UC Client for PRCC's Phone System

You may download the UC Client application for your operating system using the links below. When installing the software, you will also be prompted to install Adobe Air if it is not already installed.

Windows: http://prcc.edu/files/it/UCClient.exe
Mac: http://prcc.edu/files/it/UCClient.dmg

After installation the program will run for the first time. Enter the following settings:

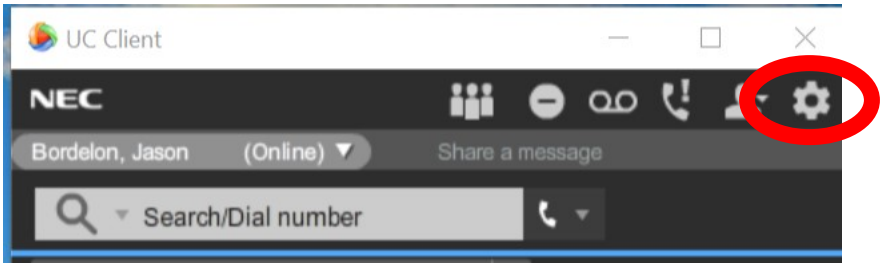
- Configuration URL: http://ucmprimary.prcc.edu (Click Submit)
- Server: PRCC
- Language: English
- SMP Configuration: Default

Click connect to bring up the login screen. Enter your RiverGuide username and password and click **Sign In**.

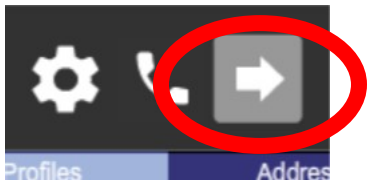
Once you are signed in, you can control your phone from this software.

To forward your phone:

Click the settings icon at the top right.



Click on the Forwarding button at the top of the settings menu.



Most users will only have one forwarding profile, select modify for that profile.

In the window that opens, select **New Destination.**

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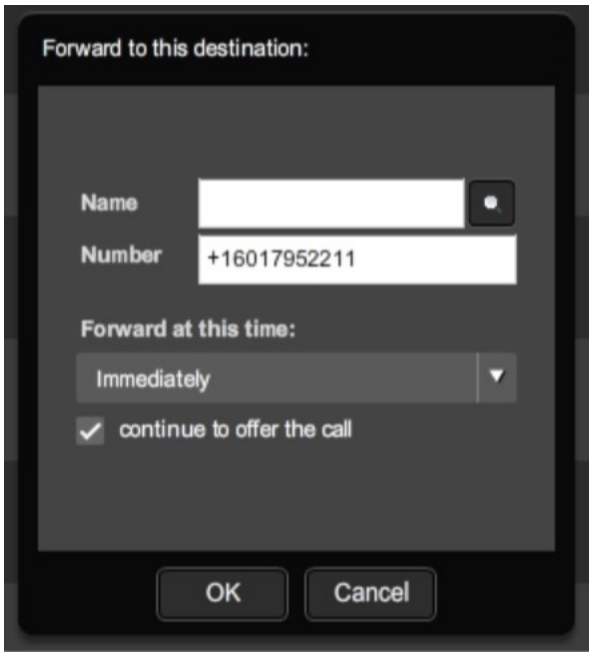
In the "Forward to this destination" window, enter the number you want to forward to. If an external number, begin with the + sign, then 1 and the area code (ex: +16017952211) you may also enter a 4-digit extension if forwarding to a co-worker. For the "Forward at this time" drop down box, select **Immediately**. If you check "**Continue to offer the call**" your desk phone will continue to ring while it is ringing at the new destination, and will stop ringing at one extension when the other answers, or if the call is routed to voicemail.



Click OK, then **Save** in the Profiles window, then **Save** in the settings menu.

It is recommended that you test that your forwarding is working how you want it to before using on another phone.

*** If you forward to your personal cell phone and do not want to make your cell phone number public in the event you have to make a call back, here is a viable third party option you can use. Please keep in mind that this is a Google Voice product. If you have issues with Google Voice, you will have to reach out to them for support related issues.

Below is the link for instructions to use Google Voice:

https://support.google.com/voice/answer/165221?co=GENIE.Platform%3DDesktop&oco=1