard.

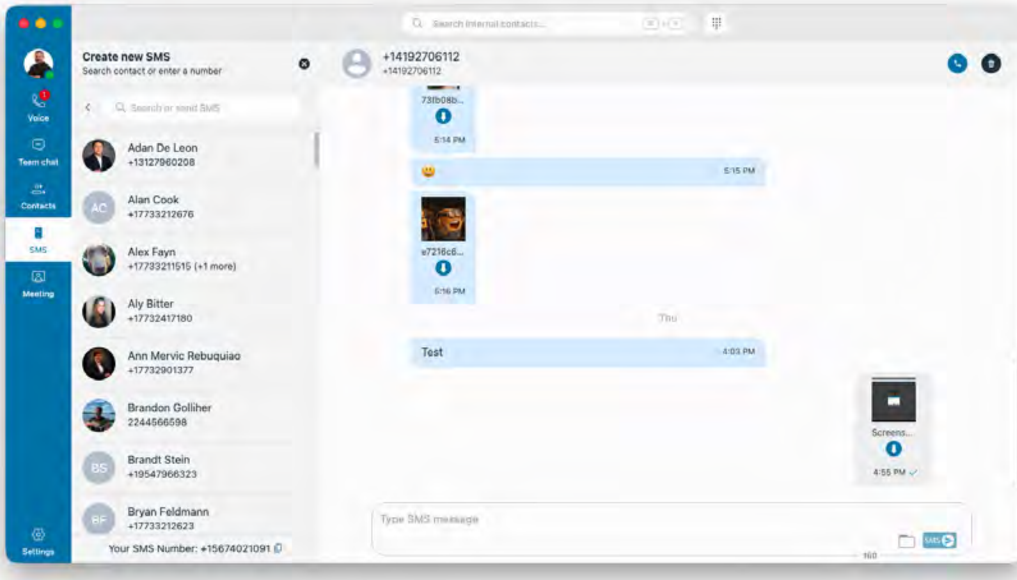
## Starting a New SMS Conversation

Click the compose icon at the top of the SMS panel to start a new message.




*Click the compose icon to create a new SMS.*

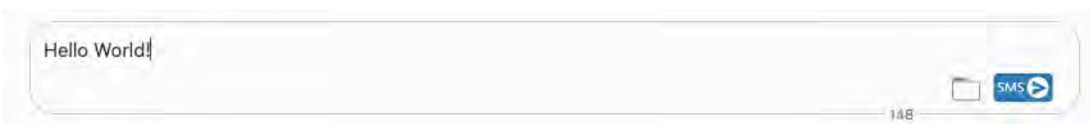
A contact list appears showing all users with SMS-capable numbers. Scroll through the list or type a name or number in the search field to find your recipient, then select them to open a new message thread.




*New SMS — contact picker.*

## Sending a Message

Type your message in the compose field at the bottom of the conversation. SMS messages have a 160-character limit — a countdown counter in the bottom right of the compose area decreases as you type. Click the blue **SMS** button to send.




*Compose field with character countdown and SMS send button.*

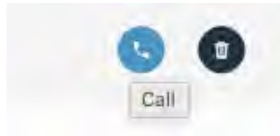
## Sending a File (MMS)

Click the attachment icon (folder) to attach an image or file. Once attached, a thumbnail preview appears in the compose area along with the file size, and the send button automatically switches from SMS to MMS. Click **MMS** to send.

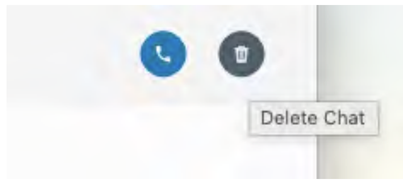

*MMS compose area with file attached and send button showing MMS.*

## Conversation Options

The two icons in the top right of an open conversation are **Call** (to call the number directly) and **Delete Chat** (to remove the conversation from your list).



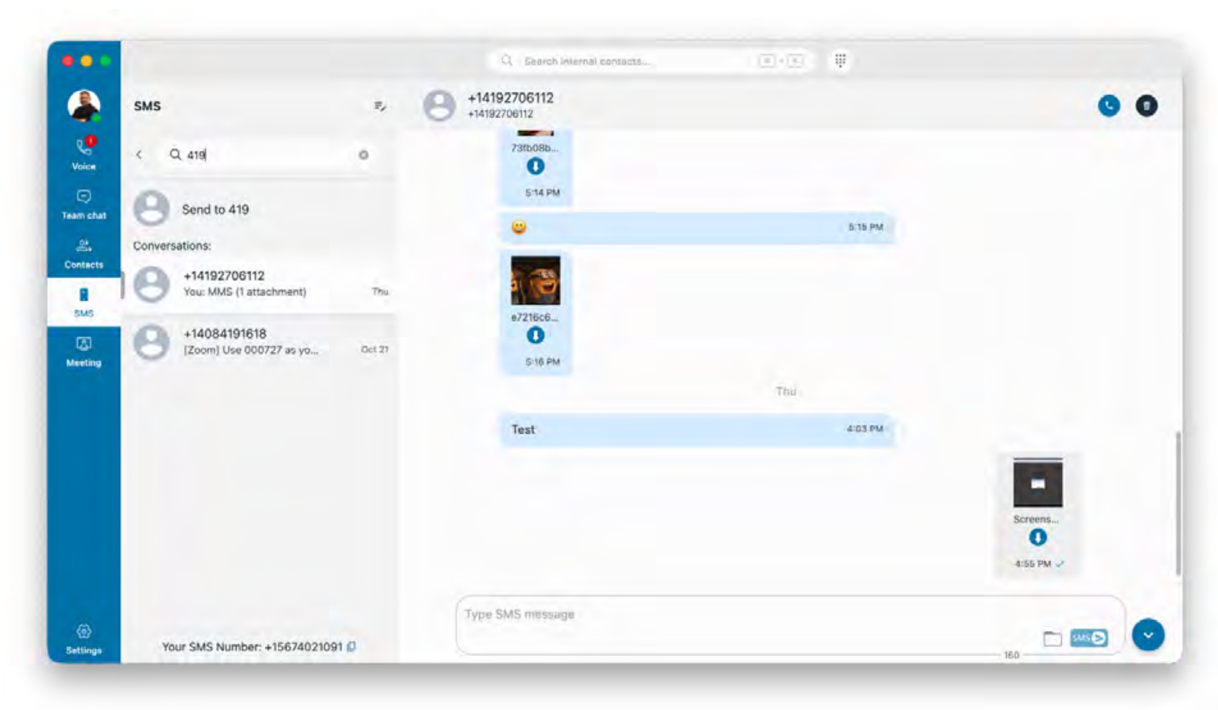

*Call icon.*




*Delete Chat icon.*

## Searching SMS Conversations

Use the search bar at the top of the SMS panel to find a conversation by contact name or phone number. If you type a number that doesn't match an existing conversation, a **Send to [number]** option appears, letting you start a new conversation with that number directly.




*Searching by number shows matching conversations plus a Send to option for new numbers.*

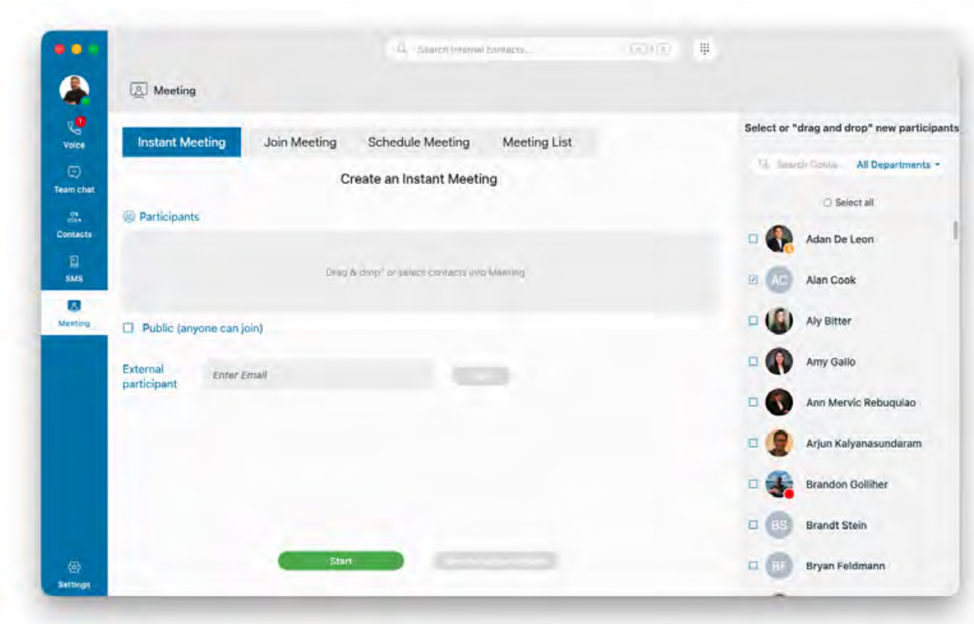
# Meeting

> 💡 **Note:** Meetings is an optional add-on feature that must be configured for your account before it's available. If the Meeting option isn't visible, or features aren't working, contact your COEO Account Manager or CTA to have it enabled.

The Meeting section lets you start instant video meetings, schedule future meetings, and manage your meeting history. It has four tabs: **Instant Meeting**, **Join Meeting**, **Schedule Meeting**, and **Meeting List**.

## Instant Meeting

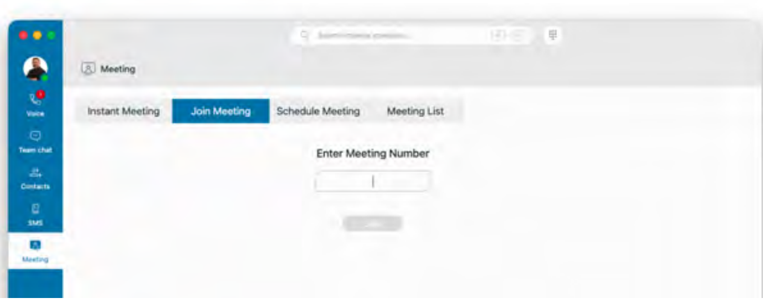
Use this to start a meeting immediately. Select participants from the contact panel on the right by checking their names or dragging and dropping them into the Participants area. You can also invite external participants by entering their email address and clicking **Add**. Check **Public** to allow anyone with the meeting link to join without being explicitly invited. When ready, click **Start**.




*Create an Instant Meeting screen.*

## Join Meeting

If someone has shared a meeting number with you, click the **Join Meeting** tab, enter the meeting number, and click **Join**.

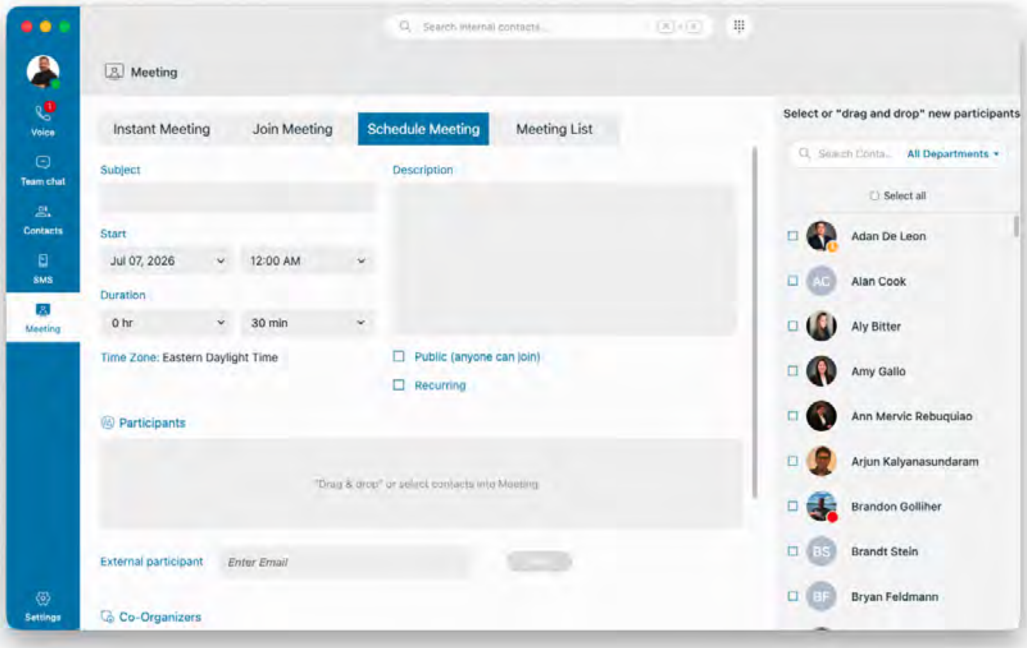



*Join Meeting screen.*

## Schedule Meeting

Plan a meeting in advance by filling in **Subject**, **Description**, **Start** date/time, **Duration**, and **Time Zone** (set automatically). Check **Public** to allow anyone with the link to join, or **Recurring** to set up a repeating meeting.

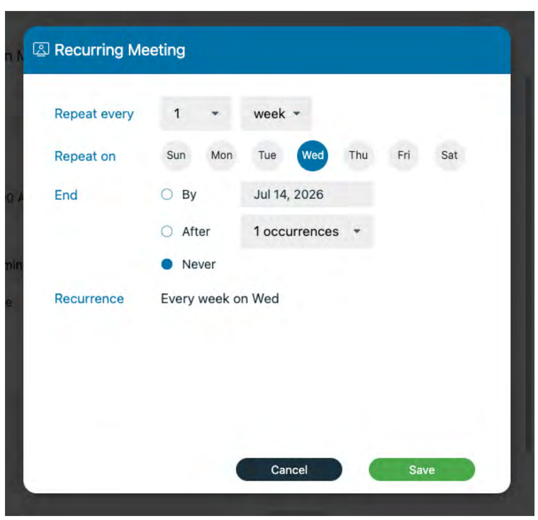
Select internal participants from the panel on the right, add external attendees by email, and assign **Co-Organizers** if needed — co-organizers share meeting management permissions with you. Click **Schedule** to save.




*Schedule Meeting screen.*

### Setting Up a Recurring Meeting

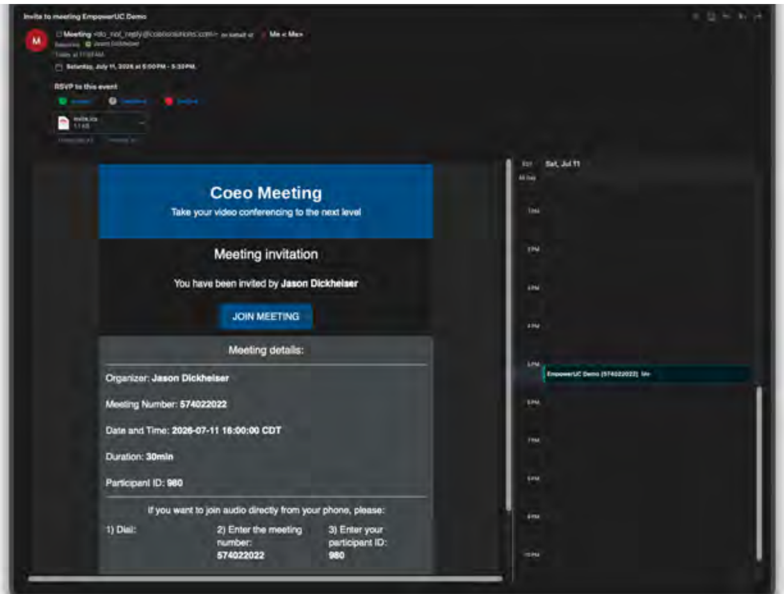
Check the **Recurring** box, then set how often the meeting repeats (every X days, weeks, or months) and choose when it ends — by a specific date, after a certain number of occurrences, or never. A plain-language summary of your recurrence pattern is shown at the bottom.




*Recurring Meeting dialog.*

## Meeting Invitations

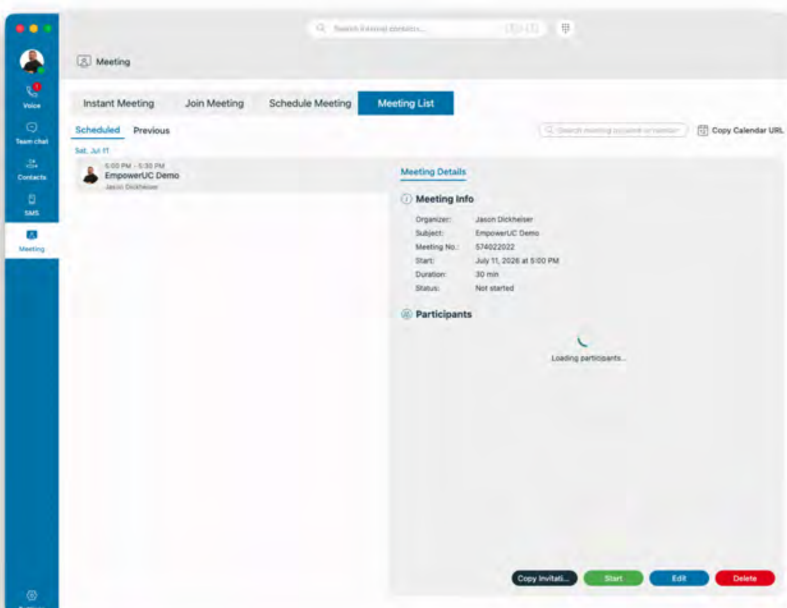
When you schedule a meeting, participants receive an email invitation with a Join Meeting button, the organizer's name, meeting number, date/time, duration, and their Participant ID, along with an .ics calendar attachment.




*Meeting invitation email received in Outlook.*

## Meeting List

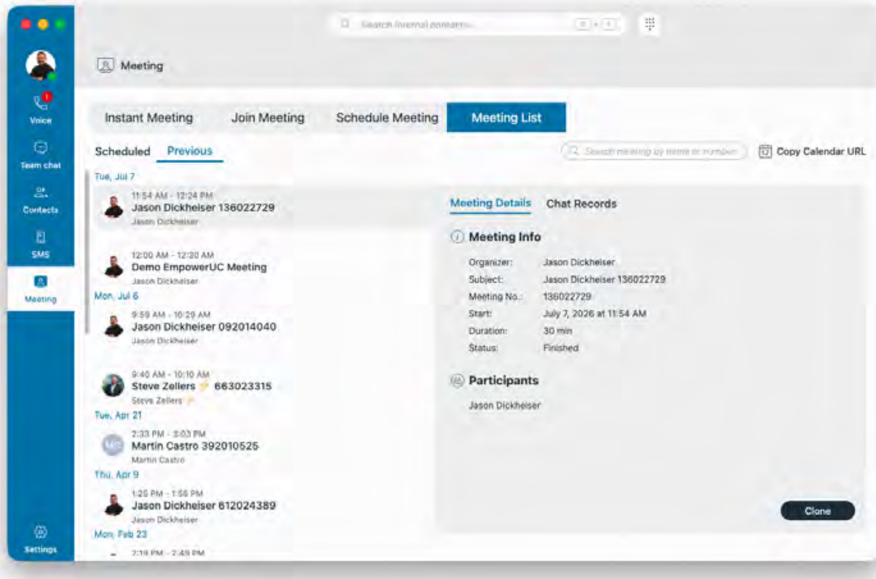
The Meeting List shows all your upcoming and past meetings. The **Scheduled** tab lists meetings that haven't happened yet. Selecting a meeting shows its full details on the right, with options to **Copy Invitation**, **Start**, **Edit**, or **Delete**.




*Meeting List — Scheduled tab with meeting details.*

### Previous

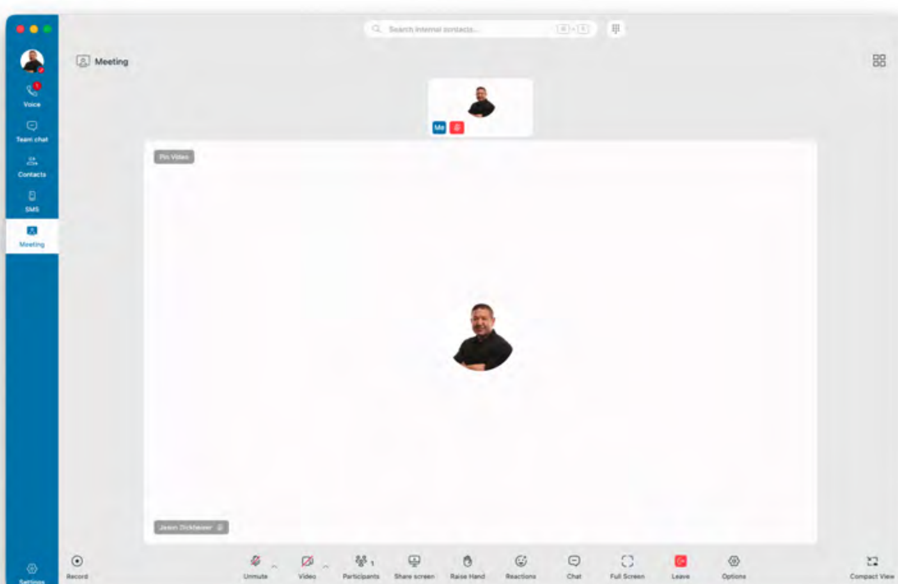
The **Previous** tab shows completed meetings. Selecting one shows two tabs on the right — **Meeting Details** (organizer, subject, meeting number, start time, duration, status, and participants) and **Chat Records** (the chat conversation that took place during the meeting, if any). Use the search bar in the top right to find a specific past meeting by name or number, and click **Copy Calendar URL** to subscribe to your meeting schedule in an external calendar app. Click **Clone** to create a new meeting with the same settings.




*Meeting List — Previous tab with Chat Records tab visible.*

## In a Meeting

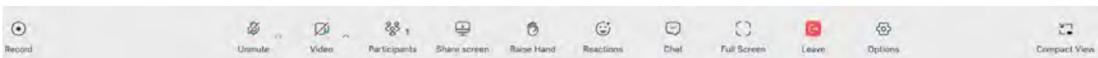
Once a meeting starts, you'll see the main video area in the center and a toolbar along the bottom with your meeting controls.



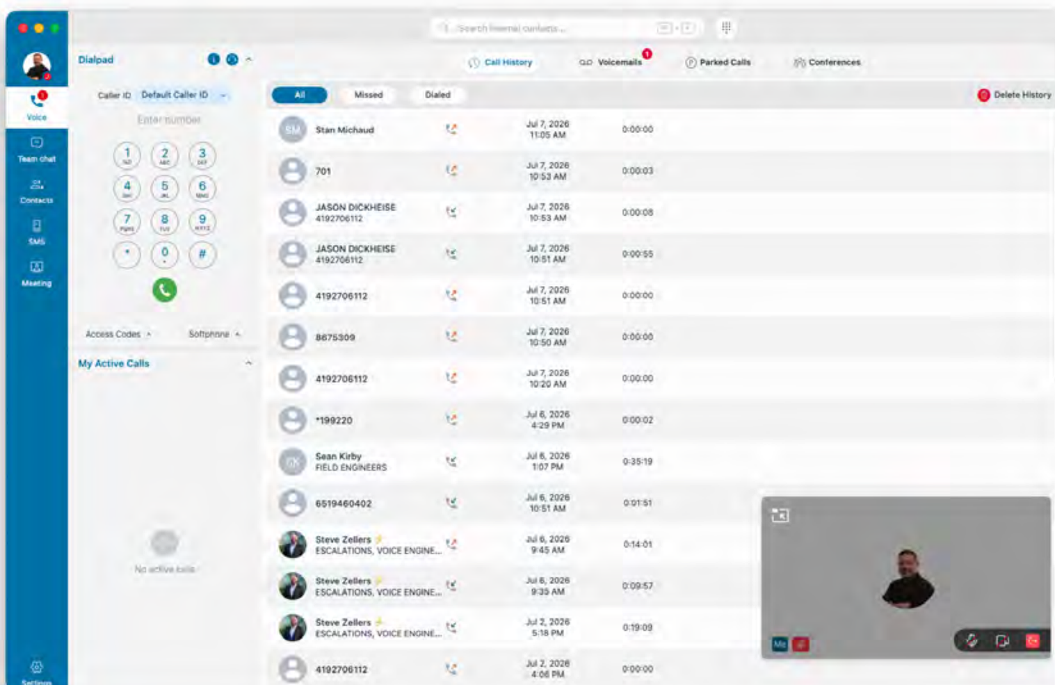
*Active meeting interface.*

## Meeting Controls

- **Record** — Start or stop recording (must be enabled by an administrator).
- **Unmute/Mute, Video** — Toggle microphone and camera; the arrows let you switch devices mid-meeting.
- **Participants** — See who's in the meeting, invite others, or mute all.
- **Share screen** — Share a window, app, or your entire screen.
- **Raise Hand** — Signal you'd like to speak.
- **Reactions** — Send a quick emoji reaction.
- **Chat** — Open in-meeting chat.
- **Full Screen** — Expand the meeting to fill your screen.
- **Leave** — Leave the meeting.
- **Options** — See Options Menu below.
- **Compact View** — Minimize the meeting to a small floating window so you can use other parts of the app while staying in the meeting.



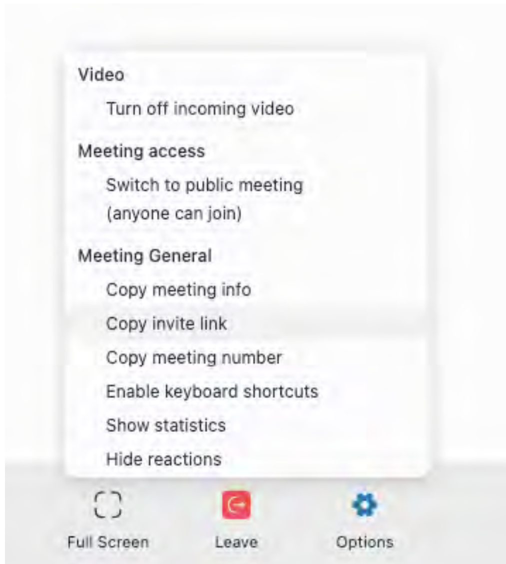

*Meeting controls toolbar.*




*Compact View on hover — showing quick mic, video, and leave controls.*

## Options Menu

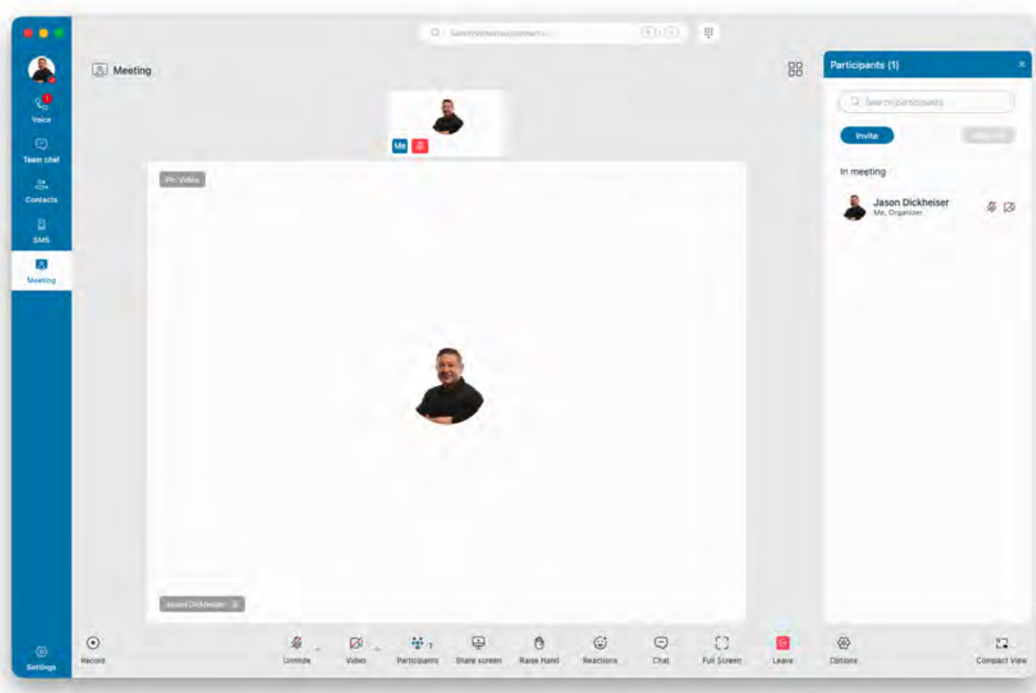
The Options menu provides additional controls in three sections — **Video** (turn off incoming video), **Meeting access** (switch to public meeting), and **Meeting General** (copy meeting info/invite link/meeting number, enable keyboard shortcuts, show statistics, hide reactions).




*Options menu.*

## Participants Panel

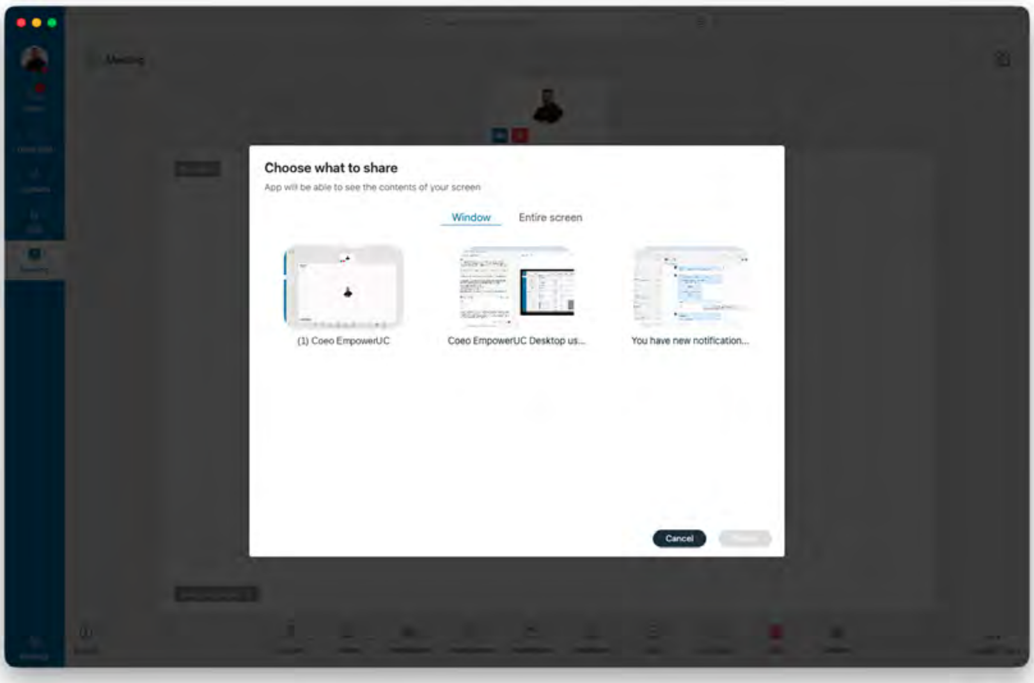
Click **Participants** in the meeting toolbar to open the participant list. From here you can search participants, **Invite** more people, or **Mute All**. Each participant's row shows their name, role (e.g., "Me, Organizer"), and mic/camera status icons.




*Participants panel during a meeting.*

## Screen Sharing

Click **Share screen** to choose what to share — a specific **Window** or your **Entire screen**. Select the item you want and click **Share**.

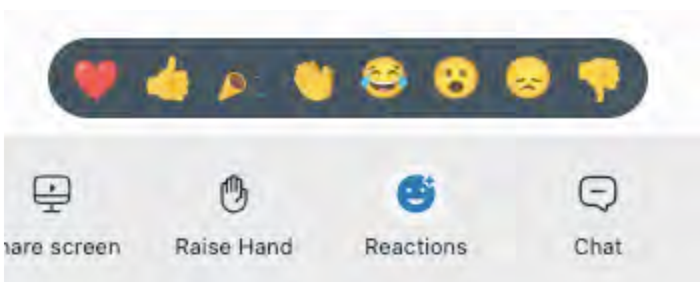



*Choose what to share — Window or Entire screen.*

> 💡 **Note:** The first time you use your microphone, camera, or try to share your screen, your operating system may prompt you to grant COEO EmpowerUC™ Desktop permission to access it. Click Allow (or the equivalent) to continue.

## Reactions

Click **Reactions** to send a quick emoji response — heart, thumbs up, clap, laugh, surprised, sad, or thumbs down — visible briefly to everyone in the meeting.



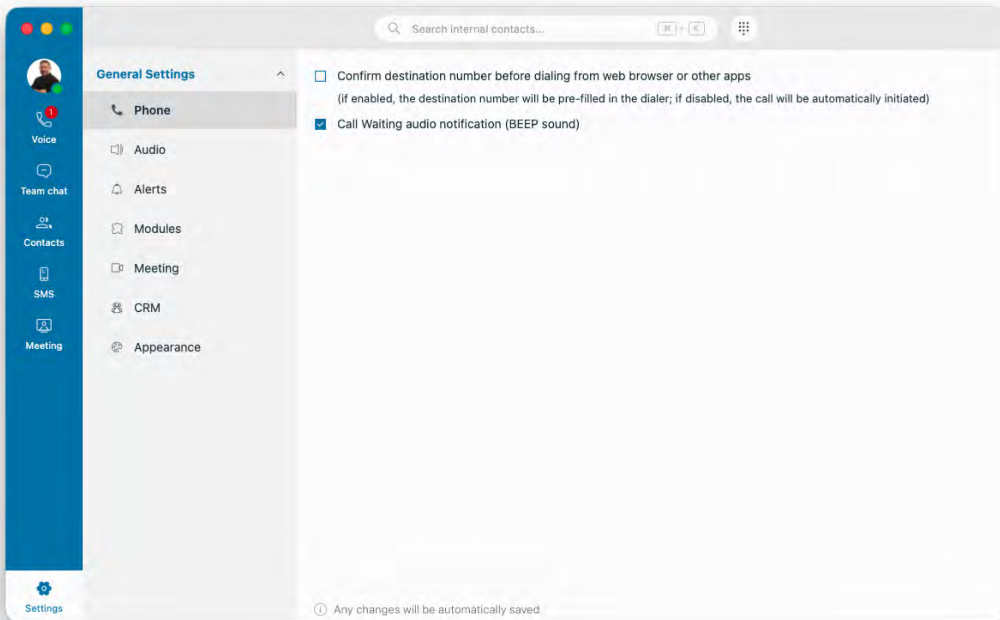

*Reactions menu.*

# Settings

Click the **Settings** (gear) icon at the bottom of the left navigation bar to access your personal preferences. All changes are saved automatically — there's no save button needed.

## Phone

- **Confirm destination number before dialing from web browser or other apps** — When enabled, clicking a phone number link (like Click to Dial) pre-fills the dialpad so you can review the number before calling. When disabled, the call initiates immediately.
- **Call Waiting audio notification (BEEP sound)** — When enabled, you'll hear an audible beep when a second call comes in while you're already on a call. Enabled by default.

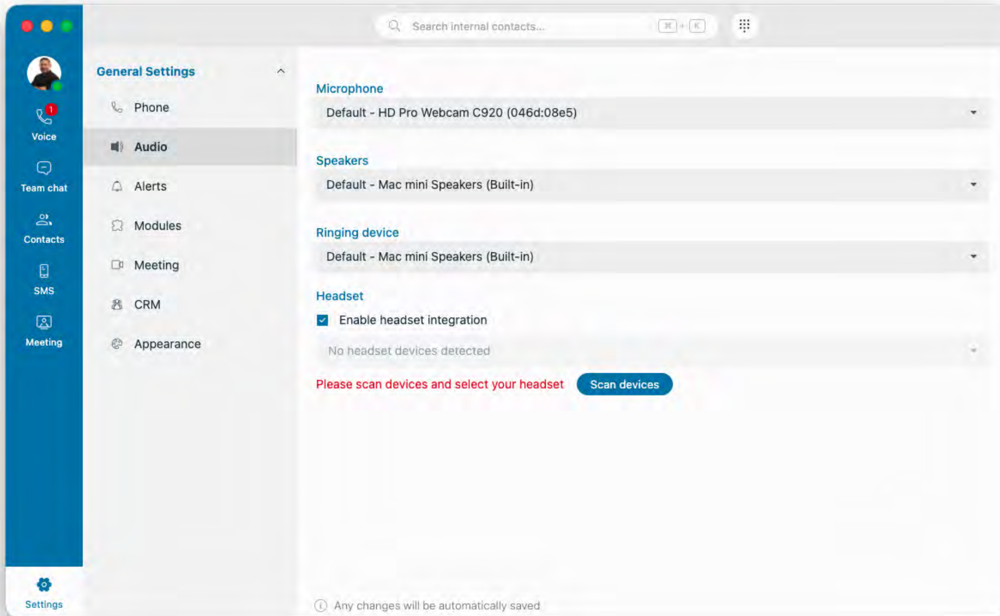



*Settings — Phone.*

## Audio

Set your preferred audio devices for calls:

- **Microphone** — Select your input device.
- **Speakers** — Select your output device.
- **Ringing device** — Select which device plays the ringtone for incoming calls. This can be different from your call audio speaker — useful if you want your ring to play through a separate device.
- **Headset integration** — Enable this if you're using a supported headset (Plantronics, Jabra, or EPOS Sennheiser) to allow headset controls — like answer, hang up, and mute — to work directly from your headset. Plantronics, Jabra, and EPOS Sennheiser each require their own manufacturer software to be installed and running on your computer for this to work.

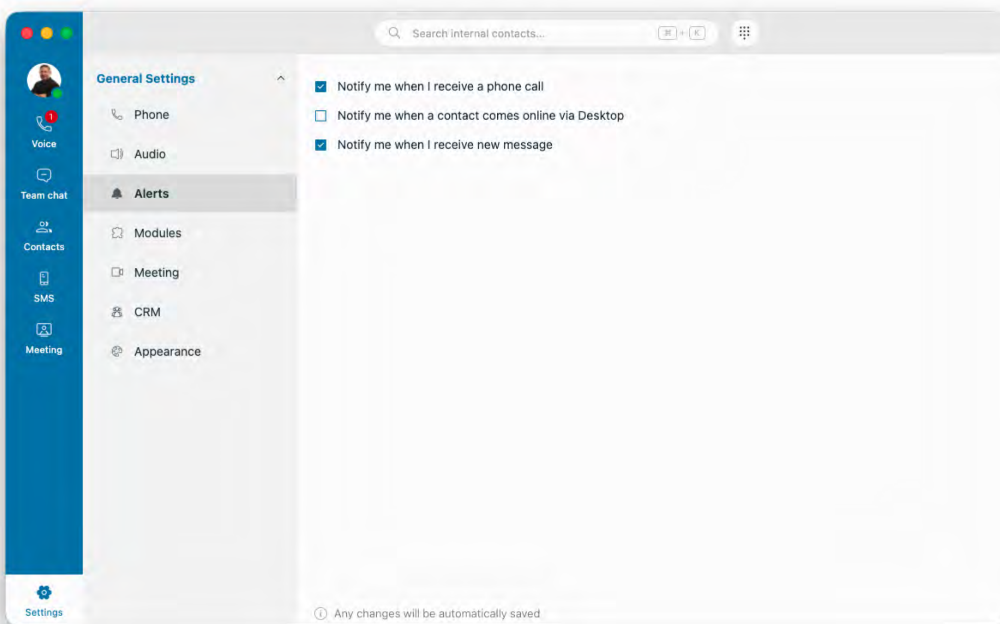



*Settings — Audio.*

## Alerts

Control which notifications you receive:

- **Notify me when I receive a phone call** — Enabled by default.
- **Notify me when a contact comes online via Desktop** — Disabled by default.
- **Notify me when I receive a new message** — Enabled by default.



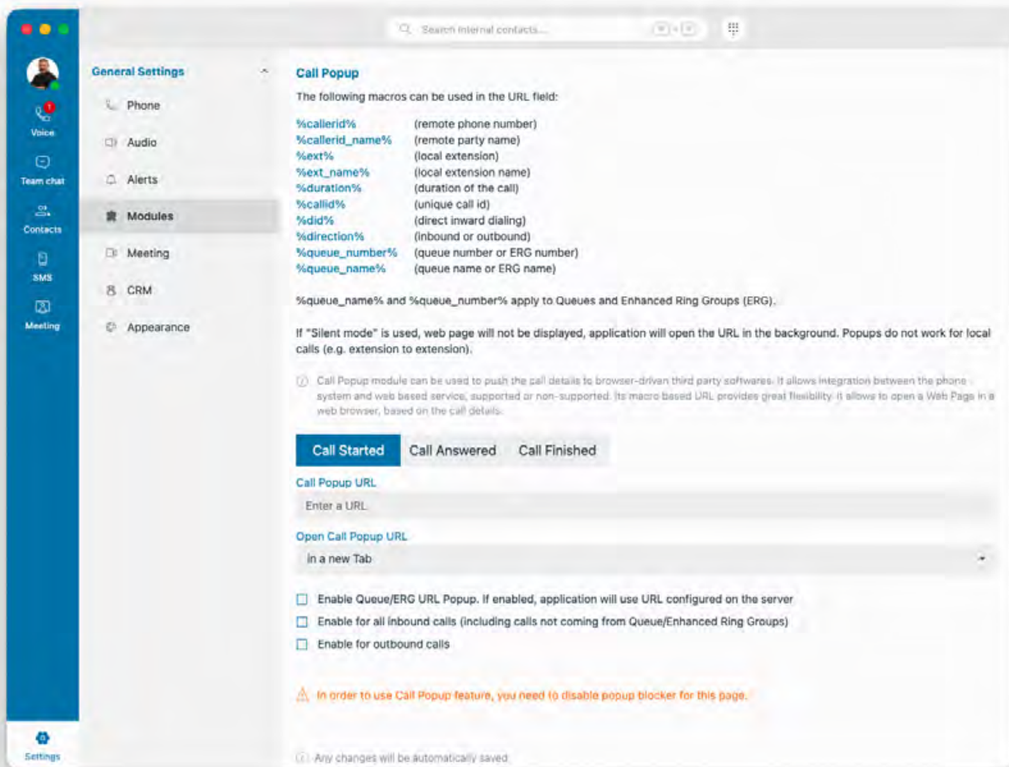

*Settings — Alerts.*

## Modules

The Modules section contains the Call Popup feature, which lets you automatically open a URL when a call starts, is answered, or finishes. This is useful for integrating with browser-based third-party tools, ticketing systems, or CRMs. You can use dynamic macros in the URL to pass call details like caller ID, extension, call direction, and queue information automatically.

Call Popup can be configured to trigger on inbound calls, outbound calls, or both, and can open the URL in a new tab or silently in the background.

> 💡 **Note:** Your browser's popup blocker must be disabled for this page for Call Popup to work. This is an advanced feature — if you're interested in setting up Call Popup for a specific workflow, contact your COEO Account Manager or CTA for guidance.



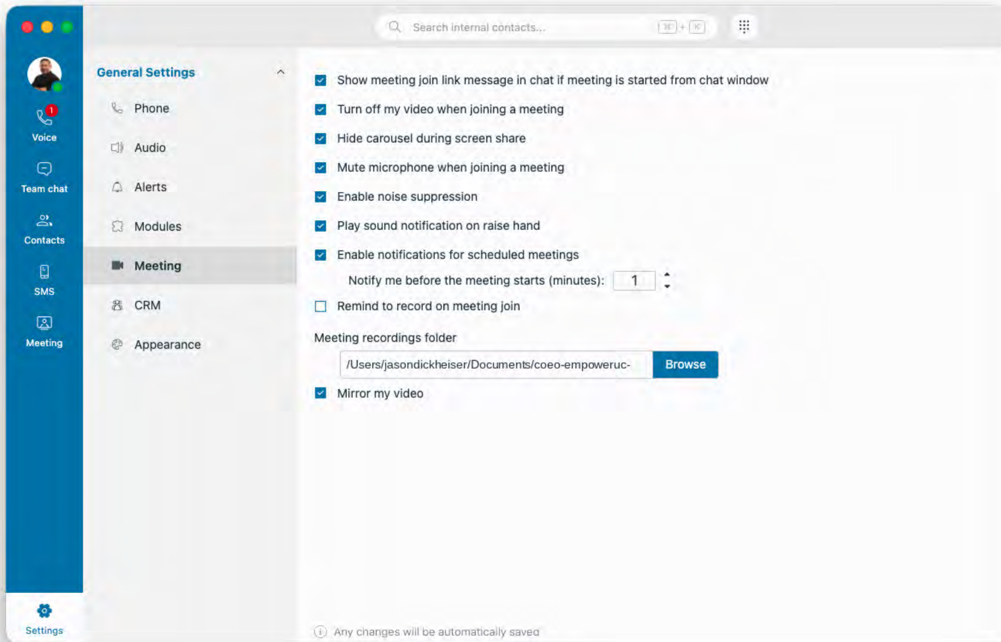

*Settings — Modules (Call Popup).*

## Meeting

Customize your meeting experience. All options below are enabled by default unless noted:

- **Show meeting join link message in chat if meeting is started from chat window**
- **Turn off my video when joining a meeting**
- **Hide carousel during screen share**
- **Mute microphone when joining a meeting**
- **Enable noise suppression**
- **Play sound notification on raise hand**

- **Enable notifications for scheduled meetings** — With a configurable advance notice in minutes (default: 1 minute).
- **Remind to record on meeting join** — Disabled by default.
- **Meeting recordings folder** — Choose where recorded meetings are saved on your computer; click Browse to change it.
- **Mirror my video**




*Settings — Meeting preferences.*

## CRM

The CRM section is where you connect COEO EmpowerUC™ Desktop to your organization's CRM platform. When a CRM integration is active, call activity can be automatically logged to your CRM, and contact information from your CRM will appear during calls.

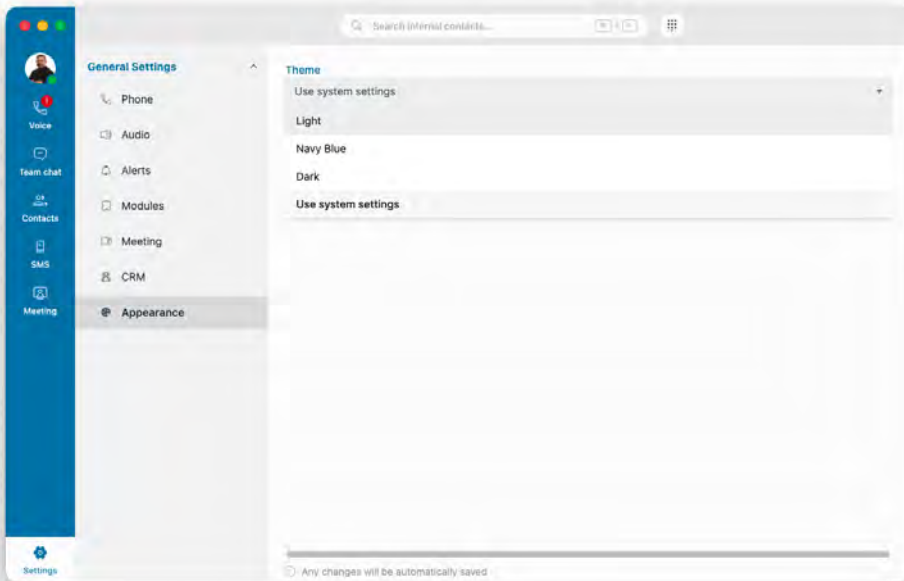
Supported CRM platforms include Salesforce, HubSpot, Zoho, Microsoft Dynamics, SugarCRM, Zendesk, Vtiger, Pipedrive, and others. If no integration has been set up, this section will show "No active integrations."

> 💡 **Note:** CRM integrations require setup at the system level before they can be connected here. If your organization would like to integrate COEO EmpowerUC™ with your CRM, contact your COEO Account Manager or CTA to get started.

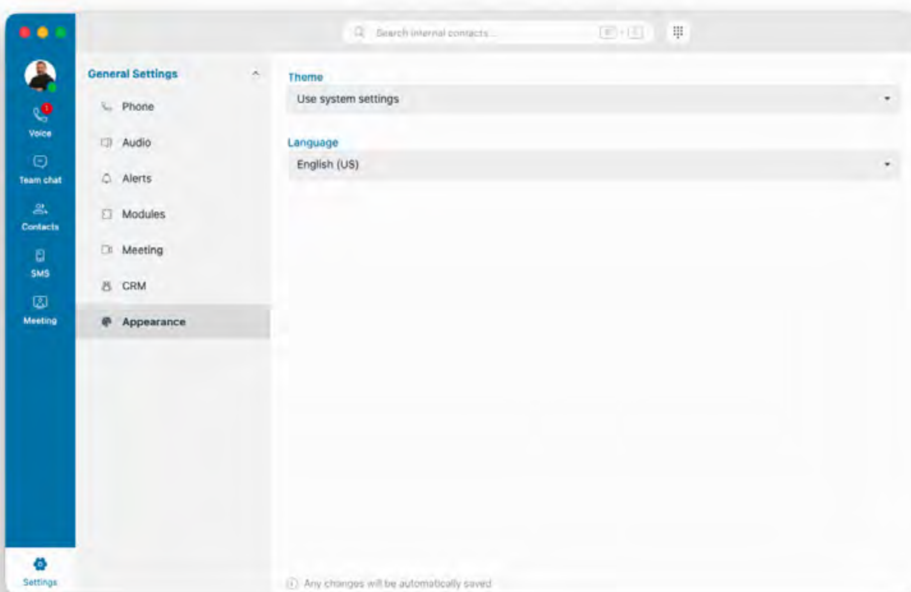
## Appearance

Two options are available:

- **Theme** — Choose from Light, Navy Blue, Dark, or Use system settings (which matches your device's light/dark mode preference).
- **Language** — Change the app interface language. Available options are English (US), Español, Français, Italiano, Nederlands, and Português.




*Settings — Appearance, Theme options.*




*Settings — Appearance, Language options.*