



Circuit

Product & Service Description

(PSD)

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1.What is Circuit?

Circuit improves teamwork by bringing video, high-quality voice, screen sharing, rich formatted textual messaging, and file sharing together into a single platform with one unified view. Users can collaborate in whatever modality feels most natural to them in one intuitive, collaborative application. Circuit removes the burden of app switching so users can focus on connecting, innovating and collaborating. Circuit provides instantaneous access to files and information shared within conversations over time. Everything stays within the context of the conversation, keeping everything that is relevant together in one place. It is a platform that stores and manages information through associations and conversations. Circuit users participate in private one-to-one, group, or company-wide conversations, where all content and communication is shared in an ongoing, free flowing and continuous conversation stream, that moves with the users wherever they go and whatever device they use.

Circuit uses WebRTC to consolidate voice, HD video, screen-share, messaging, and file sharing into a single platform-agnostic solution that meets security standards, and supports flexible licensing, without risking performance of your existing communications infrastructure. Since it is SaaS, it is easy to deploy and manage, and very cost effective.

In addition, Circuit offers great integration capabilities into the existing eco system. PBX platforms can be integrated to make and receive phone calls from a Circuit client. Circuit also interacts with different peripherals like Circuit-enabled desktop devices and conference room video devices. Open Application Programming Interfaces (APIs) offer the possibility to integrate Circuit in other cloud services as well as on premise based software solutions.

2.Circuit functionality description

2.1 Overview

Circuit is provided as Software as a Service (SaaS) application. This means it is made available to you via the Internet on a subscription basis. Only in very few cases, software needs to be downloaded and installed on your device, e.g. an app for a Smartphone or tablet device.

Circuit is offered via different subscriptions plans. Please refer to the [Annex Pricing and Payment Terms \(PPT\)](#) for details on the available subscription packages and applicable Fees and Limits.

Circuit can be used under a free subscription that allows you to use Circuit with a defined set of functionalities without cost. Please refer to the section 'Free' below and to the corresponding section in the TOS for details.

Companies usually either prefer the 'Professional' or the 'Enterprise' plan which are providing an immersive collaboration experience for the whole company or teams. Both subscription types include telephony integration support without extra per user charges (only potential local infrastructure or related services are not included) and they provide features like more conference participants, moderation capabilities, voice/video recording, more storage and better SLA and help desk support.

2.2 Packages

Packages are a combination of Circuit functionality and surrounding services provided in multiple flavors. The following table gives a detailed view on available packages.

Service Packages	FREE	TEAM	PROFESSIONAL	ENTERPRISE
Basics	CIRCUIT Social Conversations with Favorites Mentioning Liking Archiving Favorites Labels CIRCUIT-2-CIRCUIT Call HD Audio & Video Calls Screensharing Voicemail, Videomail Test calls CIRCUIT Search CIRCUIT Presence with Tell me when Calendar view CIRCUIT Web, Desktop and Mobile Clients	CIRCUIT Social Conversations with Favorites Mentioning Liking Archiving Favorites Labels CIRCUIT-2-CIRCUIT Call HD Audio & Video Calls Screensharing Voicemail, Videomail Test calls CIRCUIT Search CIRCUIT Presence with Tell me when Calendar view CIRCUIT Web, Desktop and Mobile Clients	CIRCUIT Social Conversations with Favorites Mentioning Liking Archiving Favorites Labels CIRCUIT-2-CIRCUIT Call HD Audio & Video Calls Screensharing Voicemail, Videomail Test calls CIRCUIT Search CIRCUIT Presence with Tell me when Calendar view CIRCUIT Web, Desktop and Mobile Clients	CIRCUIT Social Conversations with Favorites Mentioning Liking Archiving Favorites Labels CIRCUIT-2-CIRCUIT Call HD Audio & Video Calls Screensharing Voicemail, Videomail Test calls CIRCUIT Search CIRCUIT Presence with Tell me when Calendar view CIRCUIT Web, Desktop and Mobile Clients
Storage (in GB)	1	5	10	20
Max number of Users per Tenant	100	unlimited	unlimited	unlimited
Concurrent parties within one Conference	3	6	unlimited by package, system limit setting applies ¹	unlimited by package limit setting applies ²
Integrations	3 foundational	all foundational	foundational + commercial	foundational + commercial
Multi Language Support	✓	✓	✓	✓
Meeting Guest Access	✓	✓	✓	✓
Dial-in support for Meetings	x	✓	✓	✓
Meeting Scheduling via CIRCUIT	x	✓	✓	✓
Upfront view (Calendar view) for meetings	x	✓	✓	✓

^{1,2} In Circuit public Cloud the effective limit is 300 conference participants – please check for the Add-on offer 'Events' if there is a need for more participants.

Meeting Recording	x		x	✓	✓
Moderation	x		x	✓	✓
Authenticated/Secure Meeting	x		x	✓	✓
MS Outlook Calendar Plug-In	✓		✓	✓	✓
Internet Explorer WebRTC Support	available for 30 days		✓	✓	✓
Cloud Identity Management via OpenID & OAuth	x		✓ additional charges apply for a project's setup	✓ additional charges apply for a project's setup	✓ additional charges apply for a project's setup
Identity Management via SAML	x		x	✓ additional charges apply for a project's setup	✓ additional charges apply for a project's setup
MS vCard Plug-In	✓		✓	✓	✓
VDI Support VMware	x		x	x	✓ additional charges apply for a project's setup
VDI Support XenDesktop	x		x	x	✓ additional charges apply for a project's setup
Universal Telephony Integration (for non Unify PBXes)	x		✓ additional charges might apply for on premise setup	✓ additional charges might apply for on premise setup	✓ additional charges might apply for on premise setup
Advanced Telephony Integration (Unify OpenScape Voice or 4000)	x		✓ additional charges apply for on premise setup	✓ additional charges apply for on premise setup	✓ additional charges apply for on premise setup
OpenScape Business Telephony Connector (for SME customers)	x		✓ additional charges apply for on premise setup	✓	✓
Mobile Breakout	x		x	x	✓
Circuit Meeting Room	✓ additional charges apply		✓ additional charges apply	✓ additional charges apply	✓ additional charges apply

Provisioning Agent for automated User Provisioning (LDAP, csv)	x		x	✓	✓
Provisioning Engine for automated User Provisioning (e.g. for OSILA)	x		x	✓ additional charges apply	✓ additional charges apply
Data retention, legal hold	x		x	x	✓ additional charges apply
Forum	✓		✓	✓	✓
FAQ's	✓		✓	✓	✓
Report an issue	✓		✓	✓	✓
User Helpdesk online support	✓		✓	✓	✓
User Helpdesk by Telephone	✓		✓	✓	✓
SLA	x		99,9%	99,9%	99,9%
SLA Credits (Reimbursement)	x		✓ with <99,0% SLA	✓ with <99,5% SLA	✓ with <99,9% SLA

Notes:

- a) A seat is the entitlement for one named USER to access CIRCUIT and to use the services to the extent described in the table for respective service packages.
- b) A subscription provides the CUSTOMER with a specified number of seats with associated service packages to which CUSTOMER can assign USERS.
- c) Team, Professional and Enterprise seats can be mixed in one subscription. Free-seats cannot be mixed into paid subscriptions, i.e. subscriptions with Team or Professional seats.
- d) UNIFY offers a Free service package for up to one hundred (100) Circuit Users. Features and the support provided by UNIFY are as per the "Free" package. Once either CIRCUIT limits are reached (e.g. Storage) or additional functionality is required, CUSTOMER must decide to subscribe to a paid-for service package of CIRCUIT and which of CUSTOMER's free Circuit Users will be converted (again, Free-seats cannot be mixed with paid subscriptions in a tenant).
- e) Advanced telephony integration requires additional solution components from Unify's OpenScape portfolio. Cost and service for such components are not included in the monthly subscription fee.
- f) Universal telephony integration includes connectivity of telephony systems to UNIFY's hosted Universal Telephony Connector for up to 100 users. Other deployment models for such integration such as on-premise installed telephony connectors providing higher capacity and more will not be part of the CIRCUIT offering. Cost and service for such deployment models are not included in the monthly subscription fee.
- g) Functions and features marked with the flag Roadmap above may not be immediately available but will be made available over time. However, due to changes on priority based on market and customer feedback they may be delayed or fully cancelled.

2.3 Features and Functions

The Circuit solution and the appropriate subscription plans provide the set of functions described in the chapter hereafter. Please understand that

2.3.1 Conversations

A Conversation bundles multiple communication channels (such as voice, video, messaging, and screen sharing) into a single interaction stream between users, which is persistent over individual interaction sessions.

Conversations can be between two Circuit Users (1 on 1) or within a group of Circuit Users, and they can be “open” or “private”, as described below. Once the Conversation has been started, it is designed to provide continuity and context as the interaction progresses from session to session.

- Communities
 - Communities are designed to share information between all Circuit Users in the respective Circuit Tenancy. Communities can be started by and are visible to the other Circuit Users in the relevant Circuit Tenancy, who may join and leave at any time.
- Private Conversations: 1-on-1 or Group Conversations
 - Private Conversations are designed to be only accessible by the designated participants who are invited to the Conversation. Participants can be added or removed when the Conversation progresses.
 - Private 1-2-1 conversations can be started from within Circuit. Or, a hyperlink can be shared to other users (i.e. embedded in a signature or a webpage) so that an audio or video call can be started easily by them.
- Screen and Application sharing
 - Screen and Application sharing is designed to share your desktop screen or a specific window of an application running in your PC with all of the participants of a specific Conversation.
 - When the presenting user uses the Desktop Application, other participants can click on the presentation, making a pointer visible to all participants.
- Rich text support
 - Rich text support is designed to apply text formatting while writing a message in a Conversation, including but not limited to bold, italics, highlighting, bulleted or numbered lists.
- File attachments and file preview
 - File attachments and file preview is designed to add a file attachment to a Conversation by browsing for and selecting the file or by dragging and dropping the file icon into the Conversation.
 - Some file types (e.g. images, videos) generate a preview inside the Conversation for a quick view, including but not limited to .jpg, .bmp, .PNG, .MP4 etc.
- Sites hyperlinks
 - Sites hyperlinks is designed to include a hyperlink to a website in a Conversation that can be easily opened.
 - A default preview of links gives other users inline first impression of the linked site.
- Embedded media player
 - Files uploaded to conversations that are supported by the HTML5 audio/video player can be viewed/listened by streaming directly from within the client without downloading the file. We currently support file formats like MP4, OGG, WebM, MP3, Wav.
- Archive Conversation
 - An Archived Conversation is “muted” and doesn’t appear in the normal Conversation selector. While a Conversation is muted, notifications of new messages can be received and the Conversation can be accessed on the “Archived Conversations” view selector. An Archived Conversation can be unmuted i.e. turned into a normal Conversation at any time.

- HD audio support
 - HD audio support is provided for audio calls between Circuit devices: the OPUS codec delivers impressive sound quality and dynamic adoption to available network resources.
- HD video support
 - HD video support is designed to use a HD 720p supporting video codec for a video call between Circuit devices, if the devices and network resource conditions support HD video (720p).
 - Note that support of video calls is dependent on the hardware capabilities of the Circuit User's device and the availability of sufficient network bandwidth. Circuit will automatically and dynamically adjust the applied video quality depending on the device and network resource conditions.

2.3.2 Meetings (Conferences)

You can engage in meetings with your colleagues. HD video, crystal clear audio and powerful screen share helps you to engage fast.

- Dial-in support for private group Conversations
 - Dial-in support for private group Conversations is designed to allow participants, which are not part of a paid Circuit subscription, to join a private group Conversation via audio using the provided dial-in phone number and conference PIN. The dial-in phone number(s) and respective conference PIN are provided in the Conversation details view.
- Generate invitation
 - Generate invitation text allows paying users to generate the invitation details with the required phone number(s) and conference PIN for a private group Conversation. This information will be copied to the clipboard of a user's device so that it can be pasted into another application.
 - The participants of conversations can be copied easily, too, for invites from a groupware calendar.
- Circuit for Outlook plug-in (described below at integrations)
- Meetings View
 - If the user's Outlook Calendar is connected to Circuit then ongoing and upcoming scheduled meetings are displayed. The user is notified when a meeting starts and he can join easily.
- Meeting dial out
 - The optional extension by a Telephony connector allows adding persons on the phone to an ongoing meeting.
- Moderation (described below separately)
- Authenticated Meeting
 - Authenticated Meeting – sometimes mentioned as Secure Meetings – ensure that only logged-in Circuit users can join from within their Circuit clients. The telephony dial-ins are disabled in Authenticated Meetings so that high security is ensured.
- Audio and video devices can be changed upfront and during a active call

2.3.3 Search

The search functionality within Circuit allows the Circuit User to search all of the User Content within such Circuit User's Conversations for a specified search term, including but not limited to users, contacts, message senders, files, or specific words that are referenced in Conversations.

- Text searching in Conversations and Communities
 - Text searching in Conversations is designed to highlight search results in a Conversation or Communities and to allow navigation through these.
 - Sent by searching allows to find easily messages of a given sender
- User and people searching
 - User searching is designed to search for Circuit Users e.g. in order to start a Conversation with that Circuit User, or to add a Circuit User to an existing Conversation, or to search for Conversations where a specific Circuit User is part of.
 - People (contacts) can be found among users and in connected directories when optional Telephony integration is rollout.

- Label searching
 - Users can assign their own labels to any conversation. Users can then search for these labels to help them organize and manage multiple conversations on similar topics or projects. As well as searching from the main search field a search can be started easily from the list of labels maintained in a user's settings area.
- Iterative Search / Scoping and Filters
 - Search results are displayed while typing. It is feasible to select a scope like conversations, members, people, sent by, files or labels. Dates can either dedicated days, week, month or simply last or ongoing periods
 - Multiple filters can be applied one by one

2.3.4 Presence

The users' presence indicated allows other users to understand the ability and willingness to communicate.

- Automated presence status
 - Automated presence status is designed to indicate the user's presence status automatically according to the user's device usage. The presence status is
 - "online": user is logged in and active
 - "offline": user is logged out,
 - "away": user is logged in and inactive for at least 5 minutes
 - "busy": user is sharing his screen or the user has selected to snooze notifications (do not disturb).
 - "On call" is indicated automatically if a user is performing a Circuit Call or, given an optional Telephony connector, a Telephony call.
 - "Mobile – Online" is an indication that the user is online but only on a mobile device so may not be active in the client (e.g. the phone may be in his pocket)
- Location based status
 - Location based status is designed to provide information about the user's location that can be shared with other Circuit users, if this information is available and if the user opts to allow sharing this information. The user can view what is the location being shared with other Circuit users in Settings -> General -> Privacy. The user can also allow or disallow the location sharing.
- Snooze notification
 - Snooze notification is designed to provide an option for the user to snooze all the notifications for 1, 2 and 4 hours or for the remainder of the day. The user can change the snooze time or cancel it.
 - Snooze notification will be automatically activated when the user shares his screen and resumes after un-sharing.
- User defined status text
 - The user can define a free form status text on his own e.g. to explain unavailability or refer to a stand-in.
- Tell me when
 - If a given Circuit user is unavailable but another user wishes to communicate with him then the latter can request an automatic notification from the system, e.g. when the wanted user switches from Snooze to available or logs in.

2.3.5 Guest Access

- Session guest
 - Session guest allows you to have real time meetings with non-circuit users. By simply sharing an URL link for a Circuit meeting others can join via a browser, or Circuit mobile apps.
 - Anyone can be added to meetings at no extra cost and no configuration.
 - Session guests have access to the only the real-time capabilities of the meeting – voice, video and screen share. The content of the conversation is never accessible by session guests. They have to wait until a Circuit user starts the meeting.
- Tenant guest users
 - Users from other tenants on the Circuit system can be invited to the conversation and meetings, too, which provides them access to the conversations' content. This allows close cooperation with externals, e.g. in projects.

2.3.6 Moderation

Moderation introduces a special moderator role in the conversation and the online meetings started therein. This role can be taken initially by any professional or enterprise user. A moderator can assign this role to other users to share or handover. Or, he can remove it again from other moderators and make the conversation a normal conversation again.

In moderated conversations only moderators can change titles or avatar pictures. And, only moderators can add or remove users to the conversation which gives them control over people sharing the conversations' content with.

In moderated conversation's online meetings some special rules apply, too:

- A moderated conference can only be started and only continues if at least one user of the tenant is participant.
- Moderators entering the conference have some special rights: they might end the complete conference or they can mute all parties

Moderated conferences are designed to support meetings with externals. Externals have to wait while listening to music until tenant users or moderators entering start the conference. Even if the moderator leaves the conference without ending it then it is ending automatically after the last user of the tenant is leaving – this restricts the communication of externals in the bridge.

2.3.7 Social Collaboration, Favorites and Notifications

Circuit supports sophisticated interactions between users and notifies them of messages or calls.

- Conversation model
 - Users can discuss multiple topics within 1 conversation with multiple people or in a one-to-one. For that purpose threads are offered and users add to the thread simply by answering to it.
 - Unread notifications show users new messages. Within a conversation Read/unread indication allows users to indentify the relevant new post within the threads.
- Emoticons
 - Color and emotions are brought to Conversations and Communities by adding vibrant and expressive emoticons to your messages. A unique set of standard emoticons emulating a facial expression is provided to allow a Circuit user to express himself.
- Mentioning
 - Users can mention others within their posts and make them aware of interesting content or appreciated contribution or tasks.
Notifications for a user's mentions are listed in a separate area to allow them to quickly see direct mentions of them and follow up. The notification area supports a read/unread indication for these mentions.
- Liking
 - Users can like a post which is displayed to all users in the conversation so that there is an easy way to support or agree with somebody.
- Voting
 - Voting allows user to collect feedback from the team – for two or multiple alternatives, e.g. decisions or suggested schedules
- Favorites (including Buddy list)
 - Favorites allow users to tag and organize important conversations for later processing or frequent quick and easy access.
 - If one-to-ones are marked than these indicate the presence so that favorites can be used as team bar or buddy list
 - Items in the favorites area can be freely arranged
- Labels (Tags)
 - Users can assign their own labels to conversation headers. The used labels can be checked in the user's settings area where labels can be added, renamed or deleted, too.
 - With the option to search for these labels the users can organize themselves.
- Audio notifications and Toasts
 - Incoming calls or messages alert the users audible or visually, depending on user's settings.

2.3.8 Audio, Video and Screen Share Recording

Record the audio elements and the application sharing or speakers' video during meetings and have them stored within the conversation feed. Any professional or enterprise user can start a recording in a meeting. Any other user can opt out of the recording by stopping it.

Recordings can be paused and restarted. The recorded audio or video file is stored into the conversation after the meeting's end in a standard file format which can be edited or played back with external tools if needed.

2.3.9 Integrations, Extensions and APIs

A key feature of Circuit is providing a growing list out of the box integrations with 3rd party systems as well as SDKs/APIs for a partner ecosystem or customers' own integrations, supporting our mission as 'single pane of glass'.

- Box Integration
 - Link your box.com account with your Circuit account and access your files stored on box.com. Share Box files with others via Circuit conversations.
- Browser extensions for Circuit
 - Unify and 3rd parties offer extensions – please check the stores.
- Exchange Integration
 - Access contacts from your Microsoft Exchange account to initiate a phone call. Or, identify callers of incoming calls based on phone numbers transmitted. Requires telephony integration.
 - Provides an overview of Circuit meetings within the application and notifies of starting meetings so that joining is easy and a start is not missed.
- Google
 - Share your Google Drive files with other Circuit users. The files will be accessed publicly, but further restrictions may apply according to the specific file settings in your Google Drive.
- Jabra Headsets / Devices
 - Control Circuit calls directly from a range of Jabra headsets and external audio devices. For more information about supported headsets and audio devices, see our FAQ at <https://www.circuit.com/support>.
- Outlook / Microsoft Office
 - Our 'Circuit for Outlook' plug-in allows integrating your Microsoft Outlook on Windows PC with Circuit: Link your Outlook meetings to a Circuit conversation and add the conference details directly into the meeting. Convert email threads easily into Circuit conversations. Start conversations and make phone calls and video calls using the Contact Card after having checked therein the Circuit presence of your contacts.
- Plantronics Headsets / Devices
 - Control Circuit calls directly from a range of Plantronics headsets and external audio devices. For more information about supported headsets and audio devices, see our FAQ at <https://www.circuit.com/support>.
- Public APIs
 - Circuit provides via our developer Community on <https://www.circuit.com/web/developers> API descriptions, examples and a development sandbox system – for both rich textual and real time communication. Available are a RESTful API, JavaScript and node.js. Additionally Polymer is supported for even more simple integration for web designers without JavaScript programming needs.
- Syncplicity
 - Share your Syncplicity files with other Circuit users. The files would be accessible only to the current members of a conversation via the shared link that expires after certain period of time. Further restrictions may apply according to the specific file settings in your Syncplicity account. Hint: This feature is so far only project specifically released - a public release is planned. Additional charges might apply for integration.

Enterprise administrators can determine if user can self manage extensions, or, e.g. disable some because they prefer software distribution or because they aren't fitting to their policies.

Telephony Connectors and Mobile Breakout are found in Chapter 2.4 (despite that some of these options are available without extra charge).

2.3.10 Clients

Circuit is supported on Windows PCs, Apple OS-X and the most important mobile devices – giving users the freedom of choice and best mobility. E.g. established calls can be moved to another device when changing location.

- Web app
 - Circuit can be accessed on a PC or MAC using Google Chrome or Chrome portable, Mozilla Firefox browser or Microsoft Internet Explorer 11 by visiting the following site: (<https://www.circuit.com/>).
- Desktop app
 - Our desktop application enriches our Web clients' experience with features overcoming the few limits still existing for browser only applications. The main ones to mention are autostart, pointer and annotation support for screen sharing.
The Desktop app can be installed without admin rights, or, it can be rollout via software distribution – whatever fits better to a company's IT policies.
- iPhone/iPad app
 - Circuit can be accessed with an iOS device via the Circuit app that is available for download in the Apple App Store. The app can be downloaded for free and is a so-called “universal app” that works with both an iPhone and an iPad.
- Android app
 - Circuit can be accessed with an Android device via the Circuit app that is available for download in the Google Play Store. The app can be downloaded for free. It works with both a phone and a tablet.

2.3.11 Supported Languages

Today Chinese, English, German, French, Italian, Russian, Spanish are languages which are supported by Circuit clients and Telephony user interfaces (Voicemail, Conferencing). More might be added with demand – please check www.circuit.com for the latest status.

2.3.12 Accessibility

Color contrast, focus, description elements, keyboard navigation are improved for accessibility in our Desktop App and browser clients. Assessments are done with WCAG checklists. Enhancements of the mobile clients have been started: the iOS app supports dynamic fonts and high contrast already

2.3.13 Self services and Support

Circuit Self-Services are available to Circuit Users. These are intended as initial resource for all questions and issues a user of Circuit may have.

- FAQs can be found under <https://www.circuit.com/support>.
- A User Help Desk is available to provide additional support for Circuit users: User can report an issue in circuit apps which collects logs automatically and starts a conversation with the user helpdesk. Alternatively, issues can be reported by phone or form on the support pages.
- A test call can be performed from user settings. This includes recommendable upfront selection of audio input and output devices (ringing, on call) and video / webcam but switching is feasible on call, too.

Details can found in section 5, Help and Support.

2.3.14 Circuit Labs

Circuit Labs provides experimental features that we are considering implementing in a future release. Please feel free to try these experimental features and give us your feedback

2.4 Supported Add-Ons or Upgrades

The Circuit subscriptions can be upgraded and extended by the following list of add-ons and integrations. Some are standard positions and can be used in self service or offered by partners. Others are only available via project specific offers. Add-ons or upgrades might come with extra costs. Collaboration model and responsibilities of customer, partner and/or Unify have to be defined depending on demands.

2.4.1 Subscription Plans Changes

A customer can migrate from one paid subscription to a more comprehensive one anytime. Different types of paid subscriptions can be mixed with one tenant. This allows customers either to supply defined users or groups of users with additional features, or, to increase shared resources like storage to their tenant.

2.4.2 Advanced Telephony Integration for Unify Large Enterprise PBX

Telephony integration enriches your call experience in Circuit. Through connectivity to your current PBX landscape and the global telephony network the Circuit Telephony Connectors ensure that Circuit does not become a communication silo. Users can, in combination with Unify's voice platforms OpenScape Voice V8R1 or OpenScape 4000 V7R2 or higher and the Advanced Telephony Connector (ATC):

- Use their existing office number as calling party information and receive calls wherever they are (One Number Service)
- Use circuit apps as Softphone or control the desk phone from the circuit client (=CTI)
 - Dial, accept, reject and drop calls
 - Consult, hold (Music on Hold from PBX) and retrieve, alternate between two active calls or transfer a call (blind or warm transfer)
 - Merge two calls to a conference
 - Determine if a second call shall be received and where
- Use the best support for Mobility and have the freedom to select their device
 - Parallel ringing and autopilot ensure that no call gets lost
 - Pull active calls from the desk phone to their Circuit client
 - Push an active call from Circuit to their desk phone or a preconfigured number (e.g. their mobile)
 - Receive incoming phone calls at users' preconfigured numbers when they are not available in Circuit
- Access their journal to see their phone call history
- Use the Outlook/Exchange global and local address book or the mobile's for contacts
- Add people on the phone to their ongoing meetings (Meeting outcall)
- Local conference dial-ins can be defined which can provide a short dial-in number and avoid call charges beside potential costs for Internet traffic to the circuit cloud where the conference call's mixing is executed
- Use Circuit Visual Voicemail to record telephony calls received at their office number in Circuit

Remarks:

- Even if a user is not provided with a desk phone than the ATC is still the recommended telephony solution with Unify PBX(s) for mid to large size enterprises.
- The Advanced Telephony Integration needs to be setup between your Unify PBX and Circuit – this requires a virtual or hardware appliance called 'Advanced Telephony Connector' on premises. Neither this nor local service, licenses or setup of your PBX or the ATC solution is included in the Circuit user fees – please contact your Unify sales or service partner. For a better understanding please check the Q&A section of <http://www.circuit.com/>.

2.4.3 Universal Telephony Integration for 3rd Party PBXs

Telephony integration enriches your call experience in Circuit. Through connectivity to your PBX and the global telephony network the Circuit Telephony Connectors ensure that Circuit does not become a communication silo.

The Universal telephony connector is providing connectivity to PBXs of other vendors (not Unify).

Users can..

- Use the Telephony Connector to make phone calls from circuit clients to users which might be actually not online in circuit. Or, make phone calls to contacts stored in Outlook/Exchange or their mobile phone.
- Receive phone calls with the circuit clients
- Control their phone call:
 - Accept or reject, mute/unmute, use DTMF for interaction with external IVR systems or drop
- Access a list of all their Circuit phone calls from a journal – a special conversation
- Callback with a click if a call was missed
- Add people on the phone to their ongoing meetings (Meeting outcall)
- Local conference dial-ins can be defined which can provide a short dial-in number and avoid call charges (beside potential costs of Internet traffic to the circuit cloud where the conference call's mixing is executed)
- Use Circuit Voicemail to record telephony calls received in Circuit

Remarks:

- This Basic Telephony Integration needs to be setup between your Enterprise PBX and Circuit. Its design requires only a generic static SIP trunk between your PBX and the Universal Telephony Connector which is provided by Unify in the Circuit cloud for small enterprises and trials (the so-called 'hosted Universal Telephony Connector'). For midsize to large enterprises a premise Universal Telephony Connector should be setup. Local service or setup of a customer's PBX solution nor this potential local telephony connector instances are not included in the circuit user fees – please contact your Unify sales or service partner. A SIP trunk should be available at most modern PBXs but – despite having tested with many major vendors - Unify cannot guarantee compatibility with Third Party PBX. For a better understanding please check the Q&A section of <http://www.circuit.com/> or ask your Unify representative if there is already experience with your PBX available. Alternatively, the hosted Universal Telephony Connector can be setup for a trial with no or low invest.

2.4.4 OpenScape Business Telephony Integration

Circuit Telephony Connectors are expanding Circuit into existing Telephony Environments. Teamwork is enhanced by allowing Circuit members to easily connect with traditional phone users or Circuit conferences.

A special integration of Circuit with Unify' OpenScape Business is available to meet the needs of the partner business and the small to medium enterprises: The connectivity between OpenScape Business and Circuit can be established within few minutes in self-service. An API key can be copied from Circuit tenant administration to the OpenScape Business system. This allows it reading further connection parameters from the Circuit cloud, and the partner can assign OpenScape Business extensions to Circuit Users. The Telephony Connector itself is provided free of charge - the OpenScape Business requires at least version V2 R2 as well as the known licenses for users. On the part of Circuit user licenses providing telephony support are required.

Features at a Glance:

- Softphone functionality with call control such as call setup, call acceptance or reject, mute, DTMF, hang up
- Mobility without limits: usable via the Circuit WebClient, desktop app and mobile apps (iOS, Android) - on the intranet or via the Internet, even with call transfers between the circuit clients during an established phone call
- Call Journal for inbound and outbound telephony calls
- Search and dial Exchange contacts or identify incoming calls
- Meeting dial-out: Adding users on the phone to an active Circuit conference
- Visual Voicemail
- Easy configuration in OpenScape Business and local Firewall with semi-automated dynamic connection setup
- Administration of the users from OpenScape Business Web based Administration

2.4.5 Mobile Breakout - Telephony integration with your Smartphone

For users who do not have a desk phone or any sort of PBX extension we have a simple and lightweight integration with their mobile phone. This addresses the need of users which are mobile, working a lot on a PC or Laptop whether that is in any office building, at home or elsewhere. Often, when working like this, the user might want to make a call over the telephony network and we make use of the GSM

connection of his mobile to perform the call:

Users simply click on a phone number in Circuit and the mobile will dial. All users can do so from our mobile apps but with the Mobile Breakout feature this is possible similarly from the Circuit Web client and Desktop App and connected directories. Circuit transmits the number to the user's mobile app and this dials it via GSM. Depending on the mobile's state (e.g. locked) the user might need to confirm with a tap but it is not required to search for a person again on the mobile or enter the phone number manually - which is effective and convenient – typing mistakes won't happen.

Similar helpful is the conference support: hitting the number within our conference properties will start the dial in via GSM + telephony network and enter the conference PIN automatically. No need to look up the number elsewhere or trying to remember and type it in. A company might even think of reducing the amount of PBX extensions if this functionality is rolled out.

2.4.6 Circuit Meeting Room (Video Room System)

Circuit Meeting Room is the perfect affordable extension to Circuit: It provides Audio/video conferencing and screen sharing for small meeting rooms (huddle rooms) with up to Full HD. Based on Circuit services, running on a dedicated device (a small appliance with standard video and audio accessories) it is supporting Circuit's "any access" / "any user" strategy and can be setup within minutes with a connection to 1 or 2 video/TV screens which can be provided by the customer or partners.

It is a smart resource supporting WebRTC to join Circuit meetings: users setup a Circuit meeting in their clients as they are used to, on their Laptop or their mobile app and invite the Circuit Meeting Room. After pairing the user has remote control of the device, still from within their Circuit app. Pairing is done over the Circuit system – it is hassle free, no direct local connections have to be setup, just a short PIN has to be entered to prevent remote systems' abuse.

The Circuit Meeting Room Appliance comes with a price for the device plus monthly fees for Circuit connectivity including software updates and upgrades.

2.4.7 OpenScape Desk Phone CP Family

Our new series of SIP phones adds to our well-known acoustic and overall quality several new and innovative features, among them:

- Intuitive design – made with the world leading design agency frog design - for efficient work
- AudioPresenceHD® - our 'immersive' high quality voice experience across our phone sets and audio conferencing
- Open Standards-based phone access to corporate resources unsurpassed mobility-enabling features and functionality
- Our IP phones have the lowest power consumption when independently benchmarked against our competitors, contributing to our Blue Engel award.
- "Classical" Bluetooth 2.1 BR/EDR connectivity for external audio connectivity and hands-free communication, with wideband audio support
- Eddystone-URL Bluetooth Beacon - "Physical Web" communication for URL sharing
- Passive NFC chip, e.g. simplifying the pairing process, proximity detection for auto login and locking/unlocking device respectively

Special Circuit support is provided with the CP400 and CP600 models – Unify is the first to integrate desk phones to social collaboration for a consistent and continuous user experience:

- For the users:
 - Circuit style UI - instant, always-on and visible
 - Built-in Circuit connector that fuses single and group conversations to their phone display so they are always engaged and immediately able to connect
 - If a CP user presses a button then he calls the contact displayed beside this button or joins the groups' meeting without having to enter a PIN
 - ATC/UTC will enhance this functionality and allow pulling calls from PC/Chrome browser (available soon)
 - Support of OPUS for high end audio quality within Circuit calls (in preparation)
- For the IT:
 - Support of Direct Media for calls to/from a Circuit user via premise Universal or Advanced Telephony Connectors saving network bandwidth – an advantage specifically if the Telephony Connector is operated off-site (all CP phone models).

2.4.8 User Provisioning and Lifecycle

Self-serviced user lifecycle management (single users or bulk via CSV) is supported from Circuit tenant administration. Alternatively, a Provisioning Agent for LDAP synchronization or CSV imports can be downloaded from Circuit tenant admin pages free of charge. This way user deployment can be fully automated in self service.

In case of special needs other solutions can be offered for deployment or lifecycle, e.g. OpenScape Common Management Portal (CMP) or OpenScape Identity Lifecycle Assistant (OSILA) which can address Unify voice platforms and phones, too.

2.4.9 Presence Federation + Instant Messaging, e.g. XMPP with Skype for Business

If 3rd party companies in business relations or own subsidiaries are using Lync or Skype for Business, respectively, the collaboration can be simplified by using our XMPP gateway services which we built for bidirectional exchange of user presence and one-to-one text messages between Circuit and Lync users on tenant level. This project solution can be adopted for federation with other XMPP capable systems on demand.

2.4.10 Events - Webinars for up to 1000 parties

All hands calls or Sales/Marketing calls with externals often require supporting a big audience. Additionally, the focus of the interactions between audience and presenters changes from a social collaboration to professional execution which needs to be reflected in the feature set.

Specifically for these needs Unify provides a special extension to Circuit – the so called Events. Features on a glance are:

- Support of up to 1000 participants with real time audio and screen share connection
- Making use of Circuit infrastructure and features, user experience, all clients and access options, including audio and screen share recording, global telephony dial-ins or potential telephony connector(s) provided private dial-ins and meeting outcalls
- Creators/hosts have to setup the new special moderated conversation type 'Event'. This conversation is their area to prepare offline and potentially online for the Event with other presenters and moderators, respectively.
- Presenters/moderators have to join as user the Event's conversation – these are the persons shown 'on stage' (in the conference call control) presenting or discussing.
- The audience is invited and treated like Circuit Guests – the participants do not have to register or login to Circuit. Guests have no access to the conversation so that there is no risk of unwanted sharing data
- 'Ask question' aka 'Raise hand'
 - Participants from the audience may send textual questions which can be answered by the presenters/moderators orally, or, if being invited by moderators, a participant from the audience can join the stage to talk and optionally share his screen.
 - The moderators get some special popup for the questions or raise hand requests so that they can process them easily (e.g. invite participant on stage, mark questions as covered if having them answered, mark for later processing or discard them).

Bringing people from the audience to the stage is not common for webinar solutions – it is a special value fitting to Circuit.

- With the 'curtain' feature the presenters/moderators can prepare themselves in the conference and they have full control for connecting the audience (guests). Presenters/moderators might put the audience on hold so that they can align online during a break. Or, they can disconnect the audience at the end of the public part of the conference call to do an internal wrap up among themselves afterwards. All this shall ensure professional experience and optimized workflows, both for the audience and for presenters/moderators.
- A conference summary is put after the online meeting in the conversation
 - A call summary with time, duration, moderators/presenters
 - Recording (if done)
 - Participant list
 - List of questions / raise hand requests and their processing status

Hint: Execution of large Events might create significant network load in customer network and internet gateways so that network capacity should be ensured.

2.4.11 Data retention and Legal hold, Data Export

Legal requirements might force customers to apply special treatment to data of their users

On one hand it might be required to delete data after a given duration of storage. On the other hand special data might need to be excluded from such procedures – e.g. it might need to be preserved to react to claims.

For such purposes Circuit allows to set a retention time for a tenant – all item in one-to-one or group conversations or communities (posts, file attachments, recordings, system items i.e. call journal, missed calls, etc) older than retention period will be deleted. Comments on the post will remain if newer than retention period. Conversation remains if there are items that are newer than retention otherwise conversation is deleted. After being empty a conversation will get deleted, too. Deleted conversations will be removed from Favorites and Flagged conversation view.

If any of the users in a conversations or community are under "Legal Hold" than there is no action taken.

Backup and restore are part of Circuit Operations or Managed Services. Additionally data exports can be provided. Import to other systems or tenants allows migration scenarios (available soon).

2.5 Circuit Free Subscription

Under the Free subscription for Circuit, a potential customer may use Circuit with a defined set of functionalities free of charge.

The following conditions apply for the Free subscription:

- For technical features and support please refer to chapter 2.2 column Free.
- The Free period is not timely limited.
- Under the Free service package, the Customer may provision up to one hundred (100) Circuit Users (including the Circuit Tenancy Administrator) for that Circuit Tenancy.
- Storage is limited to 1 GByte per Circuit User accumulated to the Tenancy storage
- For the term of the Free service package, Unify will provide no warranties, no liabilities and no service levels commitments will apply.

The Free service package is subject to special terms described in the TOS.

3.Connecting to Circuit

3.1 Supported devices & software

PC's

Operating System	Browser	Standard System	High-end System
Windows 7 and newer	Google Chrome - latest version Mozilla Firefox - latest version Microsoft Internet Explorer - version 11 Microsoft Edge (Realtime support planned for summer 2017)	Intel Core i3 CPU or equivalent	2nd-generation Intel Core i5 CPU (2GHz+) or equivalent 3rd/4th-generation Core i5 processor or equivalent
Apple OS X 10.6 (Snow Leopard) and newer	Google Chrome latest version Mozilla Firefox latest version	MacBook Air 2012	MacBook Pro 2012 or newer, MacBook Air 2013 or newer

Mobile Devices

Product	SW Version
iPhone 4S or newer	iOS 9 or newer
iPad 2 or newer	iOS 9 or newer
Android Phones	Android 4.4 (Kitkat) or newer
Android Tablets	Android 4.4 (Kitkat) or newer

3.2 Networking requirements

Users must have a broadband network connection to the public Internet in order to use Circuit.

There are many different ways to achieve this connectivity and the majority of them should work with Circuit without any special configuration on your network devices.

Bandwidth requirements for audio, video and screen sharing

For **peer-to-peer** calls, the requirements always involve a single stream for each media type:

- Voice calls require **64 kbit/s**
- Video streams require **512 kbit/s**
- Screen sharing stream require up to **256 kbit/s**

Minimum bandwidth required:

- Outbound from the participant: 512 kbit/s
- Inbound to the participant: 512 kbit/s

Recommended bandwidth:

- Outbound from the participant: 1 Mbit/s
- Inbound to the participant: 1 Mbit/s

With **group calls** the expected bandwidth usage is:

Upstream to the Circuit Conference bridge:

For group calls, there is always one audio stream per participant, which requires 64 kbit/s bandwidth.

The number of video streams equals the number of participants sending video, so the overall bandwidth requirement for a video call equals:

$512 \text{ kbit/s} * N + 64 \text{ kbit/s} * M$ (N = number of video participants; M = number of audio only and video participants)

Downstream from the Circuit Conference bridge:

The bridge mixes audio in 1 stream sent to all users. Video is selectively sent to the users – the Circuit call stage of the webclient or Desktop app shows the active speakers, up to 3. So that a maximum of 3 video streams is received by one given user.

$(512 \text{ kbit/s} * X + 64 \text{ kbit/s}) * Y$ (X = no. of active speakers sending video; Y = number of participants)

If screen share is used than only 1 video connection is sent to all users actually (X =1). The same is valid for our mobile apps on phones and tablets (they show only 1 video participant which consumes lower bandwidth).

For a given user we have upstream to the bridge the same bandwidth need in a conference as in a peer-to-peer call.

On average, a group call involves 4 users and the bandwidth usage is around 2 Mbit/s.

These bandwidth values have to be considered as maximum or peak values because most codecs used have variable bitrates adopting to the content to transmit.

If you are using mobile Internet connectivity please be sure that you are in a zone with great coverage and using a 3G or 4G (recommended) connection.

4.Account management

4.1 Circuit User Account management

4.1.1 Circuit Tenancy Administrator

For each Circuit Tenancy at least one Circuit User account must be designated as an administrator (the “Circuit Tenancy Administrator”). The Circuit Tenancy Administrator can assign the role of Circuit Tenancy Administrator to other Circuit Users of that Circuit Tenancy, i.e. a company may have several Circuit Tenancy Administrators.

Circuit Tenancy Administrators are provided with additional functionality in their client to administer the relevant Circuit Tenancy and to manage the Circuit Users in that Circuit Tenancy. In future admins will get a separate client which decreases resource needs for standard users.

4.1.2 Add Circuit Users

A Circuit Tenancy Administrator can add Circuit Users to your Circuit Tenancy. Once added, a Circuit User will be able to logon to your Circuit Tenancy. An added Circuit User counts as a used seat against the contractually agreed number of seats of given type to which you subscribed. Single user or bulk operations are supported.

4.1.3 Suspending Circuit Users

A Circuit Tenancy Administrator can suspend circuit Users. Once suspended, a Circuit User will no longer be able to logon but all data of that Circuit User is preserved. A suspended Circuit User account can be reinstated or deleted at a later date. Suspended accounts count as a used seat against the contractually agreed number of seats to which you subscribed.

4.1.4 Reinstating Circuit Users

A Circuit Tenancy Administrator can reinstate a suspended Circuit User account. After being reinstated, a Circuit User will be able to logon and access its data.

4.1.5 Deleting Circuit Users

A Circuit User account can be deleted by a Circuit Tenancy Administrator and thus be removed from your Circuit Tenancy, freeing up that seat to be allocated again.

4.1.6 Listing user accounts

From the account management screen, a Circuit Tenancy Administrator can see all the Circuit Users that are allocated to his Circuit Tenancy. Instead of walking through the list the admin might perform a search for a given user, too.

4.1.7 Assign and remove "admin" role

Any Circuit User can have the role of the Circuit Tenancy Administrator assigned to them or removed from them by another Circuit Tenancy Administrator

4.2 Circuit User provisioning

As described above manual creation and administration of individual users or bulk operations can be performed from the Circuit tenant administration.

Automation can be achieved with our Provisioning Agent:

- Circuit Users can be added to or deleted from your Circuit Tenancy via LDAP. In order to connect Circuit to your required Microsoft Active Directory service you have to download and install the Provisioning Agent that is located in the Administration section of the Circuit web client or Desktop App. This agent will run in your local network and build a secure bridge between your Active Directory and Circuit Tenancy. It is a small service which does not need a dedicated server and can be installed both on a Windows or Linux operating system. Field mapping from LDAP/AD to Circuit can be customized.

- Alternatively, the Provisioning Agent supports CSV import. It polls periodically a directory for user lists and imports or changes user accounts accordingly.

A complete Lifecycle Solutions is available from ATOS/Unify, too, the OpenScape Identity Lifecycle Assistant (OSILA) which can address Circuit and Unify voice platforms and phones, too.

4.3 Subscription management

4.3.1 Contract information (view)

Circuit Tenancy Administrators are able to view the currently booked subscription package of their Circuit Tenancy and their usage.

4.3.2 Adding optional add-on packages

From the Circuit Website you are able to upgrade from a trial subscription, where applicable, to a paid-for subscription plan and purchase any additional packages when upgrading, if available.

Once you are running a paid-for subscription plan you need to contact a sales representative of Unify or your Unify partner if you want to change your subscription.

4.3.3 Invoices/Billing (view)

By default, invoice and billing will be via email to the initial Circuit Tenant Administrator appointed when the Customer registered with Circuit.

4.3.4 Payment information (view, edit)

You have to contact a sales representative of Unify or your Unify partner in order to change or review your payment information.

5.Help and Support

5.1 Overview

Unify provides a set of help and support options that are available for both free and paid-for subscriptions to Circuit as identified in Section 2.3 above. Unify may, in the future, introduce support options which may only be available if the Customer chooses a qualifying Support Plan. Support for Circuit is available both online through the Circuit Support Portal, the Circuit Support Conversation and by telephone.

As a user of Circuit you can get help and support from the Circuit Self Services resources and from Unify's support team for technical, billing, and subscription issues, as identified in Section 2.3 above, in the following ways:

- Circuit Self Services provide information and solutions including:
 - Frequently Asked Questions (FAQ)
 - Circuit Support Forum
 - Raise a service request
- Circuit Advanced Support provides User Help Desk (UHD) support:
 - Handling of the service request
 - Contact Unify's User Help Desk (UHD) by phone
 - Circuit Support Conversation

5.2 Support through Circuit Self Services

5.2.1 Overview

The Circuit Self Services are the first destination to go for every Circuit User to find support information. Circuit Self Services are available to all Circuit Users, regardless of their subscription plans.

The Circuit Self Services are provided as a web service through the Circuit Support Portal. There, Circuit Users may find the latest information and answers to a variety of technical, billing, and service questions through support forums, FAQs, help articles, videos, and other help resources. The Circuit Support Forum, which is part of the Circuit Self Services, is staffed and moderated by Unify support agents.

From the Circuit Support Portal home page you can access the following resources:

5.2.2 Test call

Within circuit we provide a test call feature (under Settings->Diagnostics) to allow users to test both their input/output device setup, change their devices and understand if they have any network issues that could affect the functioning of circuit in their environment. A voice or video recording can be done and played back from the Circuit system as an end-to-end test. The same functionality is offered to guests invited to Circuit meetings.

5.2.3 Online Help Information / FAQ

Online Help Information / FAQ include articles created by Unify employees from different areas of expertise (, or answer questions that are frequently raised within the Circuit User community (Frequently Asked Questions – FAQ).

This collaborative site encompasses the latest collective content about specific Circuit technical scenarios. Individual articles may include links to websites, trouble shooting videos, FAQ pages

5.2.4 Circuit Support Forum

The Circuit Support Forum is intended to provide the community of Circuit Users with an online information exchange. They can post questions (e.g. technical issues) and discuss topics related to Circuit. Please consider using the forum first.

The forum is available via the Circuit Support Portal. All use of the Circuit Support Forum is governed by the [Support Forum Rules \(SFR\)](#) for Circuit.

5.2.5 Other self-help resources

In addition to the Circuit Self Service resources such as the online help, Circuit includes the following self-help resources:

5.2.6 Technical support videos

Instructional troubleshooting videos have been developed based on the most commonly asked questions from customers.

Currently, these are available in English only.

5.3 User Help Desk support

Circuit User Help Desk (UHD) offers support to Circuit Users who are not successful in resolving an issue by using the resources of the Circuit Self Services that are available on the Circuit Portal. It is available under the following Circuit Plans:

- Circuit subscription plan "Team", "Professional" and "Enterprise"

The UHD acts as a central point of contact on accepting, processing, prioritizing and managing user support requests within Circuit and provides the following services

- Helpdesk and fault support including incident handling for service requests submitted via the Circuit Portal
- Direct support via telephone and via a support Conversation
- Submission of feedback from Circuit Users on their experience with Circuit

UHD support is available for:

- trial users: during the trial period
- paid-for subscription users: for the time the Agreement exists

5.3.1 Service request handling

You can submit a service request to the UHD by

- Using the service request form provided on the Circuit Support Portal
- Contact the UHD by phone

5.3.2 Provision of Support Data

When you create a service request, provide as much information as possible to describe the issue. In order to help you provide the required Support Data. Once you submit a service request, the Circuit Portal will fetch basic user information from your Circuit client device and browser and include it into the service request form. The Support Data will be sent directly to the support representative.

Once you submitted the service request, a support representative will contact you.

5.3.3 Contact the UHD by phone

You can also talk directly via phone to a support representative to ask for assistance. Use this option if you cannot log into Circuit.

Use one of the following numbers to call the UHD:

- In the United States: +1 (929) 251 9225
- In Europe: +49 (911) 3088 8088

5.3.4 UHD working hours and languages

The UHD is available at the following Service Hours and Service Days:

- "Service time 10/5" – Service Days are from Monday through Friday.
 - Europe (CET – Central European Time): from 08:00 a.m. to 06:00 p.m.
 - USA (EST – Eastern Standard Time): from 08:00 a.m. to 06:00 p.m.
 - USA (PST – Pacific Standard Time): from 08:00 a.m. to 06:00 p.m.

If the service request is made outside of these Service Hours, you should use the service request form provided on the Circuit Support Portal. You are free to attempt to call the UHD, however, Unify does not warrant that you will be able to reach a UHD engineer via phone and leave your request. Within the next Service Time period, we will start to investigate the service request.

5.3.5 Technical support case handling process

After checking all relevant available service information of the Circuit Self Services area you can open a service request.

Unify's case handling process tracks, escalates, and resolves any technical issues you might have with Circuit.

Our UHD team has full responsibility for every aspect of your case, monitors your feedback, and works to deliver acceptable solutions. The UHD support agent will be your single point of contact.

Please note: Your Internet connectivity, your local network and your Internet browser and their performance are not covered by Unify's support services. The quality and performance of end-to-end communication made through Circuit relies not only on the Circuit cloud infrastructure, but also on your Internet connection, your network and your terminal devices, all of which are beyond Unify's service reach and support responsibility. Nevertheless, UHD support agents will endeavor to provide you with guidance to their best knowledge, in order to help you to allocate the probable cause of the problem and a possible solution or workaround

Opening a Case

To open a case, please have the following information ready:

- Your Circuit User Account data and your Circuit Tenant ID (Customer ID).
- Detailed description of the problem with details of the effected service, impact or client e.g. iPhone app, Android or web client in with Chrome, Firefox or IE.
- Indication of the activity when the problem occurred
- Software version

You will need to provide this information when the ticket for your service request is created, or during a support call Unify UHD team will ask those questions for a first evaluation and initial assistance to your problem.

When opening a case on the Circuit Support Portal, some information is automatically populated in the form.

Assignment

Once your support case has been submitted, Unify UHD team engineer will manage the resolution of your case and may assign the issue to one of Unify technical engineers.

Investigation

While working to resolve an issue, the UHD team engineer might need to access information on your Circuit User account in order to analyze the problem. Or, he may contact you again to let you reproduce the problem in order to get additional information, e.g. a log file.

If the problem is related to the back-end configuration of Circuit, the UHD team engineer will forward the problem to our operations team.

Escalation

If the UHD team engineer cannot solve your case, he will escalate it to the operational engineering and / or to Unify's 3rd level support team for further analysis.

Resolution

The UHD team engineer will close a case only after all parties agree the issue has been resolved either via a workaround solution or software bug fix. Software related bug fixes or major updates to Circuit will be provided based on Unify's update and upgrade solutions. If your case requires the introduction of a new feature capability or enhancement, Unify Circuit product management and software engineering will handle feature change request.

5.3.6 Submit Feedback

You can contact the UHD to submit Feedback you want to share with Unify.

The best way to provide Feedback is to start a Conversation with the UHD.

To submit your Feedback:

- Simply click on the arrow next to your account name on the top right of your client screen and select "Send feedback". This will start a Conversation with a support representative of the UHD.
- Fill in a topic and describe your Feedback with as much additional information as you like. Attach any file you want to share with us, like documents, pictures or screenshots.

After you submit your request, a support representative will contact you by a reply message within the started Conversation.

5.3.7 Security and Confidentiality of Information

Please refer to the Terms of Service (TOS) for Circuit, and related documents.

5.4 Shared support responsibilities

Unify understands that receiving timely technical support from qualified professionals is a key aspect of cloud services. Equally important is the critical role that the customer's IT plays in the support of its users, including, but not limited to, support its clients and internet connectivity issues.

5.4.1 Customer support role

In order to help resolve a problem that a user of Circuit may encounter the Customer and each of its Circuit Users will support the problem resolution process by

- Collaborating with the UHD
- Sending log files and all other necessary information needed to investigate the problem
- Ensuring proper operational status of their own IT infrastructure and connectivity to their ISP

Each Circuit User is expected to use first the Circuit Self Service support resources to resolve its support issues. However, if the Circuit User is unable to resolve issues with the help of these Circuit Self Help support resources, the UHD should be contacted.

Each customer and each Circuit User is expected to use Circuit for its designed purpose. Posting spam, harassing or illegal content, or any other outright abuse of Circuit is not permitted by Unify.

Each Customer's Circuit Tenant Administrator will support Unify in enforcing the Accepted Use Policy (AUP) by providing the following upon request of Unify:

- Identification of the Circuit Users in the Customer's Circuit Tenancy who distributed the User Content that violates the AUP
- Deleting the violating User Content on behalf of the Circuit User

5.4.2 Unify support role

Unify support's role is to:

- Troubleshoot and provide technical guidance for customer issues and escalations.
- Gather and validate information related to specific service requests.
- Provide issue coordination and resolution management.
- Maintain communication with the administrators to help ensure that issues are addressed on an ongoing basis.

5.5 Languages

Help and Support resources are available in the following languages:

Topic	Language
Online Help Information / FAQ	English, German
Forum	English, German
User Help Desk support	English, German
Sales and contracting support	English, German
Videos	English

6. Service Updates

6.1 Overview

With Circuit you get product updates – like new Conversation features, more site storage, and new collaboration features – as they become available.

Service updates will be implemented by Scheduled Maintenance activities and are usually done at times with typically low usage of the service. These Scheduled Maintenance activities will be announced on Circuit Portal and in the Circuit app.

6.2 Notifications sent for major updates

Before Unify releases an update to Circuit, it is thoroughly tested and evaluated for performance and scalability.

For major updates, all Circuit Users will be informed about the upcoming service upgrade and the main enhancements for user's experience by an announcement on the Circuit Portal and in the Circuit app.

When testing is complete, the update and the anticipated public rollout date are announced on the Circuit Portal and in the Circuit app for the Scheduled Maintenance time frame, within which the availability of Circuit may be affected by that maintenance activity.

7. Service Continuity

Circuit is delivered by highly resilient systems that help to ensure high levels of service. Technical and organizational measures to provide for service continuity are an integral part of the system design for Circuit. These measures enable Circuit to recover quickly from unexpected events such as hardware or application failure, or other incidents that affect users.

7.1 Ensuring data availability

Multiple levels of data redundancy are implemented, ranging from redundant disks to guards against local disk failure to continuous, full data replication to a geographically diverse data center.

7.2 Dedicated support

The Circuit support organization plays an important role in providing Customers with business continuity. That Circuit support organization is a multi-level structure including UHD, 1st / 2nd level support and development teams. These teams have a deep knowledge of Circuit and its underlying infrastructure as well as direct access to Unify experts in architecture, development, and testing.

The Circuit multi level support structure is designed to offer fast resolution times and to provide a channel for your voice to be heard. Feedback from you provides input to the planning, development, and operations processes.

7.3 Incidents

Incidents occur when a portion of a service infrastructure becomes unresponsive and unavailable to customers. Outages of a service may be caused by hardware or software failure in the Unify data center, a faulty network connection between the Circuit User and Unify, or a major challenge such as fire, flood, or regional catastrophe. Most Incidents can be addressed using Unify technology and process solutions and are resolved within a short time. However, some Incidents are more serious and can lead to long-term outages.

There are two types of Incidents:

- Scheduled Maintenance**
Scheduled Maintenance is a planned Downtime that results from Unify-initiated service updates to the infrastructure and software applications. Unify typically plans Scheduled Maintenance windows for times with typically low usage of the service.
- Unplanned Downtime / Emergency Maintenance**
Unplanned events may occur when the Circuit Core Service are unavailable or unresponsive and may cause unplanned Downtimes. The same applies if the affected service is unavailable due to Emergency Maintenance.

7.4 Notification Policy

Unify recognizes that timely and accurate communications are critical for customer organizations and partners if a service impacting event or an unplanned Downtime occurs.

Downtime notifications on the Circuit Portal inform customers and Circuit Users about service infrastructure work that might affect the Circuit Core Service.

Downtime notifications will be provided for both, Scheduled Maintenance and Unplanned Downtimes / Emergency Maintenance.