5.11 Check Java version from Nextiva Unity.................................................................63

6 How to Retrieve Logs..................................................................................................64
  6.1 From running application.........................................................................................64
  6.2 Direct from “Nextiva Unity Client” folder...............................................................66

7 How to Uninstall Nextiva Unity..................................................................................68
  7.1 Go to Finder .............................................................................................................68
  7.2 Navigate to the Nextiva Unity application..............................................................68
  7.3 Move to Trash.........................................................................................................68
  7.4 Authenticate file deletion.......................................................................................69
  7.5 Make sure that Nextiva Unity is not present in ‘Applications’.................................71
  7.6 Clean-up..................................................................................................................71
List of figures

Figure 1 GateKeeper pop-up ........................................................................................................................ 49
Figure 2 Security & Privacy .......................................................................................................................... 50
Figure 3 Open with Installer ......................................................................................................................... 51
Figure 4 Firewall ........................................................................................................................................... 52
Figure 5 Allow incoming connections ........................................................................................................ 53
Figure 6 Introduction ................................................................................................................................... 54
Figure 7 License ............................................................................................................................................ 55
Figure 8 License Agreement ......................................................................................................................... 56
Figure 9 Destination ..................................................................................................................................... 57
Figure 10 Installation type ........................................................................................................................... 58
Figure 11 Confirm login details .................................................................................................................... 59
Figure 12 Summary ...................................................................................................................................... 60
Figure 13 Prompt to enter authentication details ....................................................................................... 61
Figure 14 Authentication settings ................................................................................................................ 61
Figure 15 Prompt to enter connection details ............................................................................................. 62
Figure 16 Network settings .......................................................................................................................... 62
Figure 17 Keep in Dock ................................................................................................................................. 63
Figure 18 Check java version from Nextiva Unity ....................................................................................... 64
Figure 19 About Nextiva Unity ..................................................................................................................... 64
Figure 20 Logs Folder ................................................................................................................................... 65
Figure 21 Go to Folder .................................................................................................................................. 66
Figure 22 Enter path to Nextiva Unity folder .............................................................................................. 66
Figure 23 Logs folder .................................................................................................................................... 67
Figure 24 Finder ........................................................................................................................................... 68
Figure 25 Applications .................................................................................................................................. 68
Figure 26 Move to Trash .............................................................................................................................. 69
Figure 27 Name and Password .................................................................................................................... 70
Figure 28 Nextiva Unity is not present in ‘Applications’ .......................................................... 71

Figure 29 Delete ‘Nextiva Unity Client’ folder ........................................................................ 72
1 Introduction

This document is intended for end users who wish to use the ‘Nextiva Unity for Mac’ product. The basic steps to install, configure settings, retrieve logs, and uninstall are covered in this document under their respective sections.
2 Overview

Nextiva Unity for Mac

“Nextiva Unity for Mac” is a Java client that combines call control, instant messaging and presence (IM&P), service configuration, enterprise support, and click-to-dial busy lamp field to enhance the user experience. Nextiva Unity improves workgroup collaboration, bringing users closer to each other and simplifying internal and external communication.

2.1 Key Features

- Call control
- Access to Nextiva Directories
- User Status [Busy Lamp Field] – Displays up to 30 users
- Instant Messaging & Presence
- Nextiva service configuration

2.2 System Requirements

- Mac OS X 10.7 or higher
- Intel Processor

2.3 Software Requirement

- Apple-provided Java SE 6

2.4 Hardware Requirements

- Minimum 128 MB RAM
- Minimum 200 MB of disk space

2.5 Network Requirement

- A working network card or Wi-Fi and Internet connectivity is necessary for running this software.
3 Install Java provided by Apple Inc.

Before beginning the installation of Nextiva Unity from the downloaded installer, the user is advised to check if Java provided by Apple Inc. is installed on the system.

This can be done by navigating to the folder “/System/Library/Java/JavaVirtualMachines” (Please note that this folder is different from Java provided by Oracle which will usually be installed to the folder “/Library/Java/JavaVirtualMachines”) and checking if a folder named “1.6.0.jdk” exists. If this folder exists, skip to the next “Installation” section. If this folder does not exist, search for the latest version of “Java for OS X” and install from the official site. For example, Java for OS X 2014-001 can be downloaded from the following link: http://support.apple.com/kb/dl1572. Click the download button, install the package, and follow the instructions.
4 Configure Security & Privacy

4.1 Allow Nextiva Unity app to be installed

By default, the Mac ‘Security & Privacy’ setting only allows apps downloaded from the Mac App Store, and hence will not allow the user to install Nextiva Unity so the below alert will appear.

![GateKeeper popup](image)

Figure 1 GateKeeper popup

The user may either change ‘Security & Privacy’ preferences as shown in the screenshot below,
or the user can click the package and choose ‘Open With Installer’ as shown below.
Both methods will allow the installer to be opened.

Figure 3 Open with Installer
4.2 Allow network access to Nextiva Unity

After installation of Nextiva Unity, navigate to the ‘Firewall’ tab under ‘Security & Privacy’ in ‘System Preferences’.

Choose ‘Firewall Options...’. Check the box “Automatically allow signed software to receive incoming connections” as shown below.
Figure 5 Allow incoming connections
5 Installation
1. Locate and double-click the UnityClient.mpkg.zip (Mac) file to begin. Please contact Nextiva if unsure of the location of this file.
2. Double click the UnityClient.mpkg
3. Follow the prompts on the screen to install the software.
4. After completing installation, open the Applications folder and click the Nextiva Unity icon.

5.1 Introduction
The first step outlines an introduction. Click the ‘Continue’ button to proceed to the next step.

Figure 6 Introduction

5.2 License
The next step shows the Nextiva Unity application suite Software License Agreement. Please make sure that you read the license agreement carefully before clicking the ‘Continue’ button to go to the next step.
5.3 Terms of the software license agreement

This step asks for confirmation that you understand and accept the Nextiva Unity Suite License Agreement. Click ‘Agree’ to continue with the installation.
5.4 Destination

This step allows you to change the location where Nextiva Unity is installed. Click the ‘Continue’ button to proceed.
5.5 **Installation Type**

This step confirms the installation details and prompts the user to continue with the installation. Click the ‘Install’ button to install Nextiva Unity.
5.6 Confirm Login Details

When installing Nextiva Unity, you may be asked to confirm the username and password of your system. If so, please enter these details and click ‘Install Software.’
5.7 Summary

Once completing the above steps, Nextiva Unity is successfully installed on your system.
5.8 Launch Unity
After completing the installation, you will find Nextiva Unity in Finder > Applications. Double click on the icon to launch Nextiva Unity.

5.9 Getting Started
The first time Nextiva Unity is launched, you may be asked to enter authentication and connection details. This can be obtained from Nextiva.

5.9.1 Entering Login Details
You will be prompted to enter authentication details when you first start Nextiva Unity, or if the login details entered were incorrect.
You may be required to include the domain as part of your login ID. Please contact Nextiva if you are unsure of what your domain is.

5.9.2 Entering Connection Details
If the Nextiva connection details are not pre-configured, you will be asked to enter them manually, as shown below.
Figure 15 Prompt to enter connection details

Please ensure that the address of the VOIP server of Nextiva is entered when entering the VoIP server details. If you are unsure of these details, please contact your provider.

Figure 16 Network settings
Please note that you are not required to enter the Nextiva Unity Server Connections Details.

5.9.3 Grant permission to access Mac Address Book/Outlook contacts
After entering connection details, Nextiva Unity may require the user to grant it permission to access Mac Address Book/Outlook contacts if installed. The user will be prompted to grant permission to Nextiva Unity by the corresponding application to which the user has to respond. If the user would like Mac Address Book/Outlook contacts available for integration with Nextiva Unity, the user needs to grant permission when asked for it. The user may also decide against granting permission to Nextiva Unity to access contacts from these applications, and by doing so, Nextiva Unity will be unable to access contacts from these applications. When installing Nextiva Unity, if the user finds that it is stuck on ‘Loading Contacts,’ he may try and open the Mac Address Book/Outlook app and check if the prompt to grant permission is present, to which he must respond for Nextiva Unity to continue.

5.10 Keep in Dock
You can select the ‘Keep in Dock’ option from the context menu, which means Nextiva Unity will always appear in the dock. To do this, simply right click the Nextiva Unity icon when the application is running and select ‘Keep in Dock,’ as shown below.

![Figure 17 Keep in Dock](image)

5.11 Check Java version from Nextiva Unity
The user can check if the correct version of Java is installed on the system from the ‘About’ window from Help -> About menu. The version of Java, and the provider, can be seen as shown below in the highlighted region. Ensure that the Java provider is Apple Inc.
6 How to Retrieve Logs

6.1 From running application

Start the ‘Nextiva Unity for Mac’ app. From ‘Help’ menu, select ‘About Nextiva Unity’.

From the ‘About Nextiva Unity’ window, click on the folder icon to show the working folder contents. You may also navigate to the working folder using ‘Finder’. You can find the “logs” folder inside the “Nextiva Unity Client” folder as shown below.
Create a Zip folder by right clicking, and then selecting ‘Compress’ from the context menu. This zipped folder should be sent to Nextiva if requested.
6.2 Direct from “Nextiva Unity Client” folder

If the user is unable to start the Nextiva Unity application itself, the user can retrieve the logs as follows:

Select “Go to Folder” from the “Go” menu, or use the short key. 

Enter the folder path “/Library/Application Support/Nextiva Unity Client/” and click “Go”.

You can find the “logs” folder inside the “Nextiva Unity Client” folder.
Figure 23 Logs folder

Zip this folder by right clicking and selecting ‘Compress’ from the context menu. This zipped folder should be sent to Nextiva if requested.
7 How to Uninstall Nextiva Unity

7.1 Go to Finder

Go to Finder from the main dock.

Figure 24 Finder

7.2 Navigate to the Nextiva Unity application

- Locate Nextiva Unity in the Applications folder.

Figure 25 Applications

7.3 Move to Trash

- Drag the Nextiva Unity image to the Trash folder, or right click on the image and select ‘Move to Trash’.
7.4 Authenticate file deletion
You may be prompted to confirm the username and password of your system. If so, please enter these details and click ‘OK’.
Figure 27 Name and Password
7.5 Make sure that Nextiva Unity is not present in ‘Applications’.

If Nextiva Unity is no longer present in the Applications folder then it has been successfully uninstalled.

7.6 Clean-up
Also, perform a clean up by navigating to ‘Library’/‘Application Support’ and deleting the ‘Nextiva Unity Client’ folder as shown below.
Figure 29 Delete 'Unity Client' folder
8 How to Retrieve Logs

8.1 From running application
Start ‘Unity for Mac’ app. From ‘Help’ menu, select ‘About Unity’.

From the ‘About Unity’ window, click on the folder icon to show the working folder contents in a file chooser. You may also navigate to the working folder using ‘Finder’. You can find the “logs” folder inside “Unity Client” folder as shown below.
Figure 32 Logs Folder

Zip this folder by secondary clicking, then selecting ‘Compress’ from the context menu. This zipped folder should be sent to Nextiva if requested.
8.2 Direct from “Unity Client” folder

If the user is unable to start Unity application itself, user can still retrieve the logs as follows:-

Select “Go to Folder” from the “Go” menu or use the short key Command + G.

Figure 33 Go to Folder

Enter the folder path “/Library/Application Support/Unity Client/” and click “Go”.

Figure 34 Enter path to Unity folder

You can find the “logs” folder inside the “Unity Client” folder.
Zip this folder by secondary clicking, then selecting ‘Compress’ from the context menu. This zipped folder should be sent to Nextiva if requested.
9 How to Uninstall Unity

9.1 Go to Finder

Go to Finder from the main dock.

Figure 36 Finder

9.2 Navigate to the Unity application

- Locate Unity in the Applications folder.

Figure 37 Applications

9.3 Move to Trash.

- Drag the Unity image to Trash or secondary click on the image and select Move to Trash.
9.4 Authenticate file deletion

You may be prompted to confirm the user name and password of your system. If so, please enter these details and click OK.
Figure 39 Name and Password
9.5 **Make sure that Unity is not present in ‘Applications’.*

If Unity is no longer present in the Applications folder then it has been successfully uninstalled.

9.6 **Clean-up**

Also, perform a clean-up by navigating to ‘Library’/‘Application Support’ and deleting the ‘Unity Client’ folder as shown below.
Figure 41 Delete ‘Unity Client’ folder

Table of Contents

1 Introduction ................................................................................................................... 46

2 Overview ....................................................................................................................... 47
  2.1 Key Features............................................................................................................... 47
  2.2 System Requirements ............................................................................................... 47
  2.3 Software Requirement ............................................................................................. 47
  2.4 Hardware Requirements ......................................................................................... 47
  2.5 Network Requirement .............................................................................................. 47

3 Install Java provided by Apple Inc. ........................................................................... 48

4 Configure Security & Privacy ..................................................................................... 49
  4.1 Allow Unity app to be installed .............................................................................. 49
  4.2 Allow network access to Unity .............................................................................. 52

5 Installation .................................................................................................................. 54
  5.1 Introduction ............................................................................................................. 54
  5.2 License .................................................................................................................... 54
  5.3 Terms of the software license agreement ............................................................... 55
  5.4 Destination ............................................................................................................. 56
  5.5 Installation Type ..................................................................................................... 57
  5.6 Confirm Login Details ............................................................................................ 58
  5.7 Summary ................................................................................................................ 59
  5.8 Launch Unity .......................................................................................................... 60
  5.9 Getting Started ....................................................................................................... 60
    5.9.1 Entering Login Details .................................................................................. 60
    5.9.2 Entering Connection Details ........................................................................ 61
    5.9.3 Grant permission to access Mac Addressbook/Outlook contacts .............. 63
  5.10 Keep in Dock ........................................................................................................ 63
  5.11 Check Java version from Unity ........................................................................... 63
6 How to Retrieve Logs...................................................................................................... 64
   6.1 From running application......................................................................................... 64
   6.2 Direct from “Unity Client” folder ............................................................................. 66
7 How to Uninstall Unity ................................................................................................. 68
   7.1 Go to Finder ............................................................................................................. 68
   7.2 Navigate to the Unity application ............................................................................ 68
   7.3 Move to Trash .......................................................................................................... 68
   7.4 Authenticate file deletion ....................................................................................... 69
   7.5 Make sure that Unity is not present in ‘Applications’ .............................................. 71
   7.6 Clean-up ................................................................................................................. 71
List of figures

Figure 1 GateKeeper popup ......................................................................................................................... 49
Figure 2 Security & Privacy .......................................................................................................................... 50
Figure 3 Open with Installer ......................................................................................................................... 51
Figure 4 Firewall ........................................................................................................................................... 52
Figure 5 Allow incoming connections .......................................................................................................... 53
Figure 6 Introduction ................................................................................................................................... 54
Figure 7 License ............................................................................................................................................ 55
Figure 8 License agreement ........................................................................................................................... 56
Figure 9 Destination ..................................................................................................................................... 57
Figure 10 Installation type ........................................................................................................................... 58
Figure 11 Confirm login details .................................................................................................................... 59
Figure 12 Summary ...................................................................................................................................... 60
Figure 13 Prompt to enter authentication details ....................................................................................... 61
Figure 14 Authentication settings ................................................................................................................ 61
Figure 15 Prompt to enter connection details ............................................................................................. 62
Figure 16 Network settings .......................................................................................................................... 62
Figure 17 Keep in Dock ................................................................................................................................ 63
Figure 18 Check java version from Unity ..................................................................................................... 64
Figure 19 About Unity .................................................................................................................................. 64
Figure 20 Logs Folder ................................................................................................................................... 65
Figure 21 Go to Folder .................................................................................................................................. 66
Figure 22 Enter path to Unity folder ........................................................................................................... 66
Figure 23 Logs folder .................................................................................................................................... 67
Figure 24 Finder ........................................................................................................................................... 68
Figure 25 Applications .................................................................................................................................. 68
Figure 26 Move to Trash ................................................................................................................................ 69
Figure 27 Name and Password .................................................................................................................... 70
Figure 28 Unity is not present in ‘Applications’ .................................................................71

Figure 29 Delete ‘Unity Client’ folder ..................................................................................72
Introduction
This document is intended for end users who wish to use the ‘Unity for Mac’ product. The basic steps to install, uninstall, configure settings and retrieve logs are covered in this document under their respective sections.
10 Overview

Unity for Mac

“Unity for Mac” is a Java client that combines call control, instant messaging and presence (IM&P), service configuration, enterprise support, click-to-dial busy lamp field to enhance the user experience. Unity improves workgroup collaboration, bringing users closer to each other and simplifying internal and external communication.

10.1 Key Features

- Call control
- Access to BroadWorks Directories
- User Status [Busy Lamp Field] – Displays up to 30 users
- Instant Messaging & Presence
- BroadWorks service configuration

10.2 System Requirements

- Mac OS X 10.7 or higher
- Intel Processor

10.3 Software Requirement

- Apple-provided Java SE 6

10.4 Hardware Requirements

- Minimum 128 MB RAM
- Minimum 200 MB of disk space

10.5 Network Requirement

- A working network card or Wi-Fi and internet connectivity is necessary for running this software.
11 Install Java provided by Apple Inc.

Before proceeding with the installation of Unity from the downloaded installer, the user is advised to check if Java provided by Apple Inc. is installed on the system.

This can be done by navigating to the folder “/System/Library/Java/JavaVirtualMachines” (Please note that this folder is different from Java provided by Oracle which will usually be installed to the folder “/Library/Java/JavaVirtualMachines” ) and see if a folder named “1.6.0.jdk” exists. If such a folder exists, skip to the next “Installation” section. Otherwise, search for the latest “Java for OS X” and install from the official site. For example, Java for OS X 2014-001 can be downloaded from the following link:- [http://support.apple.com/kb/dl1572](http://support.apple.com/kb/dl1572) . Click the download button, install the package and follow instructions.
12 Configure Security & Privacy

12.1 Allow Unity app to be installed
By default, the Mac ‘Security & Privacy’ setting is to allow only apps downloaded from Mac App Store and hence will not allow user to install Unity and shows an alert as below.

![GateKeeper popup](image)

Figure 42 GateKeeper popup

The user may either change ‘Security & Privacy’ preferences as shown in the screenshot below,
or can alternative click the package and choose open with Installer as shown below.
Either method will allow the installer to be opened.
12.2 Allow network access to Unity
After installation of Unity, navigate to ‘Firewall’ tab under ‘Security & Privacy’ in ‘System Preferences’.

![Security & Privacy](image)

**Figure 45 Firewall**

Choose ‘Firewall Options...’. Enable the check box “Automatically allow signed software to receive incoming connections” as shown below.
Figure 46 Allow incoming connections
13 Installation

5. Locate and double-click the UnityClient.mpkg.zip (Mac) file to extract. Please contact Nextiva if unsure of the location of this file.
6. Double-click the UnityClient.mpkg
7. Follow the on-screen prompts to install the software.
8. After completing installation, open the Applications and click Unity icon.

13.1 Introduction

The first step outlines an introduction. Click the ‘Continue’ button to proceed.

![Figure 47 Introduction](image_url)

13.2 License

The next step shows the Unity application suite Software License Agreement. Please make sure that you read the license agreement carefully before proceeding to the next step by clicking the ‘Continue’ button.
13.3 Terms of the software license agreement

This step asks for confirmation that you understand and accept the Unity Suite License Agreement. Click ‘Agree’ to continue with the installation.
13.4 Destination

This step allows you to change the location where Unity is installed. Click ‘Continue’ button to proceed.
13.5 Installation Type

This step confirms the installation details and prompts the user to proceed with the installation. Click the ‘Install’ button to install Unity.
When installing Unity, you may be prompted to confirm the user name and password of your system. If so, please enter these details and click Install Software.
13.7 Summary

At this point Unity is successfully installed on your system.
13.8 Launch Unity
After completing the installation, you will find Unity in Finder > Applications. Double click to launch Unity.

13.9 Getting Started
The first time Unity is launched, you may be prompted to enter authentication and connection details.

13.9.1 Entering Login Details
You will be prompted to enter authentication details when you first start Unity or if the login details entered were incorrect.
You may be required to include the domain as part of your login ID. Please contact Nextiva if you are unsure what this is.

13.9.2 Entering Connection Details
If the Nextiva connection details are not pre-configured, you will be prompted to enter them manually, as below
Figure 56 Prompt to enter connection details

Please ensure that the address of the VOIP server of Nextiva is entered when entering the VoIP server details. Please contact your provider to confirm these details if unsure.

Figure 57 Network settings
Please note that you are not required to enter the Unity Server Connections Details.

13.9.3 Grant permission to access Mac Addressbook/Outlook contacts
After entering connection details Unity may require the user to grant it permission to access Mac Addressbook/Outlook contacts if installed. The user will be prompted to grant permission to Unity by the corresponding application to which the user has to respond. If the user wants Mac Addressbook/Outlook contacts available for integration with unity he has to grant permission when asked for. The user may also decide against granting permission to Unity to access contacts from these applications by doing so Unity will be unable to process contacts from these applications. While installing Unity if the user finds that Unity is stuck on ‘Loading Contacts’ he may try and open Mac Addressbook/Outlook app and check if the prompt to grant permission is present to which he has to respond for Unity to continue.

13.10 Keep in Dock
You can select the ‘Keep in Dock’ option from the context menu meaning Unity is always shown in the dock. To do this, simply secondary click the Unity icon when running and select Keep in Dock, as below.

![Figure 58 Keep in Dock](image)

13.11 Check Java version from Unity
The user can check if the correct version of Java is installed on the system from About window from Help -> About menu. The version of Java and the provider can be seen as below in the highlighted region. Ensure that the Java provider is Apple Inc.
14 How to Retrieve Logs

14.1 From running application

Start ‘Unity for Mac’ app. From ‘Help’ menu, select ‘About Unity’.

From the ‘About Unity’ window, click on the folder icon to show the working folder contents in a file chooser. You may also navigate to the working folder using ‘Finder’. You can find the “logs” folder inside “Unity Client” folder as shown below.
Figure 61 Logs Folder

Zip this folder by secondary clicking, then selecting ‘Compress’ from the context menu. This zipped folder should be sent to Nextiva if requested.
14.2 Direct from “Unity Client” folder

If the user is unable to start Unity application itself, user can still retrieve the logs as follows:-

Select “Go to Folder” from the “Go” menu or use the short key $\text{⌘G}$. Enter the folder path “/Library/Application Support/Unity Client/” and click “Go”.

You can find the “logs” folder inside the “Unity Client” folder.
Zip this folder by secondary clicking, then selecting ‘Compress’ from the context menu. This zipped folder should be sent to Nextiva if requested.
15 How to Uninstall Unity

15.1 Go to Finder

Go to Finder from the main dock.

![Finder](image)

Figure 65 Finder

15.2 Navigate to the Unity application

- Locate Unity in the Applications folder.

![Applications](image)

Figure 66 Applications

15.3 Move to Trash.

- Drag the Unity image to Trash or secondary click on the image and select Move to Trash.
15.4 Authenticate file deletion

You may be prompted to confirm the user name and password of your system. If so, please enter these details and click OK.
Figure 68 Name and Password
15.5 Make sure that Unity is not present in ‘Applications’.

![Figure 69 Unity is not present in ‘Applications’](image)

If Unity is no longer present in the Applications folder then it has been successfully uninstalled.

15.6 Clean-up

Also, perform a clean-up by navigating to ‘Library’/‘Application Support’ and deleting the ‘Unity Client’ folder as shown below.
Figure 70 Delete 'Unity Client' folder