

VTCSecure

Equal & Effective Communication For All



Quick Guide
PUC
Windows

Log In

Instructions

1. Select your Provider
2. Enter your Username
3. Enter your Password
4. Click Login to start using PUC!

The screenshot shows a web browser window titled 'PUC'. The interface includes a menu bar with 'PUC', 'View', 'Video', 'Audio', and 'Help'. The main content area features the 'PUC' logo, a 'Provider' dropdown menu set to 'America', 'Username' and 'Password' input fields, a 'Login' button, an 'Auto-Login' checkbox, a red 'Advanced Setup' button, and links for 'Forgot Password' and 'New User Registration'.

1. Select Provider

2. Enter your Username in this field

3. Enter your Password in this field

4. Click Login to start using PUC!

Auto-Login

If you forget your password, click 'Forgot Password'

No PUC account? Create a new account

Click on 'Advanced Login' for a special configuration

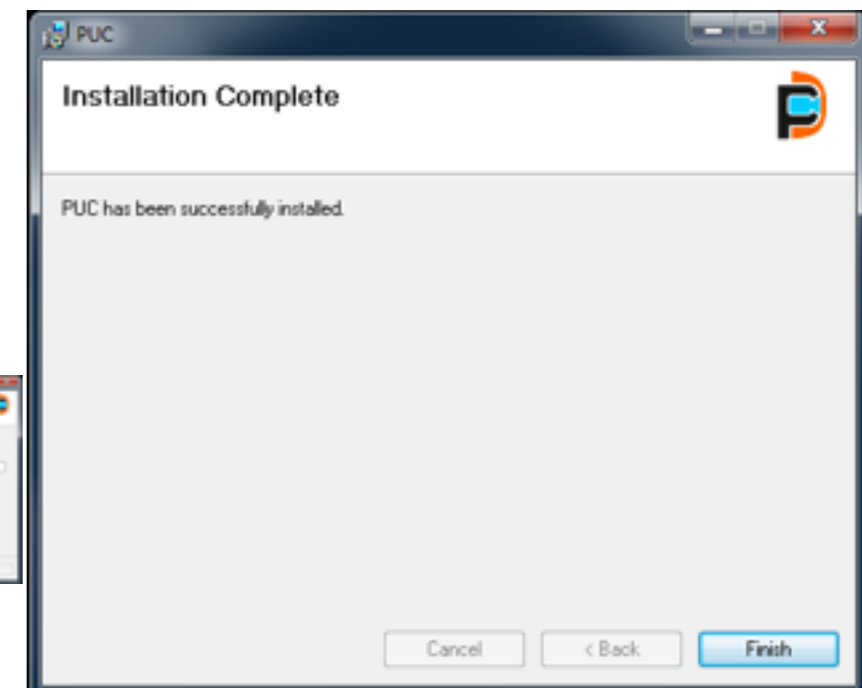
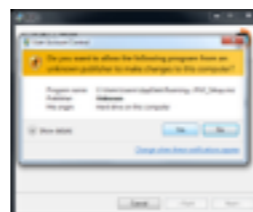
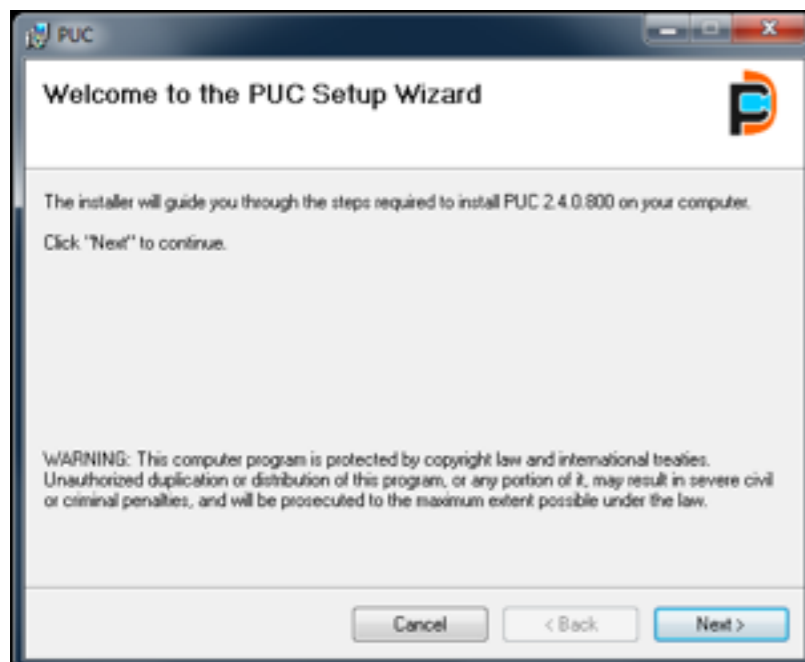
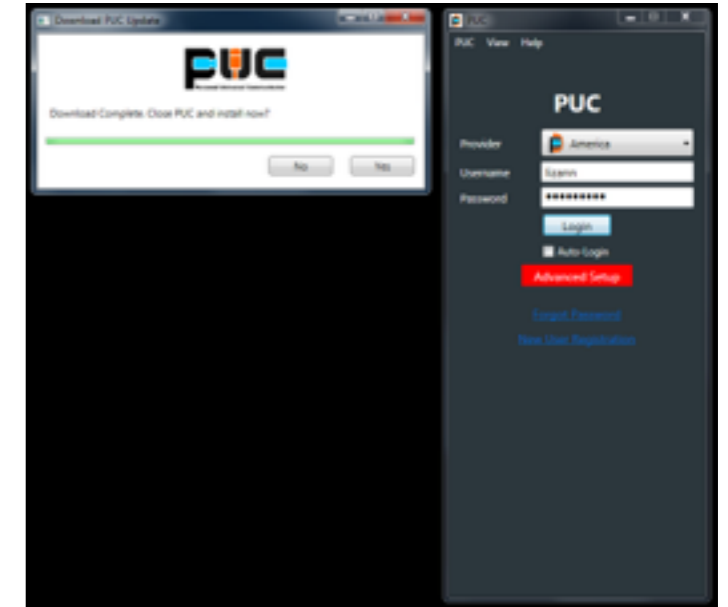
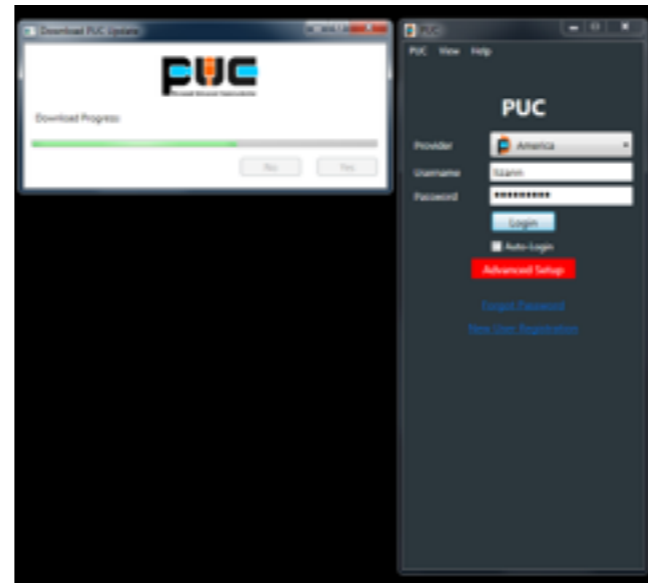
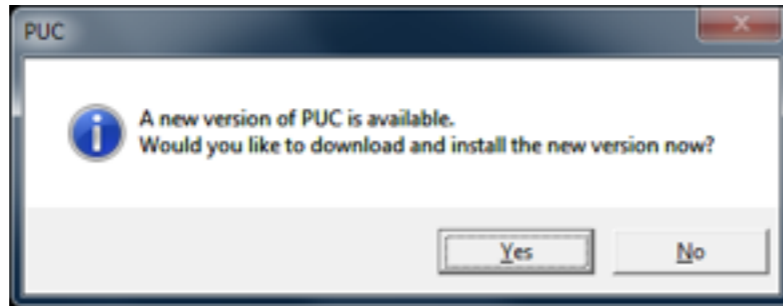
Tips

- Username and Password are case sensitive.

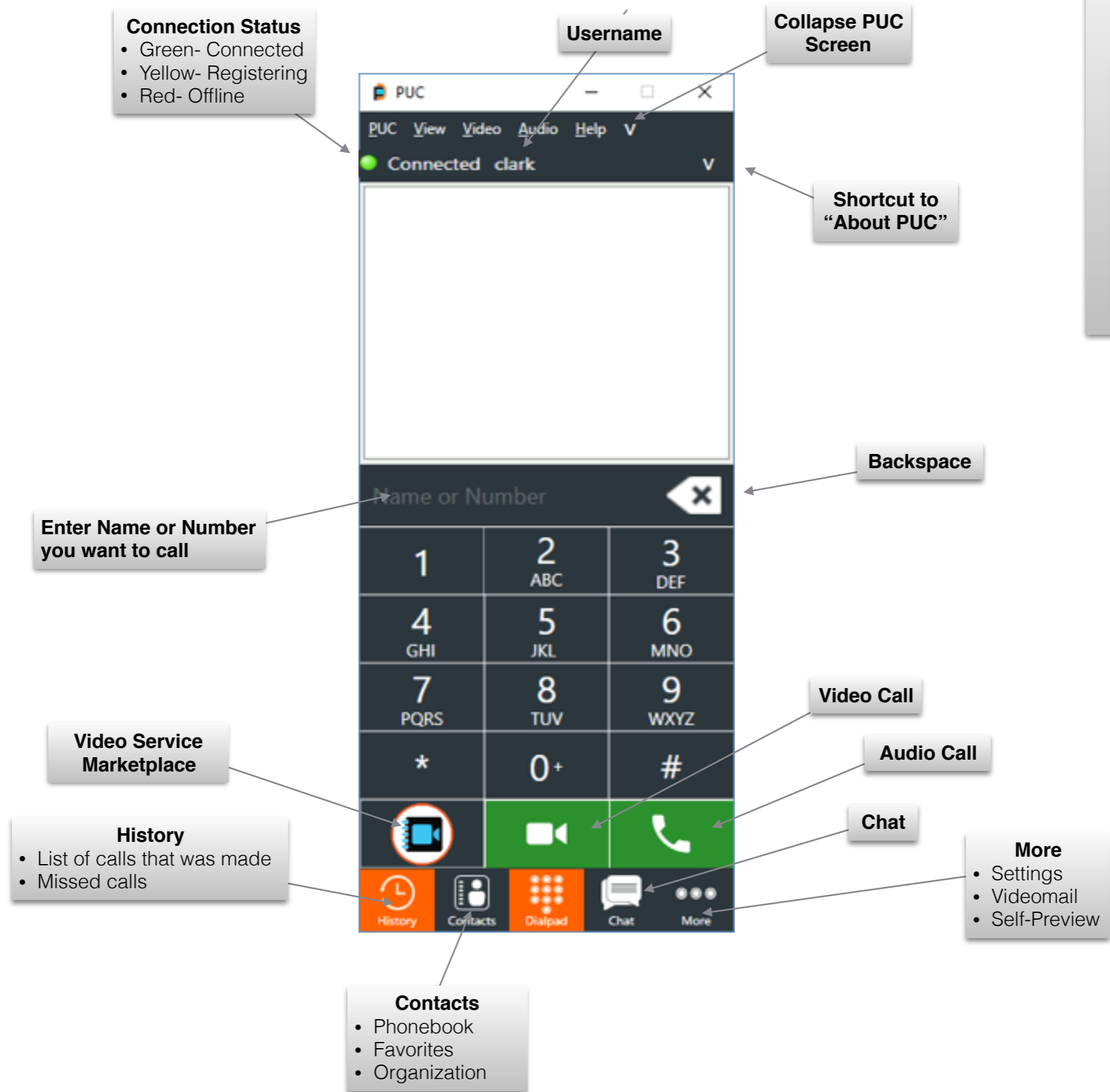
Auto checking for Updates

Notes:

Go to drop list menu and look for **PUC > Check for updates**
This will notify the user if the current version is up to date



Interface

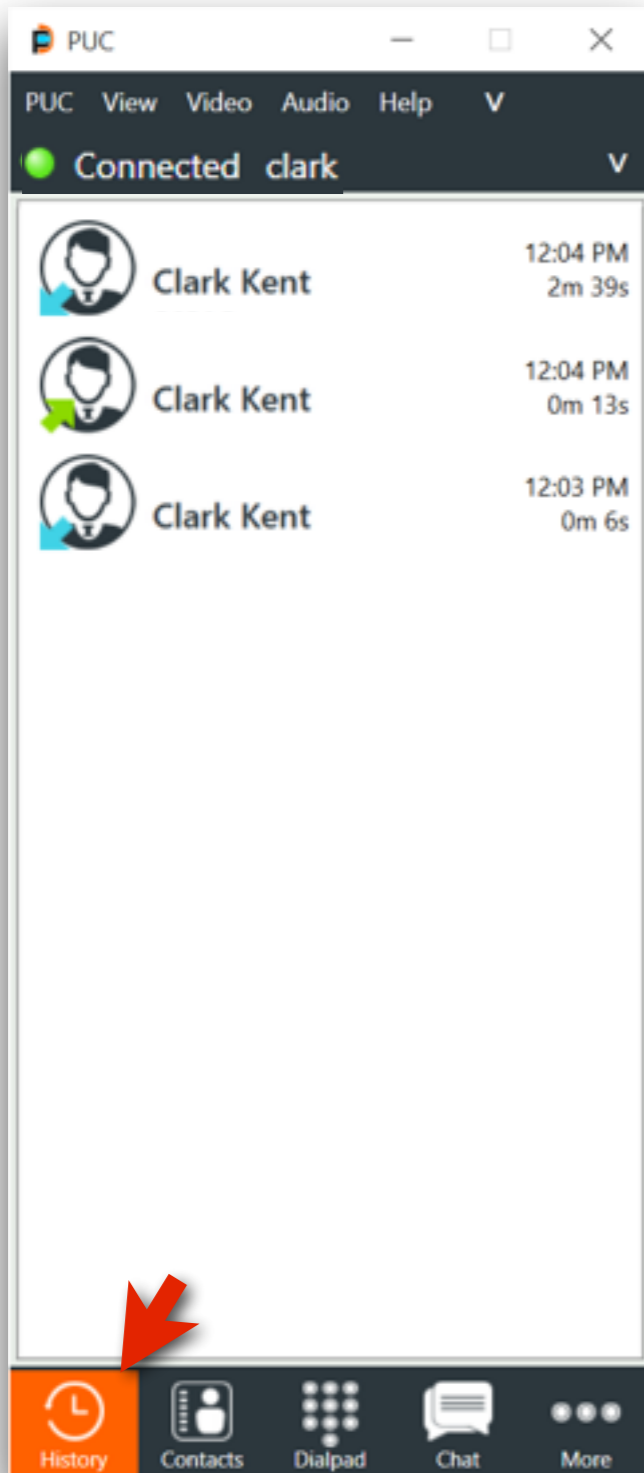


Notes:
Go to drop list menu and look for **PUC > Check for updates**
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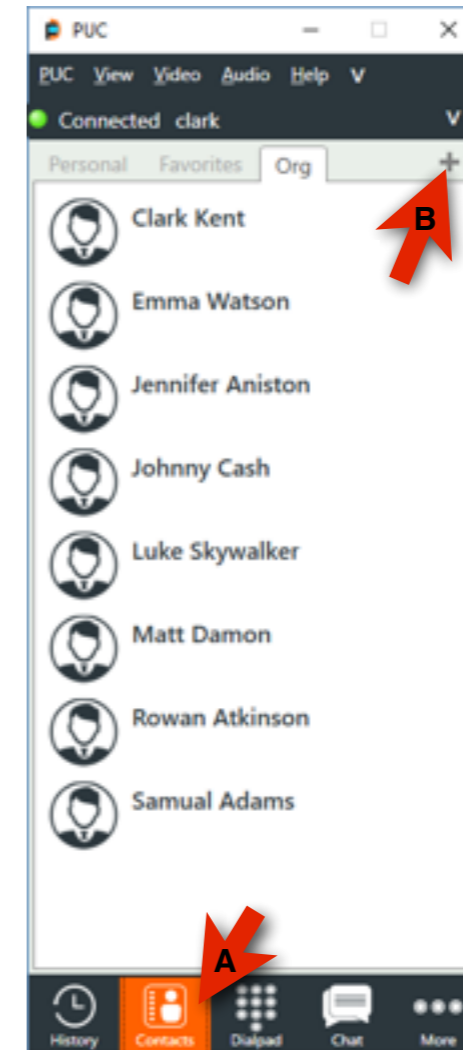
Call History

Tap on **HISTORY** tab. You will see all of your phone calls that you have made, received, or a missed call. Click on a person's name on the list you want to call back.



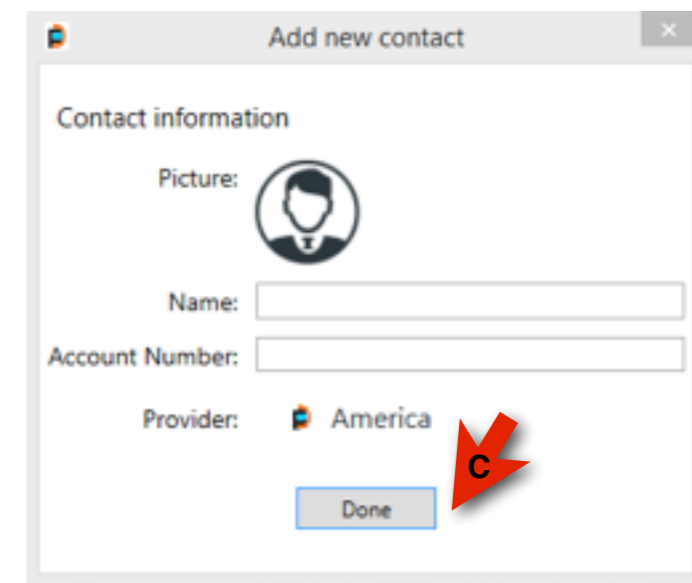
Add a Contact

B. To add a contact, Click on add + icon on upper right corner of the application.



A. Click on **Contacts** tab. You will see your contact list.

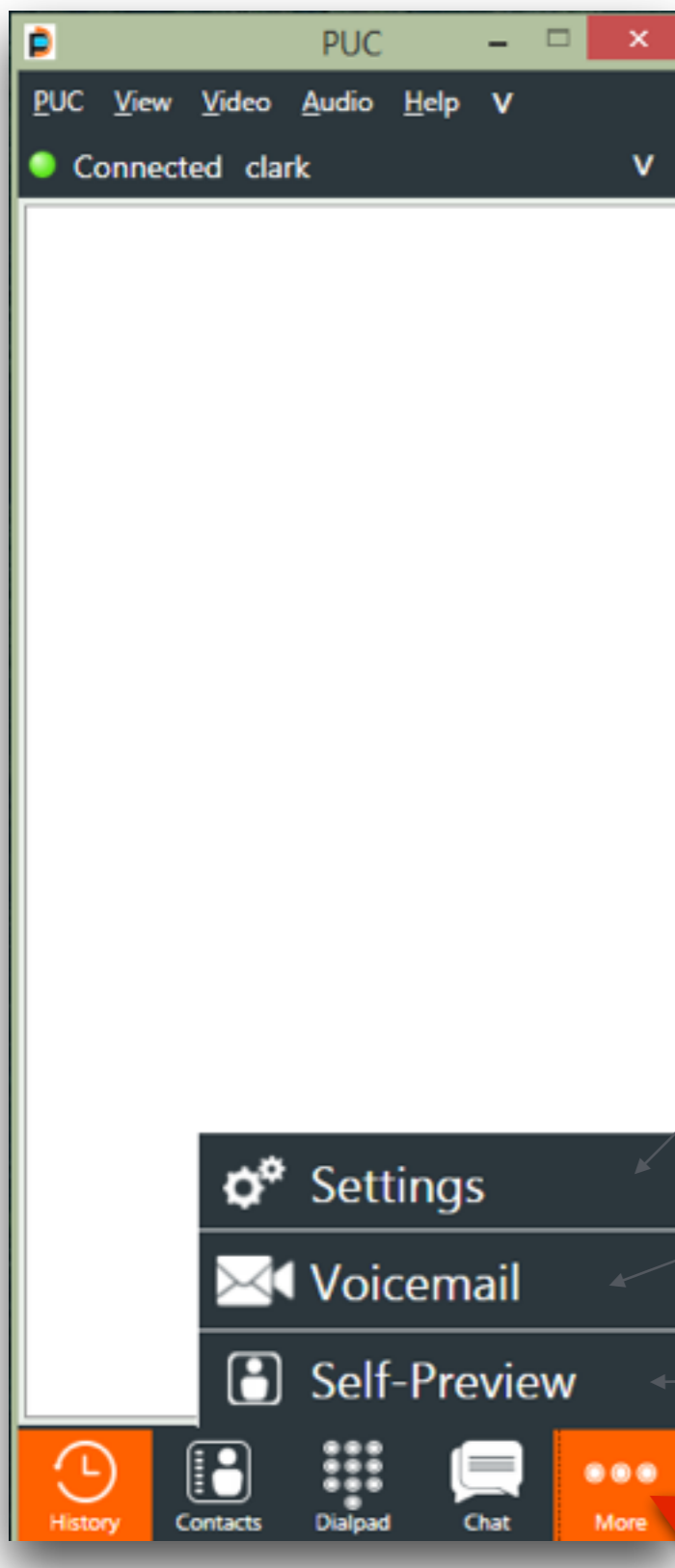
Tip: If you click on avatar on the center left, you can customize the contact's image!



C. Fill out all required fields. Once done, click **DONE** to save. To cancel, click "X" icon.

More

Tap **More** as shown to view options of what PUC can do



Settings

General

- Start on boot
- Auto Answer Call
- Mute Speaker
- Mute Microphone
- Show Self-View
- High Contrast
- Mute Video
- Country Code

Audio/Video

- Max Video Resolution
- Select Camera
- Select Microphone
- Select Speaker

Summary

- View TSS
- Send TSS
- Show Advanced Settings

Account

- Username
- Domain
- Voicemail URL
- Mail Waiting Indicator URL

Voicemail

- () indicator tells you how many unread voicemail
- Click to listen or record your own voicemail

Self-Preview

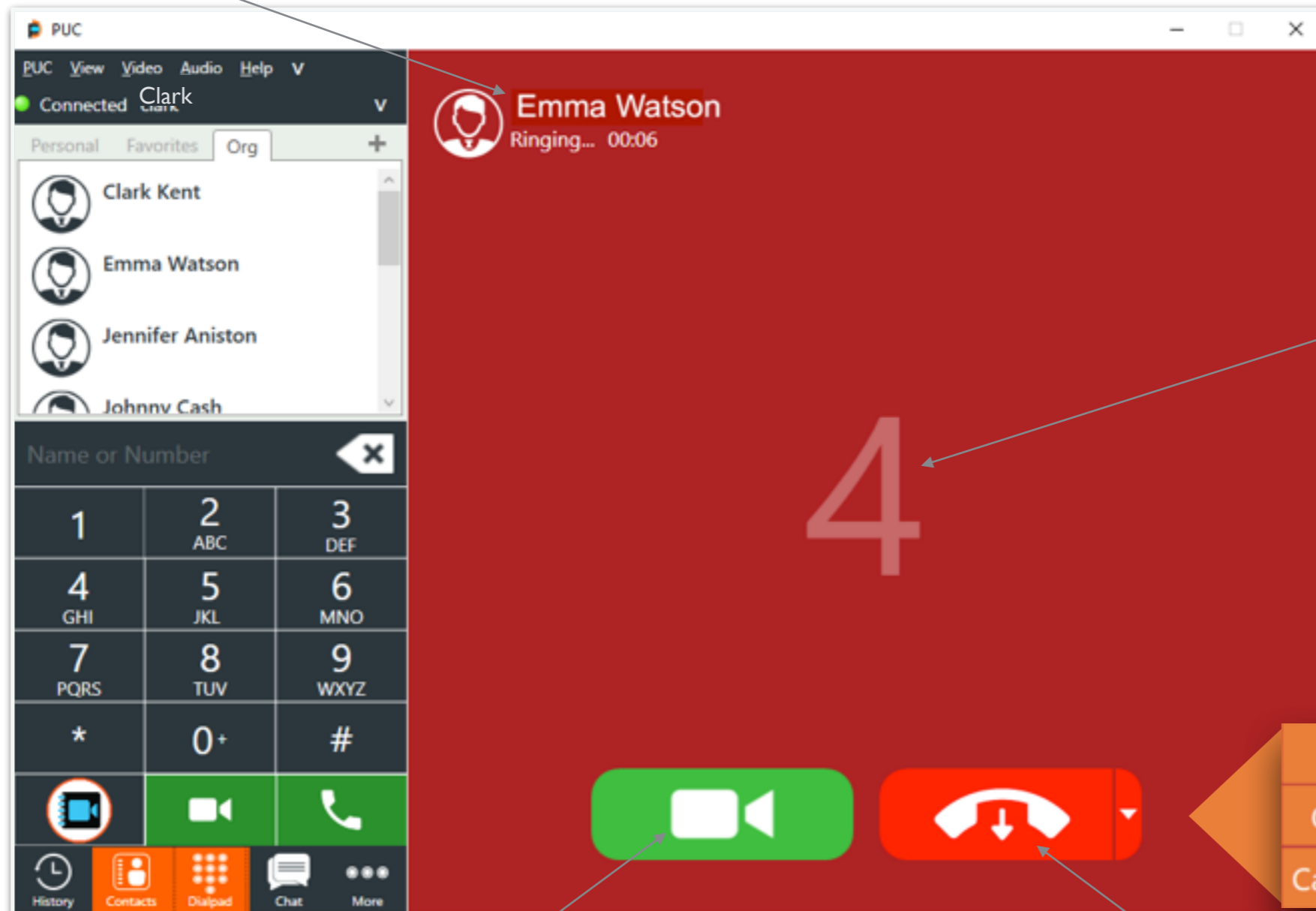
- Enable/Disable Self Preview

Tips

- Be sure to click **SAVE & CLOSE** after making some changes

Incoming Call

Username or phone number of a person that is calling you



Ringing Indicator

Call Decline with Message Options

- I'm in a meeting.
- Can't talk now. What's up?
- Can't talk now. Call me later

Tap **Accept Video** to accept incoming call

Tap **Reject** to decline incoming Call

Live Call

Secure mode indicator

TOUCH TONE / DTMF*
Click on icon as shown. You will see key pad displayed for you to do the number entry. For example, press 1 for English or press 2 for Spanish or entering your order number or credit card number via automated system.
*Dual Tone Multi Frequency.

Call Pause
Click Call Pause to temporary halt Video and Audio. Click again to resume.

Expand/Collapse Dialpad Screen

Video Privacy
Click to enable/disable privacy screen.

Call Strength Indicator

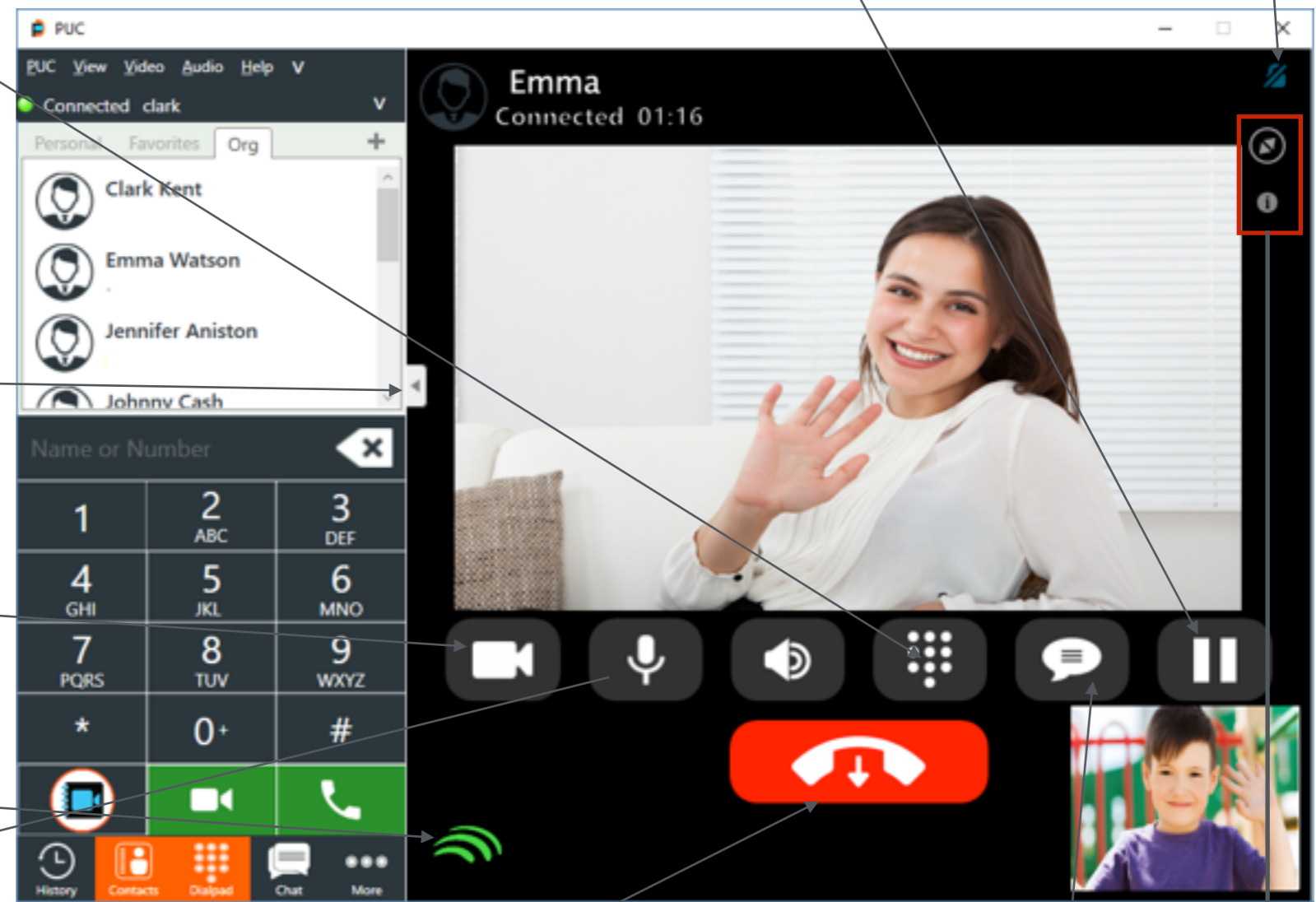
Microphone
Click microphone to mute/un-mute the microphone.

Speaker
Click speaker to enable/disable the speaker.

Click **'End Call'** to terminate the call

REAL TIME TEXT (RTT)
Click RTT icon to start texting back and forth.

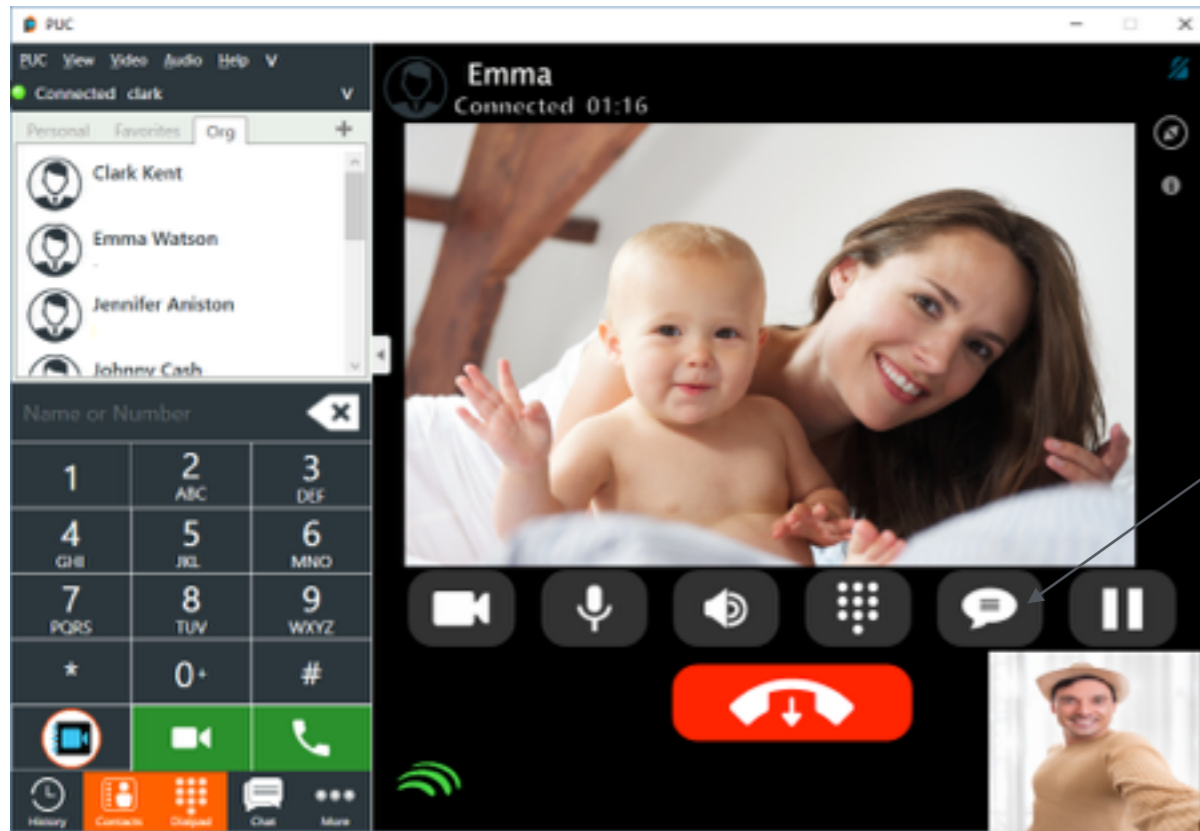
• **Full Screen**
• **Call information**



How to use Real Time Text

Tips

- You will need to be on live call to use Real Time Text



A. Click on the **Bubble** icon, New box will extend to the right side of PUC like the image below.



B. Type in your messages in this field.


C. Click Send to share your message.

D. Click any time during chat to save your RTT chat to desktop.

Simple Chat (Can be done in or out of call)

Tap **Chat**, You will see a message box window appears on your screen.

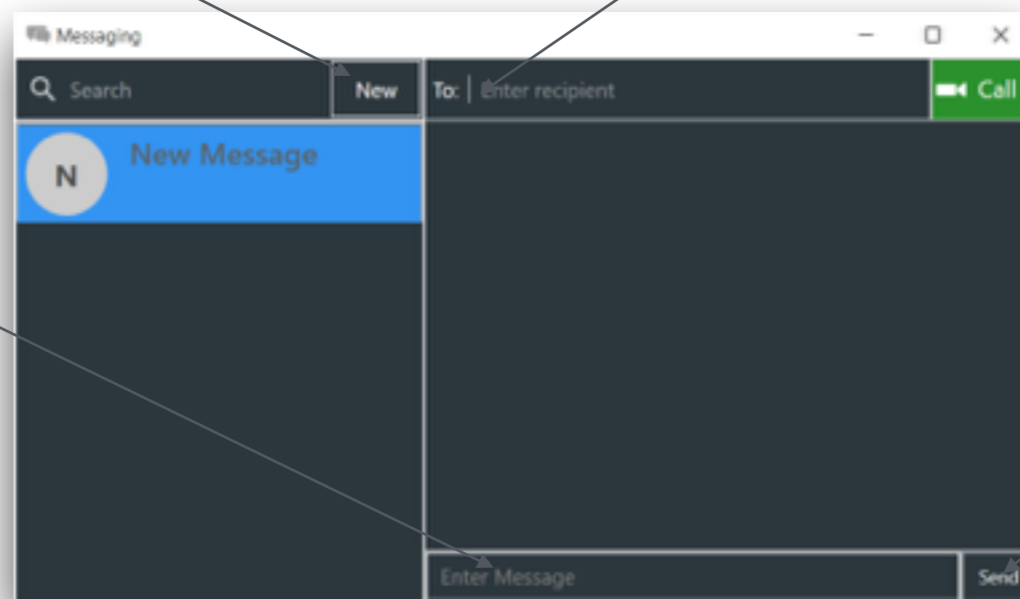


Note: If you see  That means you have unread message

Send Message To Someone New

A. To send new message to someone new, Click **New**

B. Enter the person's PUC Username or Phone Number



C. Type in your messages in this field

D. Click **Send** to share your message

Send Message To Someone On Your List

A. Select the person you would like to send message to

D. Click on this icon to make Video Call to this specific person

B. Type in your messages in this field

C. Click **Send** to share your message

