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UNIVERGE BLUE® CONNECT Desktop App For Windows: How To Install

Important: If you are trying to deploy UNIVERGE BLUE® CONNECT to multiple workstations, see our [mass deployment best practices](#).

This article describes the process of Desktop app installation on Windows. Supported versions are:

- Windows 8 and later versions (64-bit or 32-bit version); incompatible with Windows Server.
- [Per-user vs Admin-rights installation](#)
- [Install UNIVERGE BLUE® CONNECT Desktop App for Windows](#)
- [Uninstall UNIVERGE BLUE® CONNECT Desktop App for Windows](#)
- [Enable UNIVERGE BLUE® CONNECT Outlook integration](#)
- [Install UNIVERGE BLUE® MEET Calendar plugin](#)

## Per-user vs Admin-rights installation

- The desktop app generally does not require admin rights for either the initial install or subsequent updates
- The UNIVERGE BLUE® CONNECT Outlook integration installation requires admin rights
- We recommend installing the desktop app as a per-user installation without admin rights, and using GP or other remote deployment tools to deploy the UNIVERGE BLUE® CONNECT Outlook plugin integration bits.

Install UNIVERGE BLUE® CONNECT Desktop App for Windows

1. Download the application via the following link:

   [Download]

2. Run the previously downloaded file.

3. Accept the License Service Agreement and follow the installation steps.

4. Here you can select if all users will be able to use the application on the PC or just you.
5. Log in with your UNIVERGE BLUE® CONNECT user credentials (your email address and password).


Co-browse
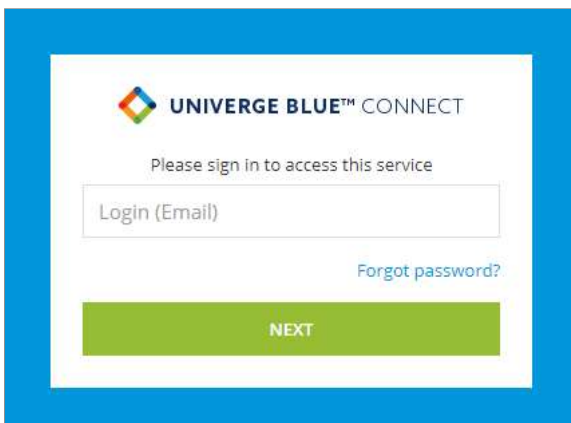
Note: If you see the following 2FA prompt, this means that two-factor authentication is enabled for you by the administrator:
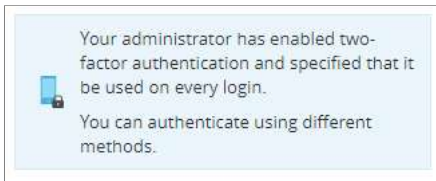
Read the Knowledge article on How To Use Two-Factor Authentication To Access UNIVERGE BLUE® CONNECT or UNIVERGE BLUE® SHARE for more information.

Note: Periodically you will be prompted to provide alternate contact information (email address and mobile phone) when logging into UNIVERGE BLUE® CONNECT, UNIVERGE BLUE® SHARE, UNIVERGE BLUE® MEET, or UNIVERGE BLUE® ENGAGE.
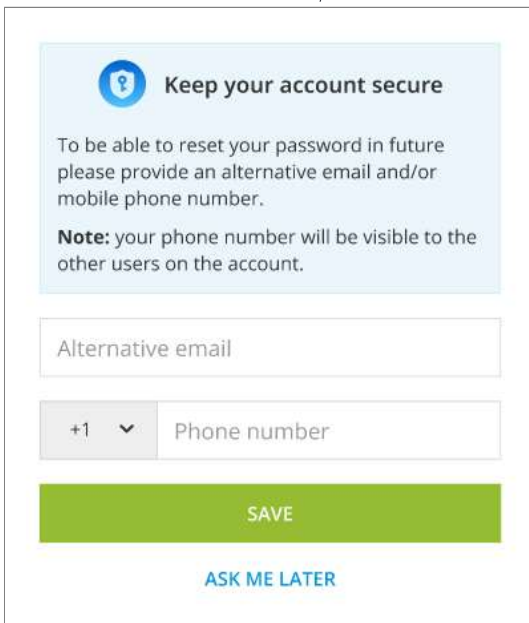
6. If password recovery information is already saved, it is validated upon further logins after either it was changed or 30 days have passed.

Verify your recovery data

Please check your alternative email and phone number are up to date to ensure you can always recover your password.

sjonhson@mail.com

+1 ∨   (222) 222-2222

VERIFY

ASK ME LATER

7. Select the Computer or Deskphone mode and click **Start**.

The **Computer** mode allows to place and receive calls from your PC using the PC speaker and microphone or the external speaker and microphone.
The **Deskphone** mode allows you to control your desk phone remotely for placing, transferring and parking calls.

Important: If the application was installed by an Admin for all users on the machine it couldn't be updated by User without admin rights.

Details about Computer or Deskphone mode
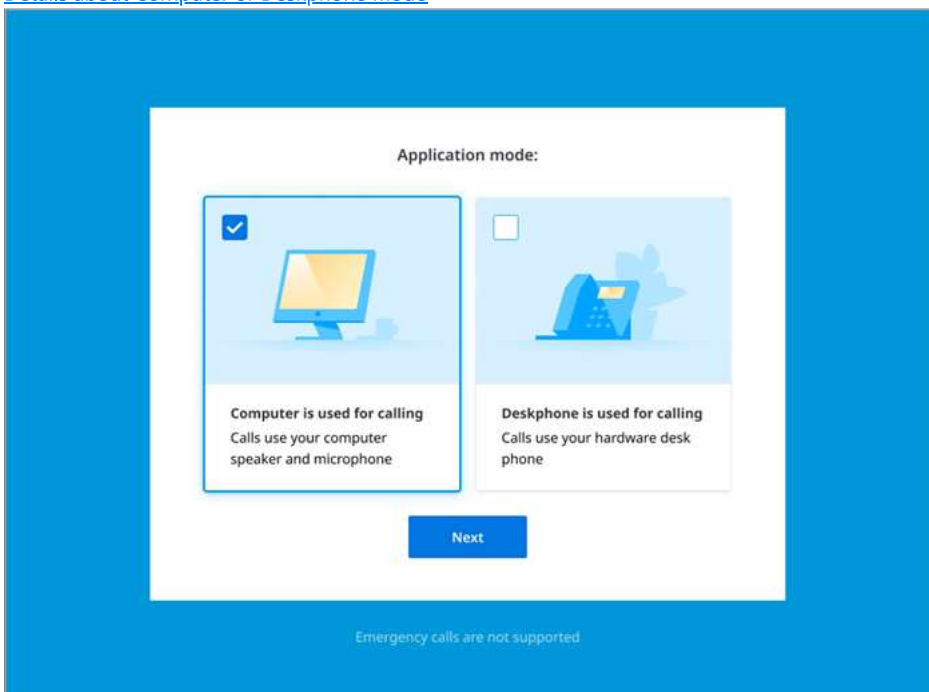
It may take some time for the application to collect info about users in your organization, so you may see spinning circle during the load time. Once it is finished, you will see the notification below:

Select an active chat or start a new chat
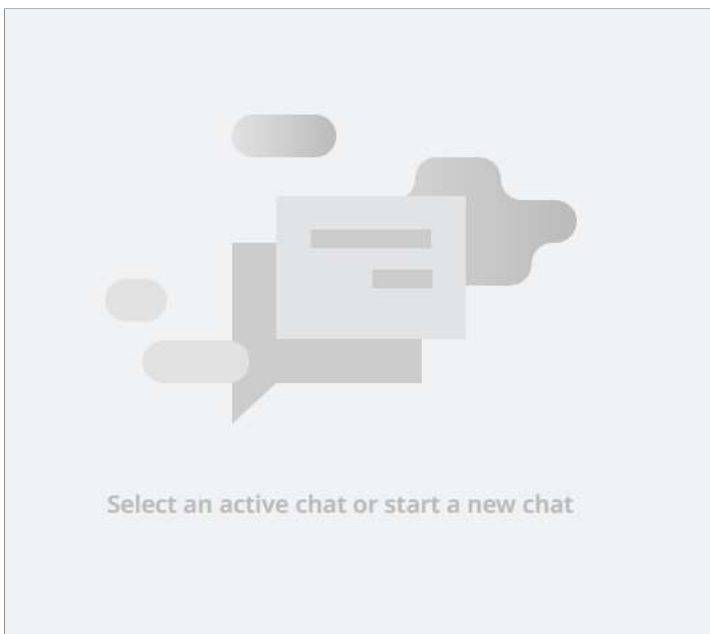
Search for a contact, click on it and start a Chat or a Call. Contacts you have clicked on will be added to the Roster on the left hand. Review UNIVERGE BLUE® CONNECT Desktop App Knowledge articles for further details.

## Uninstall UNIVERGE BLUE® CONNECT Desktop App for Windows

1. Navigate to the *Control panel > Programs > Uninstall a program > select the UNIVERGE BLUE® CONNECT Application > click* **Uninstall**.

Enable UNIVERGE BLUE® CONNECT Outlook integration

Important: Admin Rights are required in order to enable Integration. If users don't have admin rights, refer to the UNIVERGE BLUE® CONNECT Outlook integration article for admin-lead mass deployment of this feature.

Click on your user icon in *UNIVERGE BLUE® CONNECT > Integrations,* check the box for **Microsoft Outlook integration**, and click **Save Changes**.

Confirmation with Windows admin permissions will be asked. On successful enablement, the user will see the **Changes Saved** notification and checkmark. Outlook restart is required to start using the Integration.

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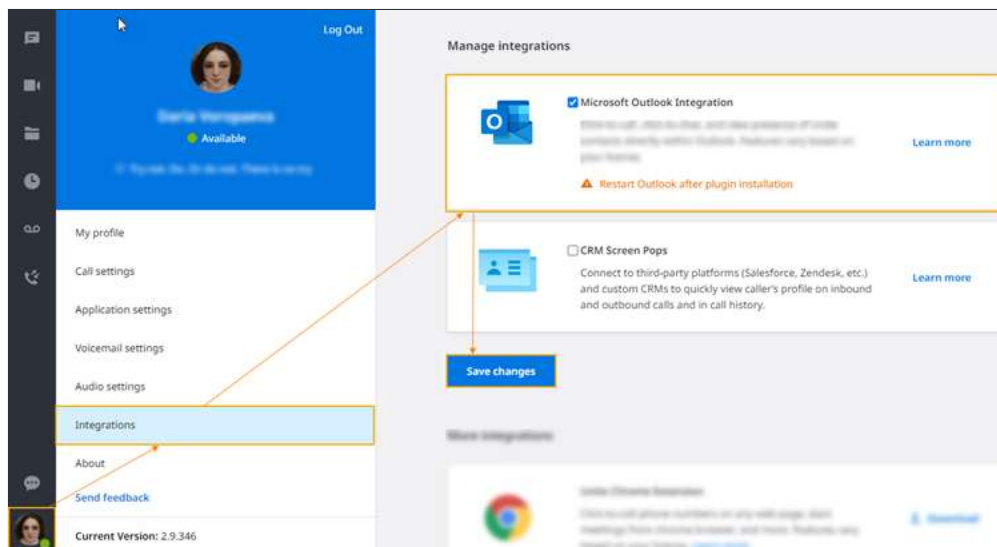
Install UNIVERGE BLUE® MEET Calendar plugin

Admins can mass-enable the plugin using the best practices provided below:

- [Hosted Exchange](#)
- [Microsoft 365](#)
- [Google Calendar](#)

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Article Information

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Product: UNIVERGE BLUE® CONNECT Apps

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