



Communicator Softphone

User Guide

11-20-08

1 Configure Communicator

It is assumed that the user is familiar with the system login, directory number (DN) assignment, and other configuration items. The following section describes the steps to configure the Integrated Centrex system to interwork with the Communicator software.

1.1 Launch Communicator

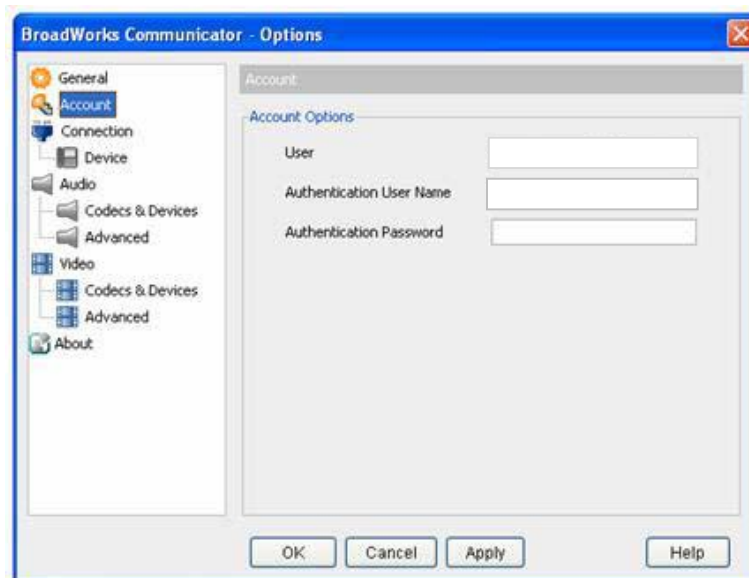
Once Communicator software is installed on the user's computer, and a user account is provisioned, the user can launch Communicator by double-clicking on the desktop shortcut.

To register Communicator:

- 1) Enter the user name (ten digit number) and your password.
- 2) If you want Communicator to remember the user name and password, click the checkboxes.
- 3) Click **Sign In** to start Communicator.

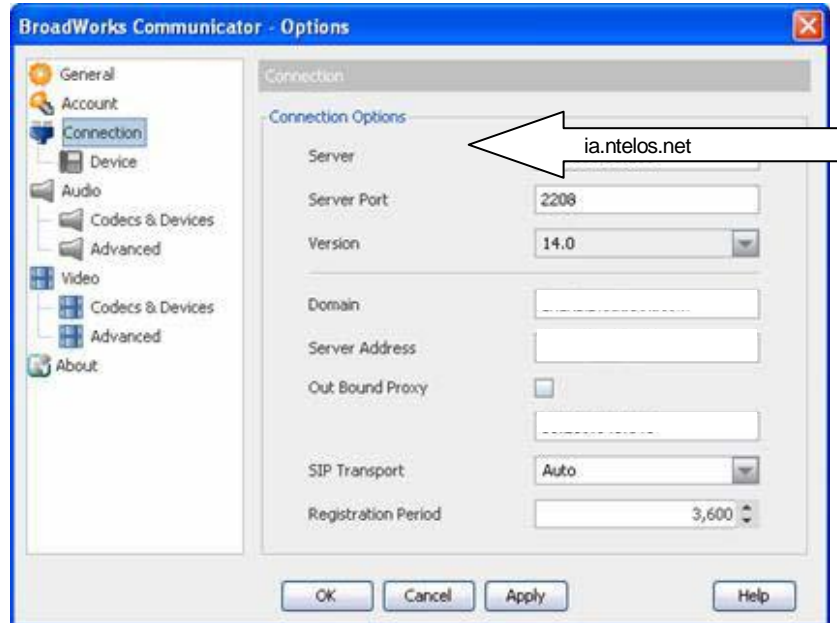
Communicator authenticates with the nTelos switch using the user's credentials and then registers with the line port.

1.1.1 Account



- **User** – Enter your 10-digit number
- **Authentication User Name** – Enter your 10-digit number again
- **Authentication Password** – Enter your password.

1.1.2 Connection



- **Server** – This is the nTelos IP address or fully qualified domain name (FQDN).
- **Server Port** – This is OCS port, which is 2208 (by default).
- **Version** – This refers to the server version. It is important to support different versions of server connectivity. This value is also provided by the system administrator during the deployment of Communicator.

The user can get the server address, server port, and server version from the user's system administrator, and enter the information using this window.

- **Domain** – This is the SIP server IP address or domain name, for example, "my_domain.com". To register a server, the domain is a required field. If the user does not provide the domain in the "User" field of the "Account" tab, then this domain is used to register with the server.

For example, if a user provides "240112579" in User field in the Account tab and "dhaka.vonair.com" in the Domain field of the Connection tab, then SIP URI 240112579@dhaka.vonair.com is used to register with the server.

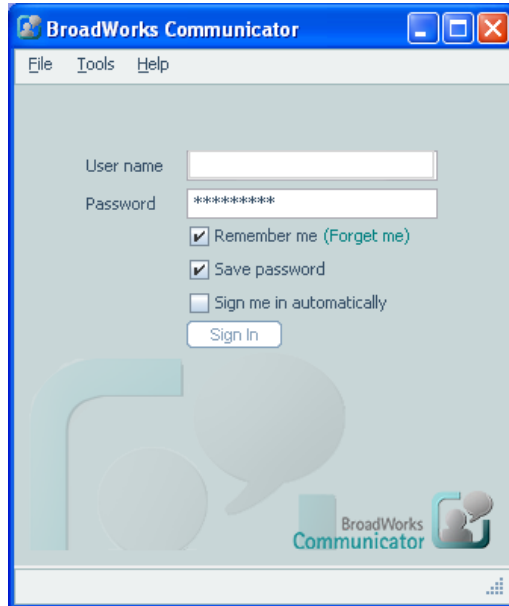
- **Server Address** – This is the SIP server address. This address is either a valid IP address or FQDN, for example, "202.100.102.225" or "broadsoft.com".
- **Out-Bound Proxy** – The user can enable or disable the out-bound proxy by checking this box. If it is enabled, then the user has to provide the IP address or FQDN of the proxy server. If this is enabled all SIP messages are sent to this address.

Note that if Out-Bound Proxy is enabled and defined then all SIP requests are sent to the Out-Bound Proxy. However, domain is used to prepare the SIP URI (Line/Port).

If Out-Bound Proxy is not enabled, then all SIP requests are sent to Server Address (Register Server). A Server Address may have multiple domains. Domain is used to prepare the SIP URL (Line/Port).

1.2 Login Screen

This *Login* screen appears when you first start the application.

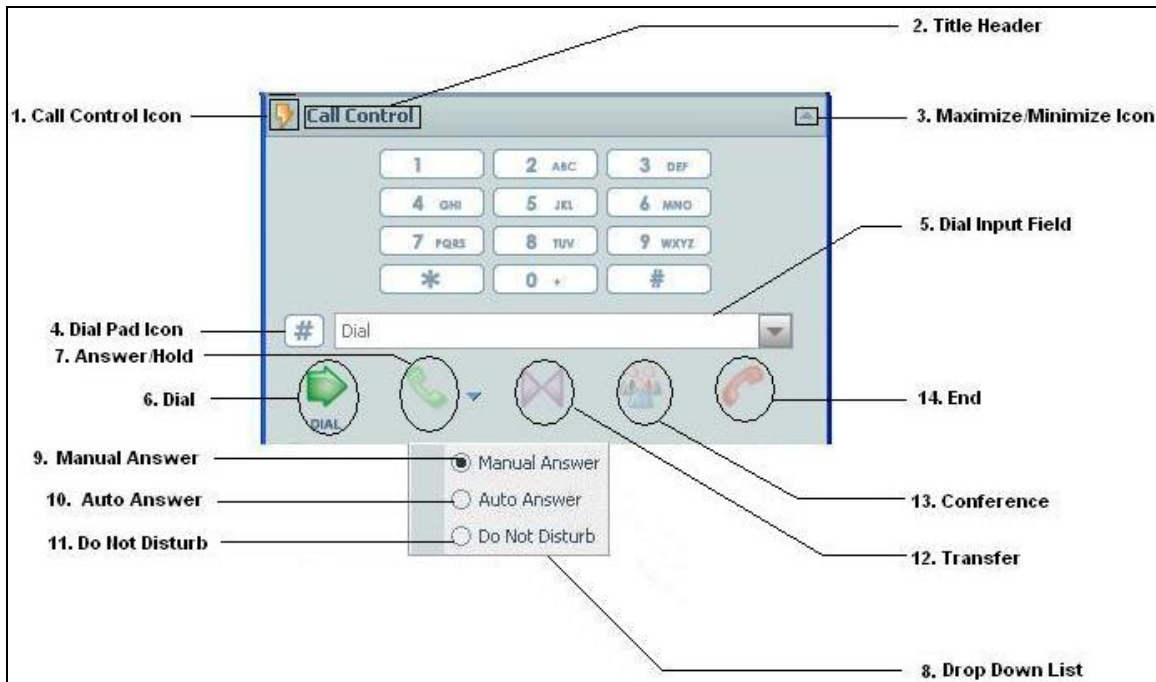


The following elements appear on the *Login* screen:

- **User name** – Enter your 10-digit number.
- **Password** – Enter your password.
- **Remember Me** – When this checkbox is checked, Communicator remembers the user name credentials for the next startup.
- **Forget me** – Communicator clears the user name and password field from the sign-in page.
- **Save Password** – When this checkbox is checked, Communicator remembers the password for the next startup.
- **Sign me in automatically** – When this checkbox is checked, Communicator automatically signs the user in without intervention when it starts up.
- **Sign-In** – After providing a valid user name and password, the user clicks this button to sign in to the application.

It is assumed that the user is familiar with the system login, directory number (DN) assignment, and other configuration items.. The following section describes the steps to configure the Integrated Centrex system to interwork with the Communicator software.

1.2.1 Call Control Panel



The Call Control panel contains the following elements:

1) Call Control Icon

This icon identifies the Call Control panel.

2) Call Control Title Header

This title header identifies the Call Control panel.

3) Maximize/Minimize Icon

This icon maximizes or minimizes the Call Control panel.

4) Dial Pad Icon

This icon enables the user to display or hide the number pad within the Call Control panel.

If the user clicks on the dial pad icon, then the dial pad opens in the Call Control panel, and the application size increases accordingly to accommodate the space for dial pad.

If the dial pad is displayed and the user clicks on the dial pad icon, then Communicator hides the dial pad and the application size is decreased.

When the user clicks on a dial button, Communicator generates the selected tone. If there is an active call, then Communicator sends the digits to the remote party; otherwise, Communicator plays the tone locally. When the user clicks on a dial button, text is automatically appended to the dial input field.

Communicator remembers the user's preference of every panel's state with the size at last use on exit.

5) Dial Input Field

This field accepts numbers for dialing. This field also saves the last ten dialed numbers. The user has two options to dial a number in this field. The user can enter the number and either press the enter key or click on the Dial button.

6) Dial

The Dial button is used to dial a number. This button is always enabled. If the user clicks this button when a number is entered in the dial input field, then Communicator attempts to place a call to that number. If the user clicks this button when there is no number in the dial input field, Communicator takes no action.

7) Answer/Hold

This button is context specific and changes depending on the call state. By default, this icon is "Answer". It is disabled when there is no incoming or held call. In this case, the user can only click on the answering mode drop-down combo and change the answering mode. If the user selects "Auto Answer" as the answering mode, then Communicator displays a disabled auto-answer icon. If the user selects "Do Not Disturb" as the answering mode, then Communicator displays a disabled do-not-disturb icon.

When there is an incoming call and the answering mode is "Manual Answer", the Answer button becomes enabled so that user can answer the incoming call. When there is a selected held call, the Answer button is enabled so that the user can retrieve the held call. When no held call is selected, the user can only click on the answering mode drop-down combo and change the answering mode.

When there is a selected active call, Communicator changes the button to an enabled Hold icon so that the user can hold the active call. When an active call is selected, the user cannot change the answering mode.

8) Manual Answer/Auto Answer/Do Not Disturb Drop List

There is a small arrow next to the Answer icon. If the user clicks this arrow, then a drop-down list of (1) Manual Answer (2) Auto Answer (3) Do Not Disturb is opened. By default "Manual Answer" is selected.

9) Manual Answer

The user is required to click the Answer button to answer an incoming call.

10) Auto Answer Icon

When the "Auto Answer" option is selected, Communicator automatically answers incoming calls. Auto Answer is especially useful when Communicator is used as a Video Add-On device.

11) Do Not Disturb

When the "Do Not Disturb" option is selected, an incoming call goes to the user's voice mail (if enabled and configured) or it simply provides a busy signal.

12) Transfer

This button enables a user to transfer a call.

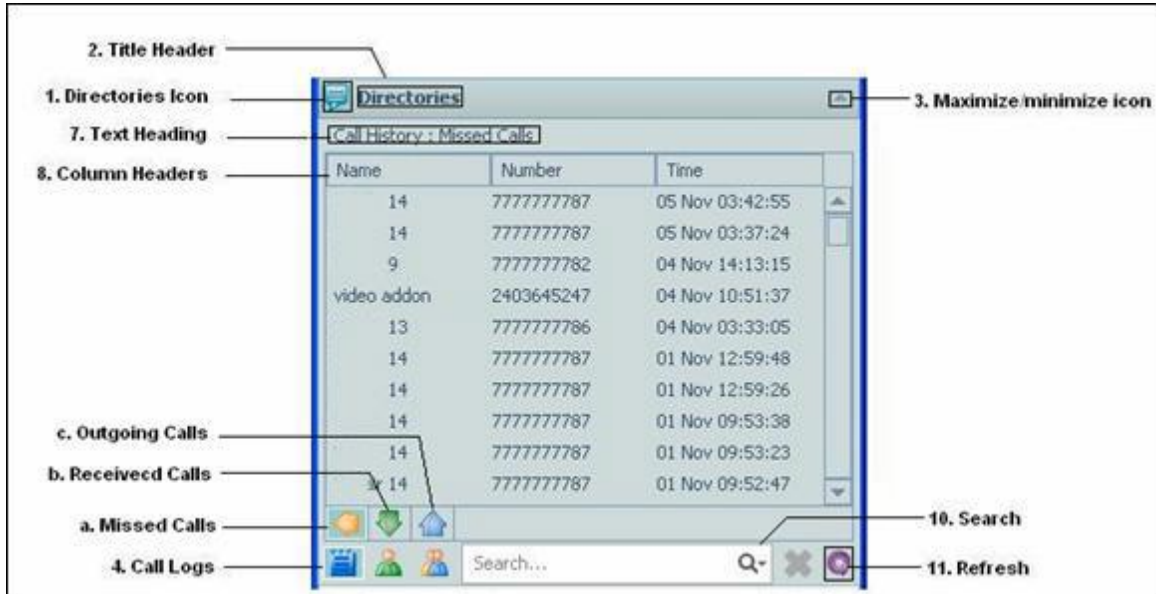
Conference

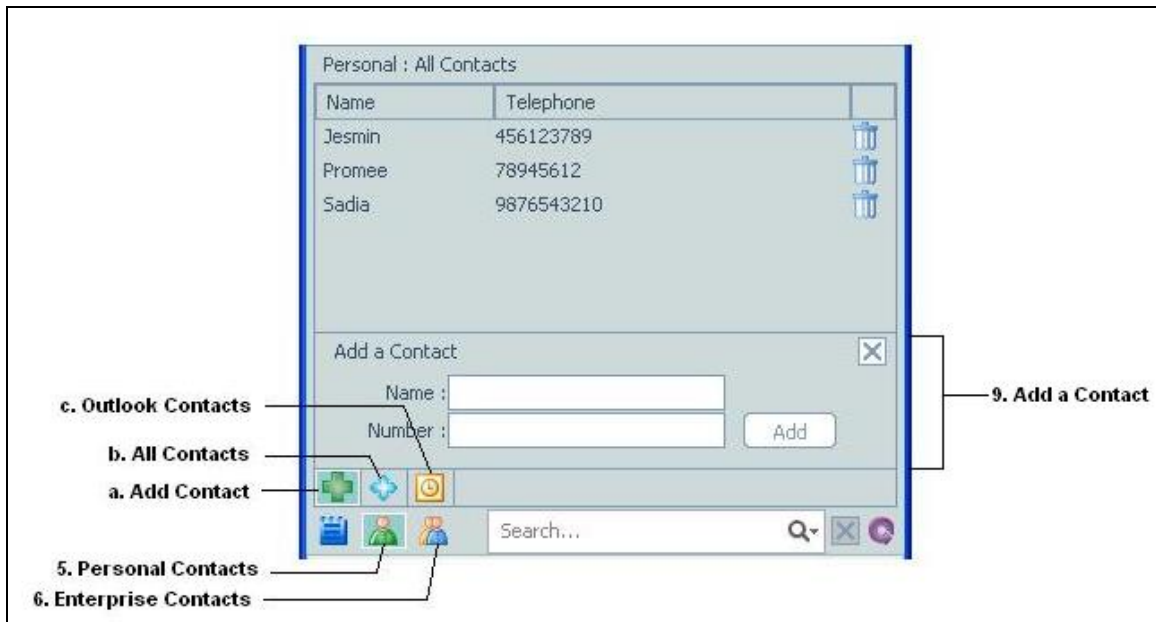
This button enables a user to conference a group of calls. This is done by first linking the calls the user wishes to conference and then clicking the conference button.

End

This button allows a user to end a call. If the selected call is incoming and unanswered, then this button action rejects the incoming call. If the selected call is on hold or active, then this button disconnects the call.

1.2.2 Directories Panel





The Directories panel contains the following elements:

1) Directories Icon

This icon identifies the Directories panel.

2) Directories Title Header

The title header identifies the Directories panel.

3) Directories maximize/minimize icon

This icon is displayed in the form of an arrow pointing down when the Directories panel is closed and pointing up when this panel is open. The Directories panel can be expanded or collapsed by clicking anywhere along the title header row.

4) Call Logs

Clicking this icon displays the Call Logs:

- Missed Calls – Displays the list of missed calls.
- Received Calls – Displays the list of received calls.
- Outgoing Calls – Displays the list of outgoing calls.

5) Personal Contacts

Clicking this icon displays the Personal Contacts list:

- Add Contact – Displays a form to add a new contact.
- All Contacts – Displays all contacts along with detailed information.
- Outlook Contacts – Displays contacts imported from the user's Microsoft Outlook contact list.

6) Enterprise Contacts

Clicking this icon displays the user's enterprise contact list

7) Text Heading

This heading displays what directory or subdirectory the user is viewing.

8) Column Headers:

There are “Name”, “Number”, and “Time” columns. The name, number, and time columns can be sorted alphabetically or by time.

9) Add a Contact

The user can add a contact to their Personal Directory. This can be done by first selecting the personal directory and then selecting the + icon provided in the tabbed submenu. Clicking the + icon opens a form with a Name and Number input field as well as an “Add Contact” button. The panel can be closed by clicking the close (X) icon to the top right of the add contact panel.

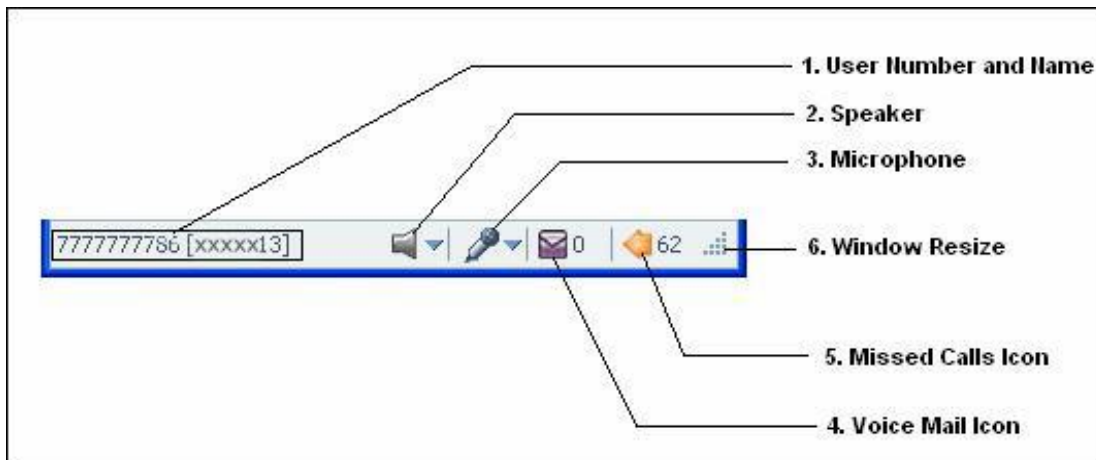
10) Search

A user can search for a contact from any of the directories. The results of this search are displayed in the same directory tab.

11) Refresh:

The refresh button refreshes the directories with the server. When the user presses the refresh button, the currently displayed directory is refreshed.

1.2.3 Status Bar



The Status Bar contains the following elements:

1) User Number and Name

This is for display purposes only and has no interaction when clicked. The user's directory number and login name are displayed as “number [name]”.

2) Speaker

Each user has the ability to increase the volume of the speaker by moving the slider up or down as required.

The user can mute the speaker by clicking the speaker icon or checking the checkbox in the drop-down window. When muted, the speaker can be unmuted by clicking the speaker icon or unchecking the checkbox.

3) Microphone

Each user has the ability to increase or decrease the volume of the microphone. This can be done by moving the slider up or down as required.

The user can mute the microphone by clicking the microphone icon or checking the checkbox in the drop-down window. When muted, the microphone can be unmuted by clicking the microphone icon or unchecking the checkbox.

4) Voice Mail Icon

This text label next to the icon displays the number of new voicemails available on the server. Clicking this icon dials the user's own number, which is usually configured on the server to send the user to Voice Mail Retrieval.

5) Missed Calls Icon

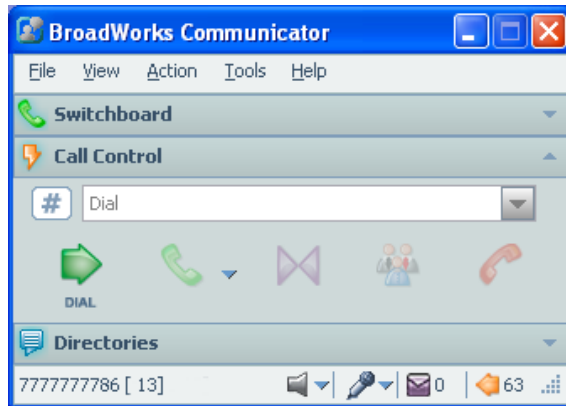
This text label next to the icon displays how many missed calls that user has. Clicking this icon takes the user directly to the missed calls directory list.

6) Window Resize

This icon enables the user to resize the application window. This option is enabled when the "Directories Panel" is expanded and is disabled when the "Directories Panel" is collapsed. The application remembers the width and height for the next startup.

1.3 Make a Call

Once the user's credentials have been authenticated with and Communicator has registered with , then Communicator is ready to make or receive calls.



Once the user has logged in, the main interface appears. The main interface consists of the Menu bar, Switchboard panel, Call Control panel, Directories panel and the Status bar.

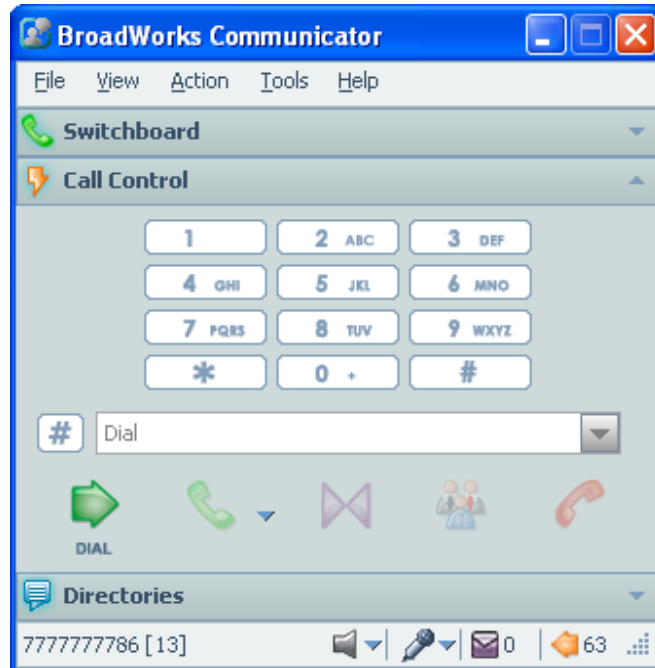
Users who do not have a Multimedia license can make or receive only audio calls. Users can make a video call only if they have a Multimedia license for their Communicator. (In this case, Communicator Multimedia appears as the title.)

There are different ways to initiate a call: by using the dial pad to enter the telephone number, by clicking a number from the drop-down box, by entering the telephone number using the keyboard, or by clicking an entry from the Directories panel.

There are different ways to dial a call.

To make a call using the Dial Input Field on the Call Control panel:

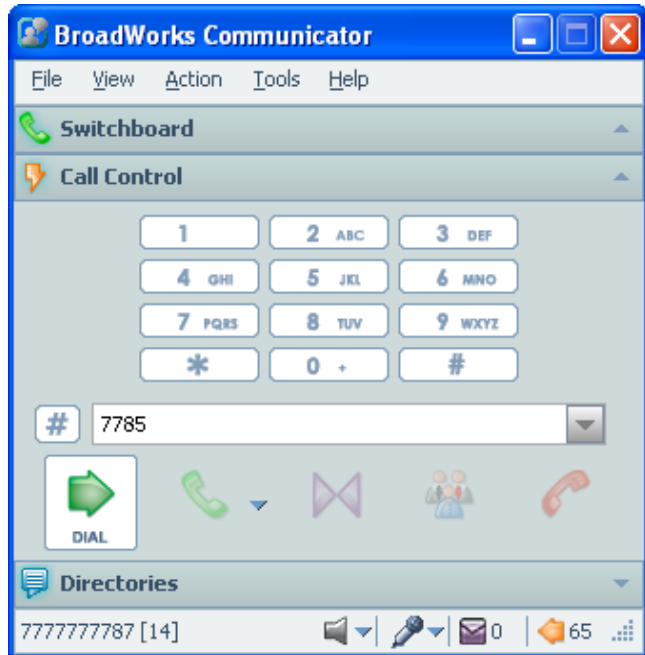
- Users can dial a number from the dial pad of the call control panel.
- Users can click on the dial input field and enter the telephone number using the key pad on the keyboard.
- Numbers previously dialed remain in the drop-down of the dial input field. Users can select a number from the drop-down list of the dial input field.



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To make a call using the dial pad on the Call Control panel:

- 1) Using the mouse on your computer, first click the "Dial Pad" icon on the call control panel to view the dial pad if it is not visible.
- 2) Click on the dial pad, selecting any number.
- 3) If you want to make an international call, add an international country code ("+" with the number).
- 4) To place the call, click **Dial** or press **Enter** to make a call.



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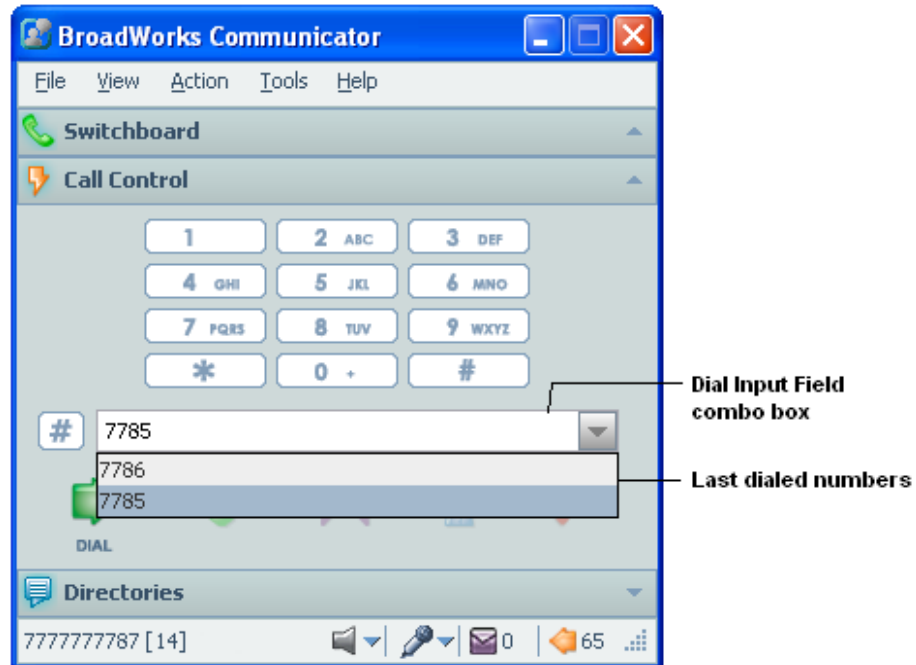
To make a call using the key pad on the keyboard:

- 1) Using the key pad on the keyboard, enter a number to dial into the dial input field.
- 2) Click **Dial** to place the call or press **Enter** to make a call.

Whichever way the call was initiated and after **Dial** has been clicked, the call is placed.

To make a call using the number from dial input field on Call Control panel:

- 1) Using the numbers in the drop-down list of the dial input field, select a number to dial.
- 2) Click **Dial** to place the call or press **Enter** to make a call.

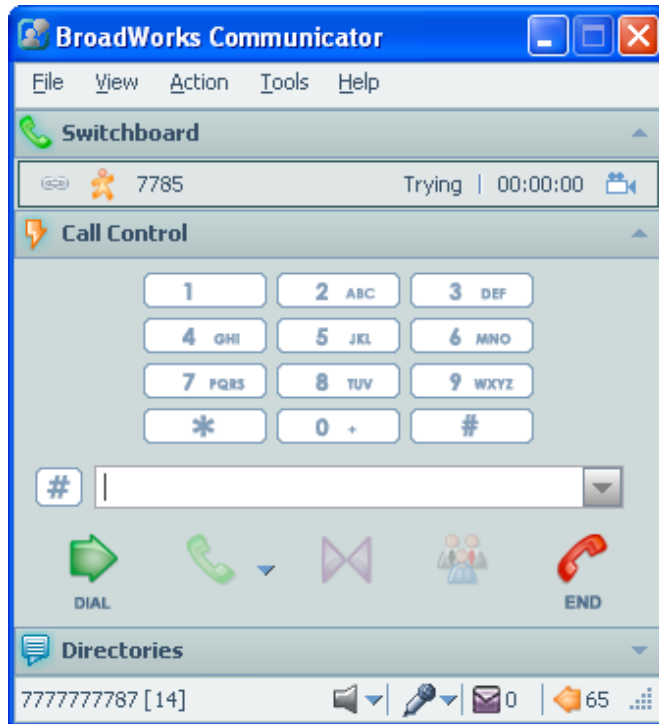


To make a call from Directories panel:

Users can also make a call by clicking on a contact from the directories panel.

States of an outgoing call on the Communicator of the caller side

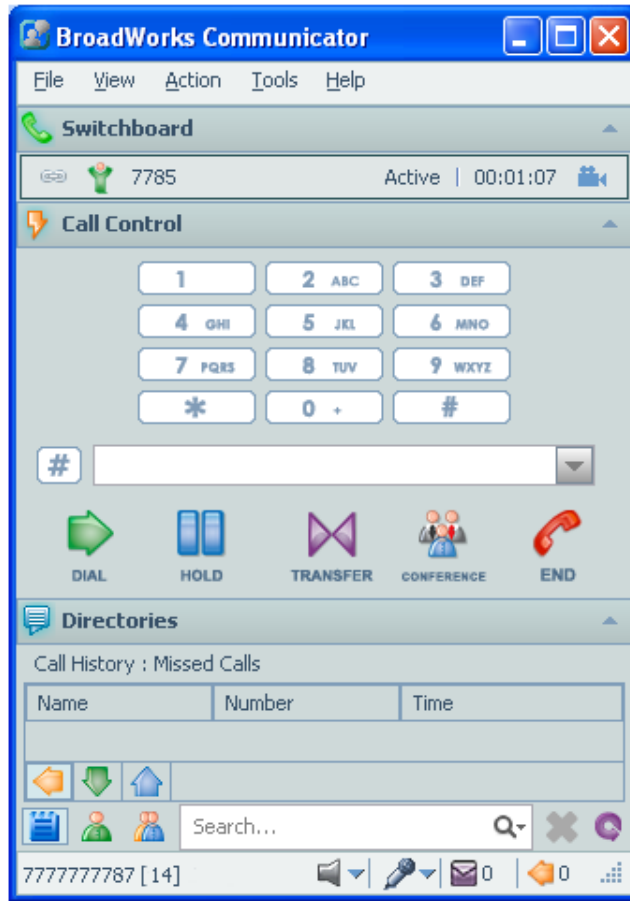
- The call appears on the Switchboard; the call appearance shows the call's status as "Trying" and shows the dialed digits. If the dialed number exists in user's contacts (personal or enterprise) then it shows the name of the contact.



- If the called party responds with a "Ringing" response, the call's status changes from "Trying" to "Ringing".



- If the called party answers the call, the call's status changes from "Ringing" to "Active". "Active" means that both parties are on the call.

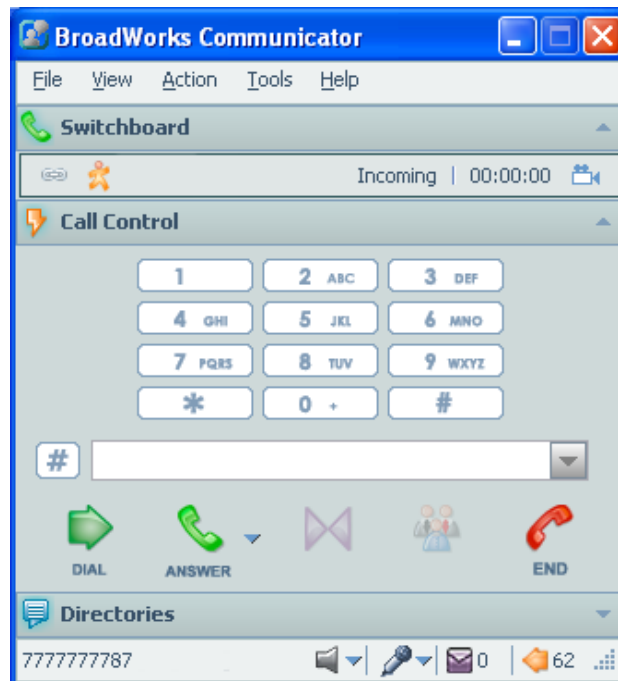


1.4 Receive an Incoming Call

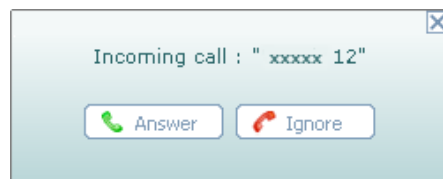
The user can receive an incoming call. If they have a Multimedia license (*Communicator Multimedia* appears as the title.) the call can be received as a video call.

There are different ways to receive a call:

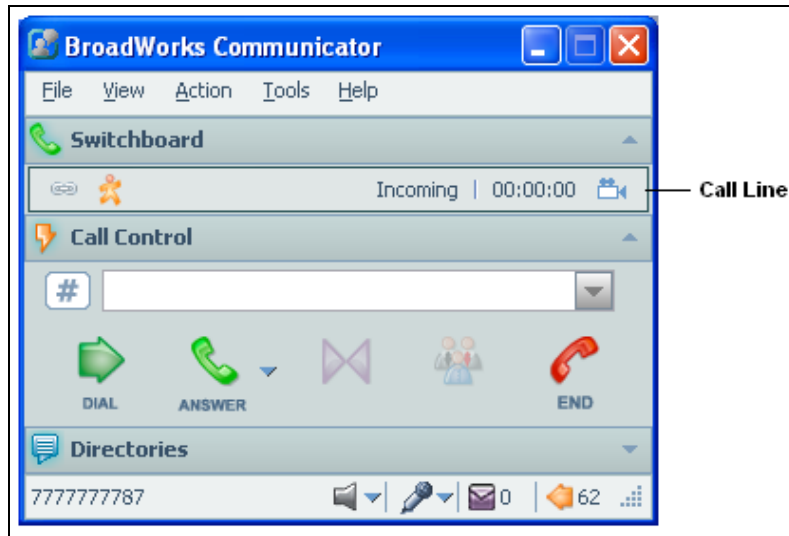
- The user can click the **Answer** button on the Call Control panel to receive the call.



- The user can click the **Answer** button on the **Notification Toast** to receive the incoming call. (If the "Disable Notification" option is selected, the Notification Toast does not appear.)



- The user can accept an incoming call by double clicking the incoming call line entry on the Switchboard.



- To receive the call, the user can also press the **space bar** of the keyboard if either the Main interface or the Notification window is selected.
- Once a call is *Active*, there are several options to use to control the call as follows:
 - To hold the call, click **HOLD**.
 - To transfer the call to another party, click **TRANSFER**.
 - To terminate the call, click **END**.

1.5 Ignore an Incoming Call

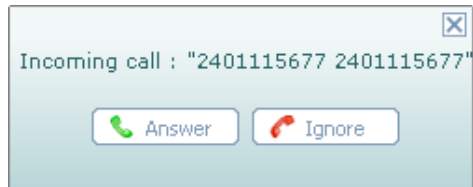
The user can ignore Incoming calls if they do not want to receive the call.

The different ways to ignore the incoming call are:

- The user can press the **End** button on the Control Panel to ignore the call.



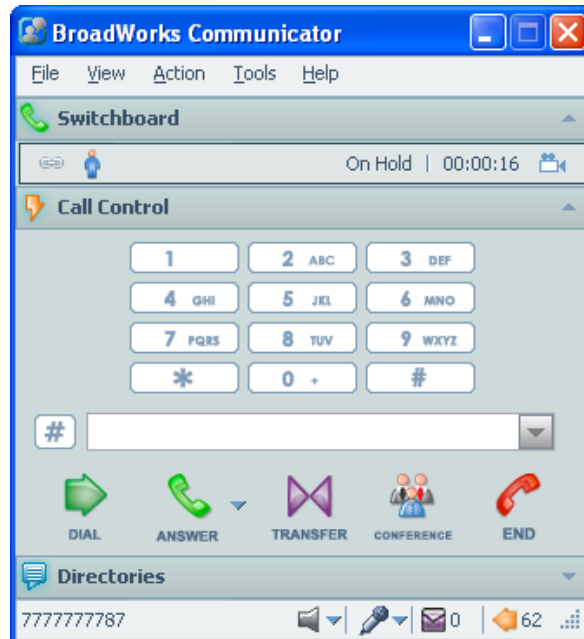
- The user can press the **Ignore** button on the Notification Toast to ignore the call.



1.6 Hold or Retrieve a Call

When there is no call (default) available, by default this icon is “Answer” but disabled, as there is no incoming or held call.

When there is an incoming call, the Answer button is enabled so that the user can answer the incoming call. When an active call is selected, this button is a Hold button and is enabled so that the user can hold the active call.



If the user clicks the **HOLD** button, the Active call is placed on hold. If the Music On Hold service is enabled (on the server) for the user, the remote party that was placed on hold hears music.

When there is a selected held call, the Answer button is enabled so that the user can retrieve the held call.

1.7 Transfer a Call

During an Active call, the call can be transferred to another party. The user can make a Blind Transfer or Consultative Transfer.

Blind Transfer

The user can make a blind transfer by following these steps:

- 1) Party A calls Party B.
- 2) Party B answers the call. Communicator shows the call with an Active status.
- 3) Party A links party B by clicking the link icon of the call line of party A's switchboard. The link button becomes enabled in the active call.
- 4) Party A enters the number of Party C in the dial input field.
- 5) Party A clicks the **TRANSFER** button.
- 6) Party C answers the call. There is an active call between Party B and Party C.

Consultative Transfer

A user can make a consultative transfer by following these steps:

- 1) Party A calls Party B.
- 2) Party B answers the call. There is an active call between party A and party B.
- 3) Party A dials Party C.
- 4) Party B automatically is placed on hold.
- 5) Party C answers the call. There is an active call between party A and party C.
- 6) Party A clicks the link icons of party B and party C.
- 7) Party A clicks the transfer button.
- 8) After the call has been transferred, the call appearance disappears from the *switchboard* panel of party A.
- 9) The call is established between Party B and Party C.

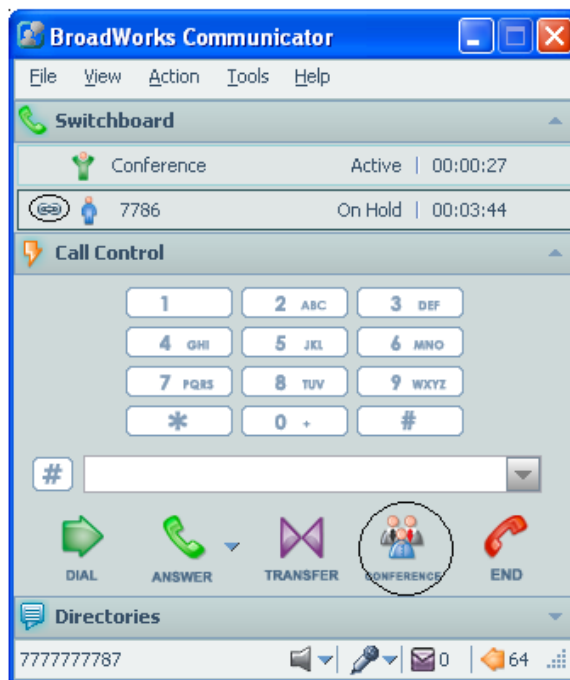
1.8 Three-Way Call

- The user has the Three-Way Calling license assigned.
- The conference URL is properly configured.
- The user has at least one active or held call.

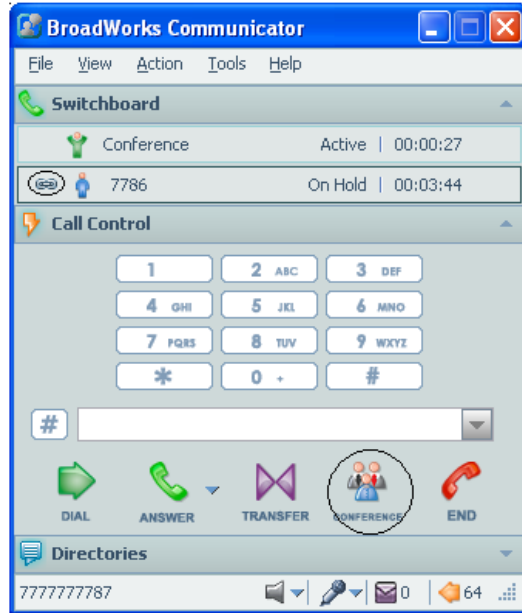
A user can start a three-way conference by following these steps. Two different cases are shown.

Case 1

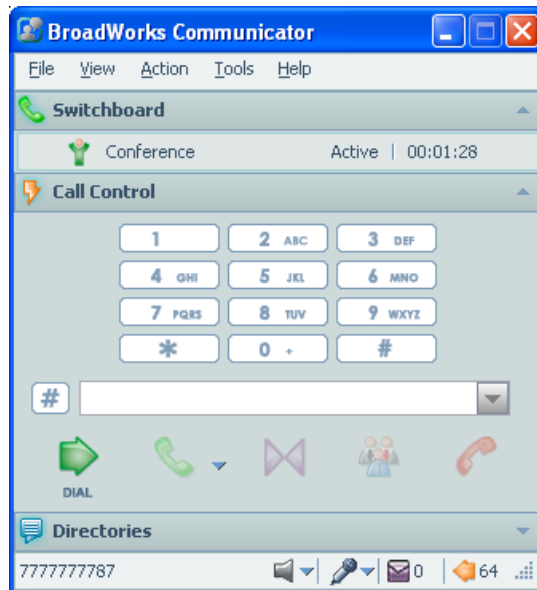
- 1) Party A has call appearances on the switchboard for party B and party C.
- 2) Party A clicks on the link button of party B.



- 3) Party A clicks on the **CONFERENCE** button. Party B's call appearance disappears and Party B joins the conference.



- 4) Party A clicks on the link button of party C and then clicks on the **CONFERENCE** button. Party C's call appearance disappears and party C is added to the conference.



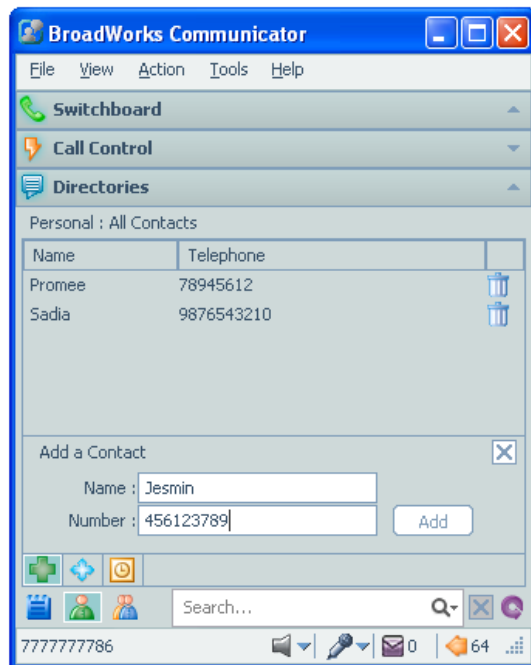
Case 2

- 1) Party A has call appearances on the switchboard for party B.
- 2) Party A clicks on the link button of party B.
- 3) Party A clicks on the **CONFERENCE** button. Party B's call appearance disappears and Party B is added to the conference.
- 4) Party A calls Party C and Party C answers the call. An active call is established between A and C.
- 5) Party A selects the conference call appearance on the switchboard and clicks **Answer**. Now the conference becomes active and the call between A and C goes to the Hold state.
- 6) Party A clicks on link button of C and clicks on the **CONFERENCE** button. Party C's call appearance disappears and Party C is added to the conference.

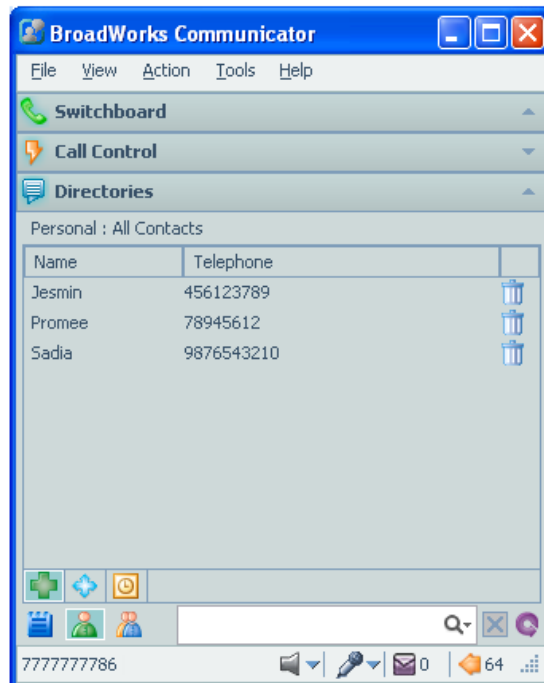
1.9 Add a Contact

- 1) To add a contact, expand the Directories panel.
- 2) Go to the Personal Contacts tab.
- 3) Go to the Add Contact tab.
- 4) Enter the contact's name and telephone number.
- 5) Once the required information has been entered, click **Add** to add the contact.

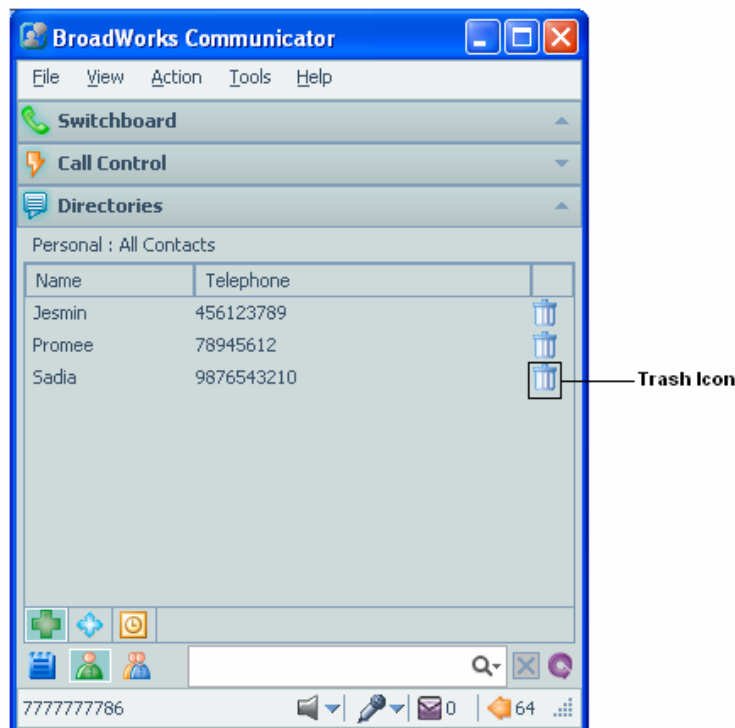
After adding the contact, the *Name* and *Number* fields are cleared and a message appears for adding a new contact.



- 6) To verify that a contact was added, check the All Contacts tab where it shows the new contact information.

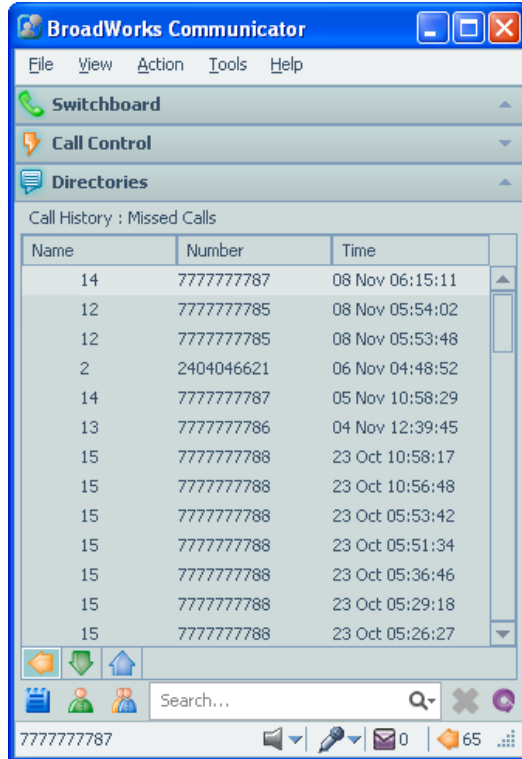


- 7) To delete a contact, click on the trash icon. After deletion, a message appears for deleting the contact.



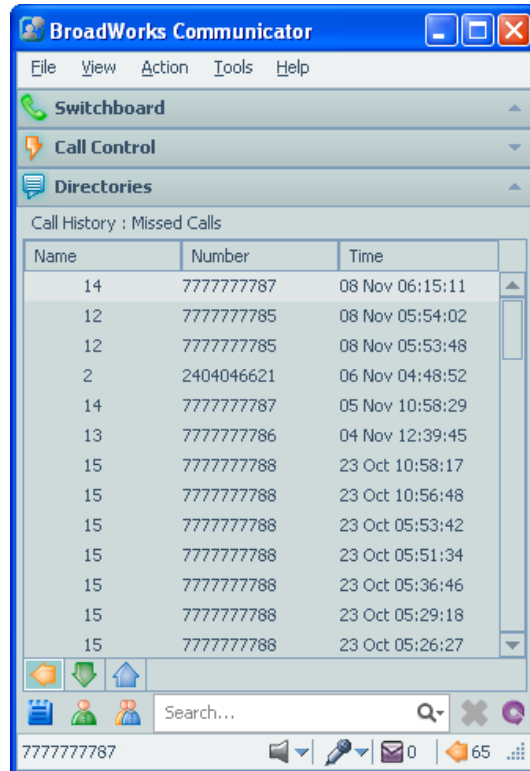
1.10 Make a Call from the Directories Panel

A call can be made from the Directories panel. To make a call from the Call Logs tab (Missed Calls, Received Calls, and Outgoing Calls) click anywhere along the row. To make a call from the Personal Contacts (All Contacts or Outlook Contacts) or the Enterprise Contacts tab, click on the name of the contact.



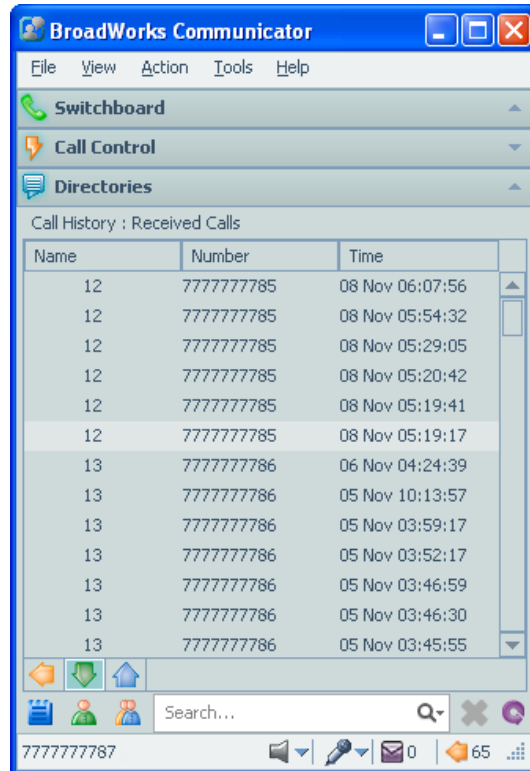
1.11 View Missed Calls

To view missed calls, expand the Directories panel, go to the Call Logs tab, and click **Missed Calls**.



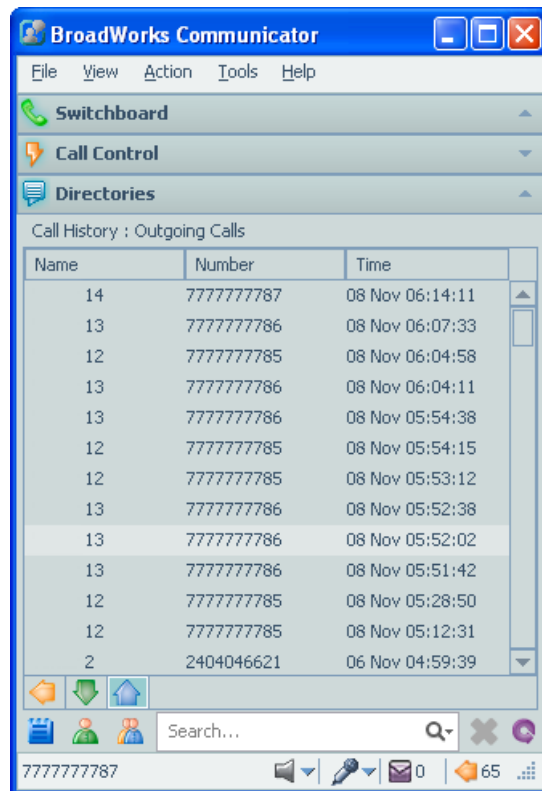
1.12 View Received Calls

To view received calls, expand the Directories panel, go to the Call Logs tab, and click **Received Calls**.



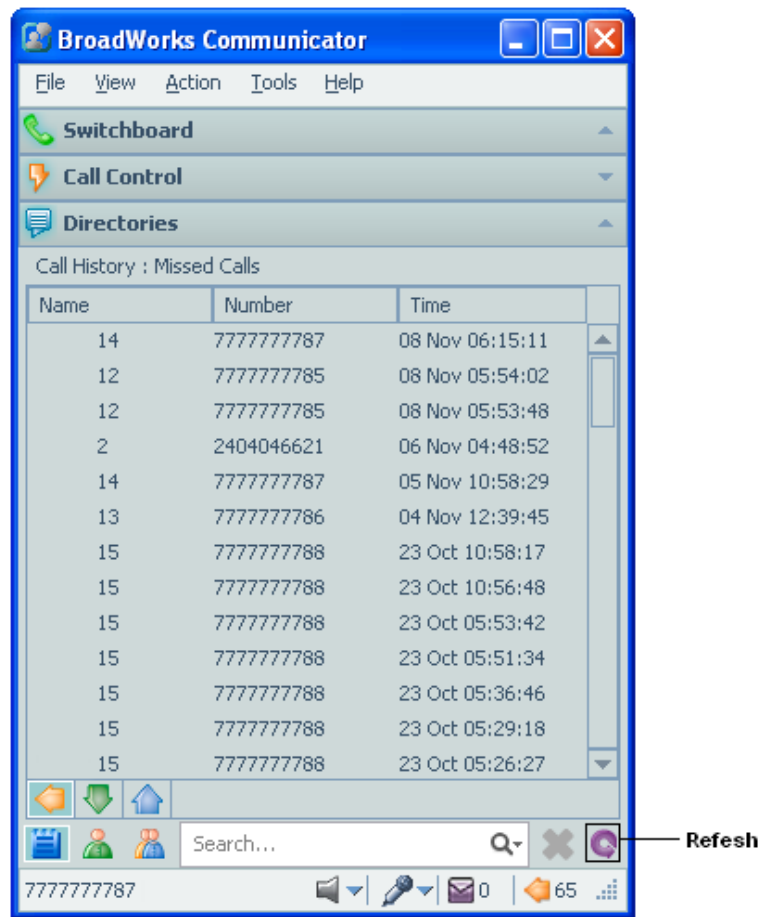
1.13 View Outgoing Calls

To view outgoing calls, expand the Directories panel, go to Call Logs tab, and click **Outgoing Calls**.



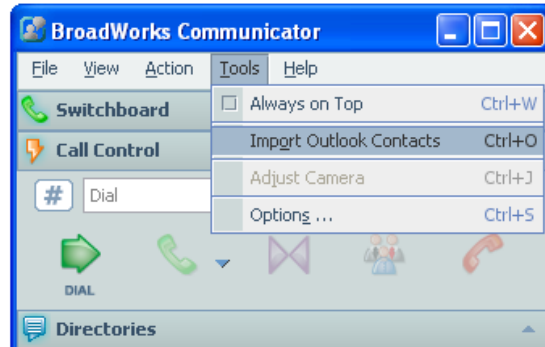
1.14 Refresh the Directories Panel

The Refresh button refreshes the directories with the server.



Download Outlook Contacts to Communicator

To import contacts from Outlook, go to the **Tools** menu and select Import **Outlook Contacts**. This imports contacts from Outlook.



1.15 Microphone

The user has the ability to increase or decrease the volume of their microphone. This can be done by moving the slider up to increase the volume or down to decrease the volume.

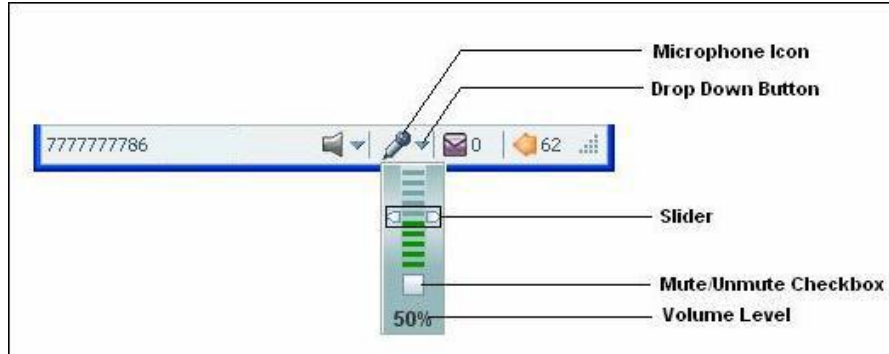
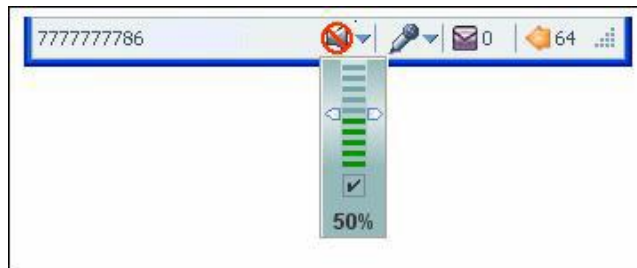


Figure 1 Microphone

By default the microphone level is set to the center. If the user adjusts the microphone level, then Communicator persists the level, and restores the adjusted level when Communicator starts.

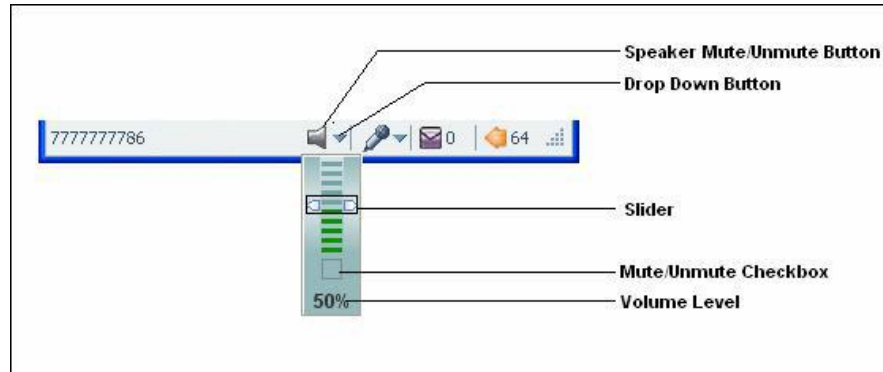
Clicking the microphone icon mutes the microphone. If the user clicks the microphone icon when the microphone is already muted, then the microphone becomes unmuted.



In the above figure, the checkbox is used to mute or unmute the microphone. If this checkbox is checked, then the microphone is muted. If this checkbox is unchecked, then the microphone is unmuted.

When the mute function is activated, the microphone icon has a red circle with a line through it to indicate that mute is "On". To deactivate it, simply click the microphone icon.

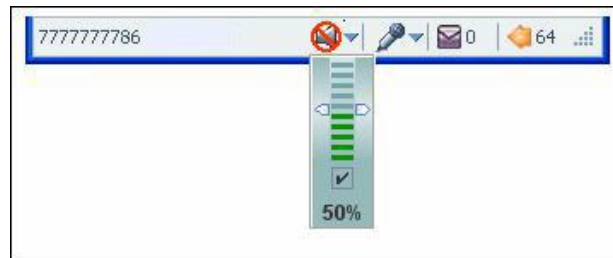
1.16 Speaker



The user has the ability to increase or decrease the volume of the speaker. This can be done by moving the slider up to increase the volume or down to decrease it.

By default the speaker level is set to the center. If the user adjusts the speaker volume level, then Communicator persists the level and restores the adjusted level when Communicator starts.

Clicking the speaker icon mutes the speaker. If the user clicks the speaker icon when the speaker is muted, then the speaker becomes unmuted.

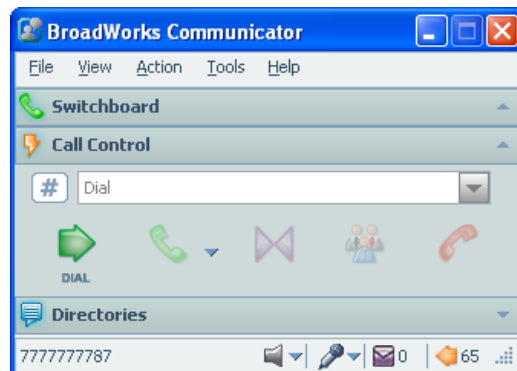
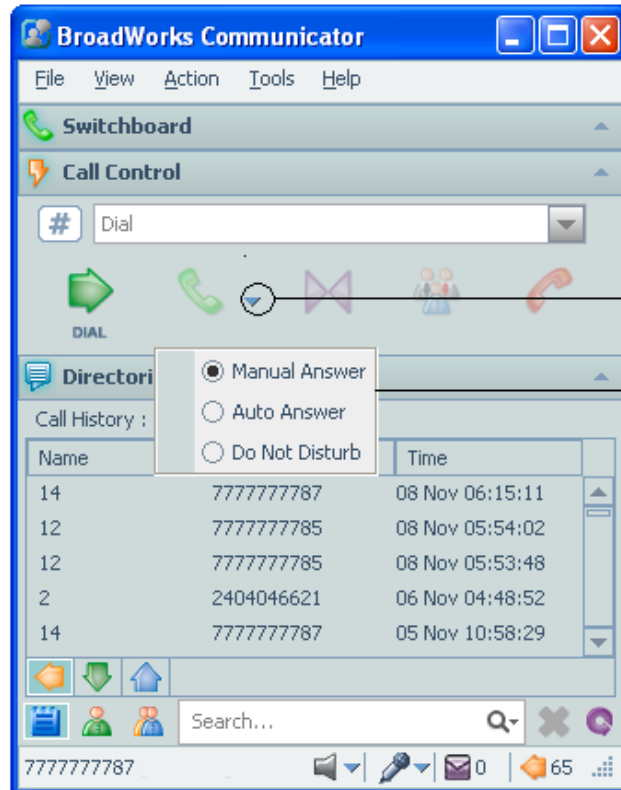


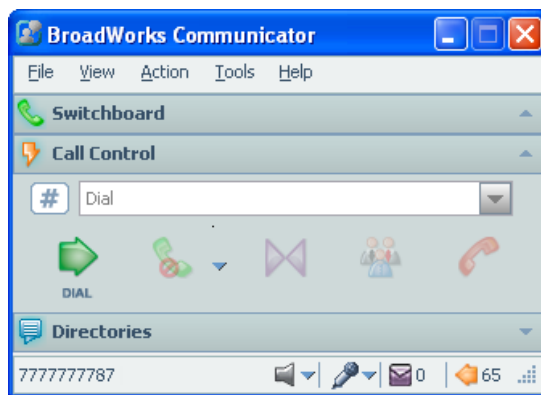
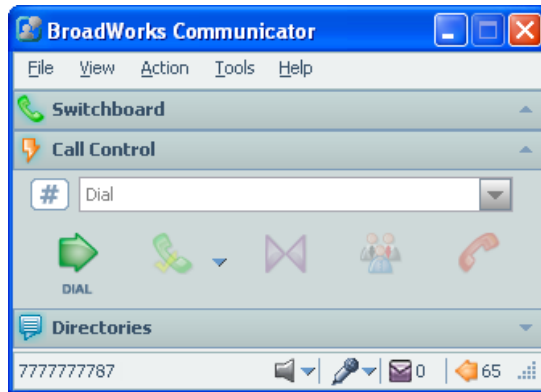
In the above figure, the checkbox is used to mute or unmute the speaker. If this checkbox is checked, then the speaker is muted. If this checkbox is unchecked, then the speaker is unmuted.

1.17 Answering Mode (Manual Answer, Auto Answer, and Do Not Disturb)

The user can answer a call manually or automatically. If the user does not want to take a call, then the user can enable “Do Not Disturb”, which results in other parties being informed that the user is busy. To select these options, do the following:

- 1) Expand the Call Control panel.
- 2) Click on the small blue arrow next to the Answer icon.
- 3) Select Manual Answer, Auto Answer, or Do Not Disturb from the drop-down list.

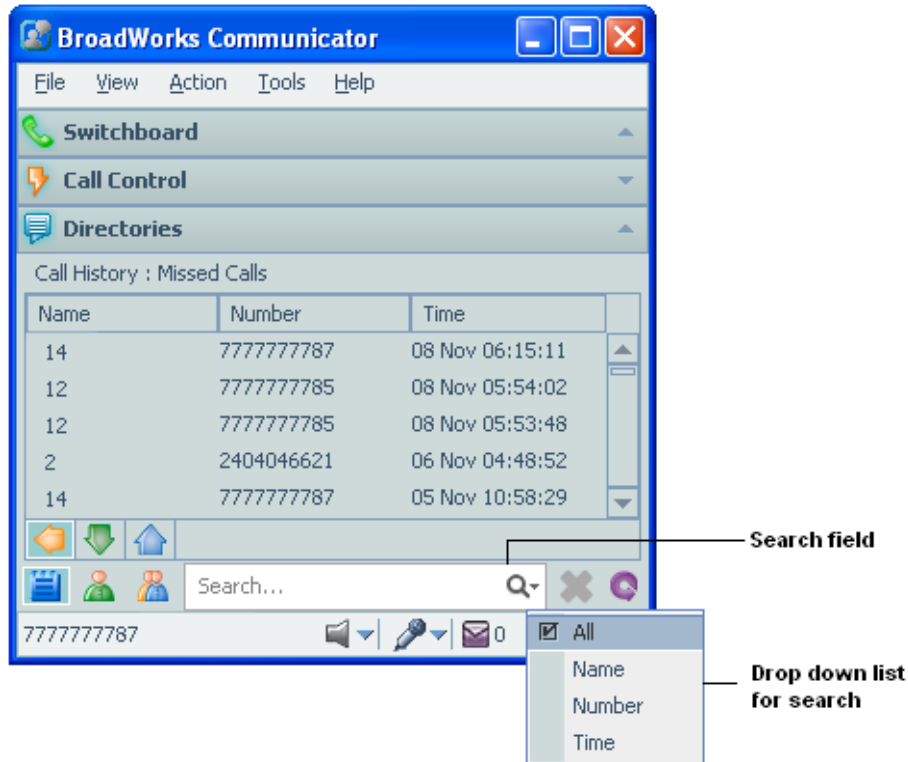




By default, the answer mode is set to "Manual Answer". When the user receives an incoming call, the user has to answer that call manually. If the user does not want to answer manually, then the user can select "Auto Answer" mode. All calls are automatically answered in "Auto Answer" mode. The user can also set the answer mode to "Do Not Disturb", which results in other parties being informed that the user is busy.

1.18 Search and Sort Call Logs and Contacts

The user can search and sort the call logs and contacts in the Directories panel.



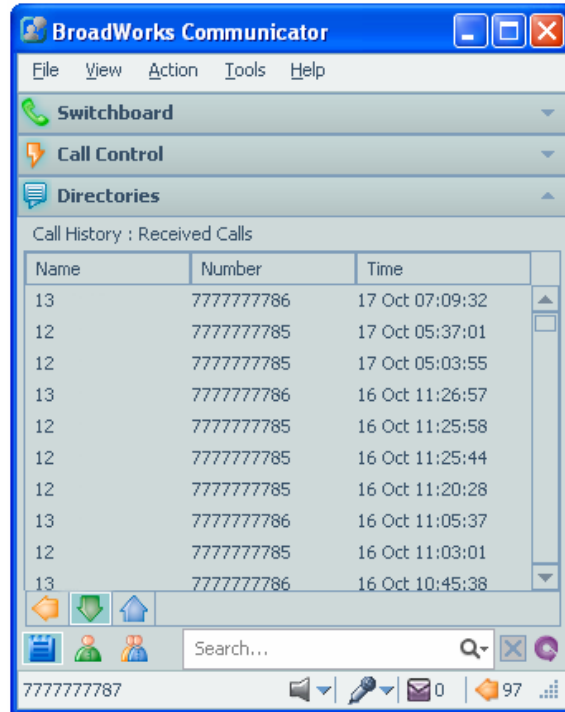
Searching

Initially, the languages supported by Communicator are provided by the service provider.

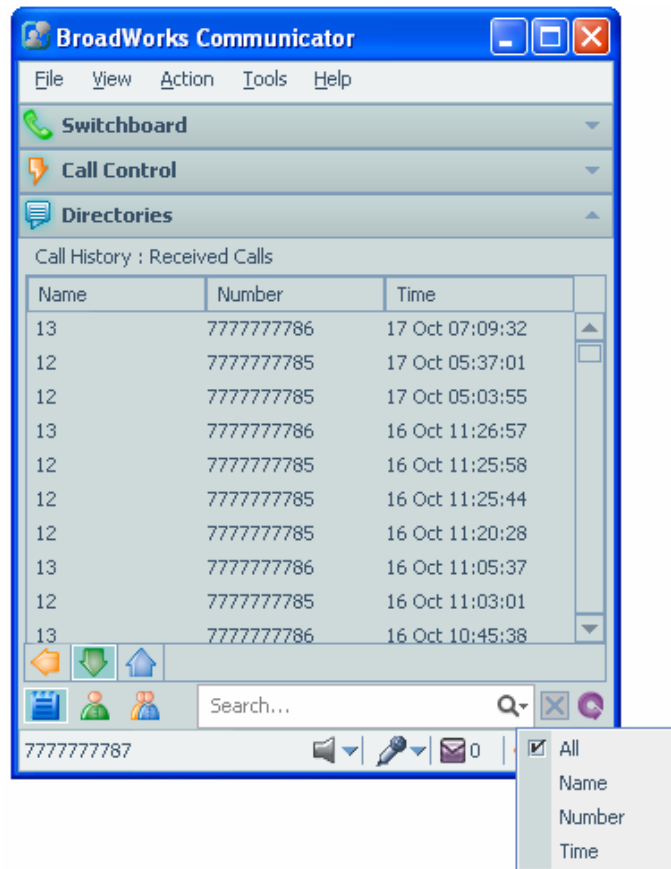
Communicator retrieves contacts and call log data for the user after a user signs in. The contacts or call log data is displayed in the Directories panel. Searching is possible for all columns of the table or can be column specific. By default, the search is applied on all columns of the table.

The following example shows how to search the call logs for a particular number:

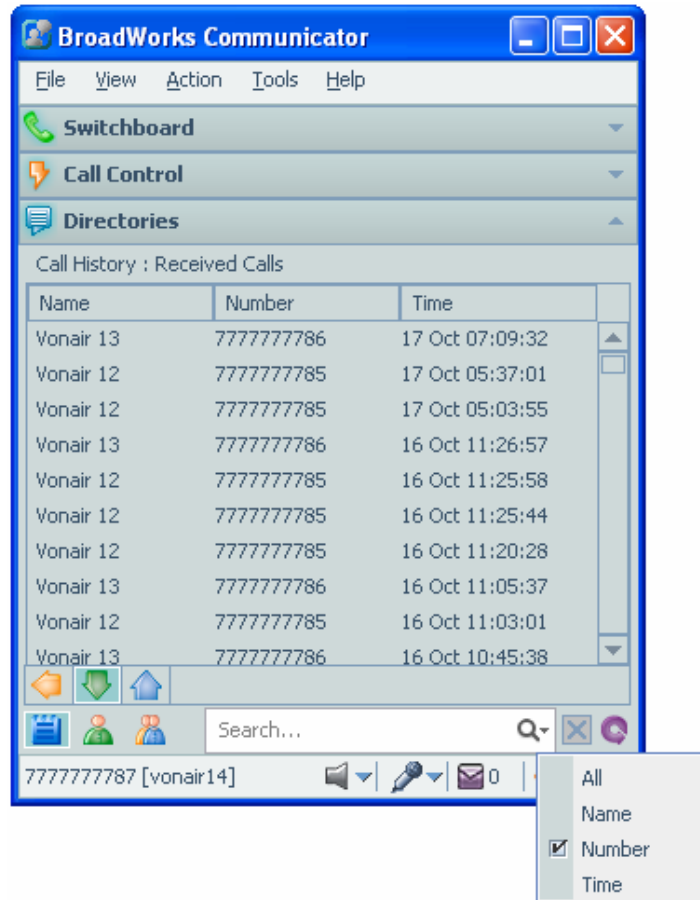
- 1) Click on the **Call Logs** tab, and then click on the **Received Calls** sub-menu.



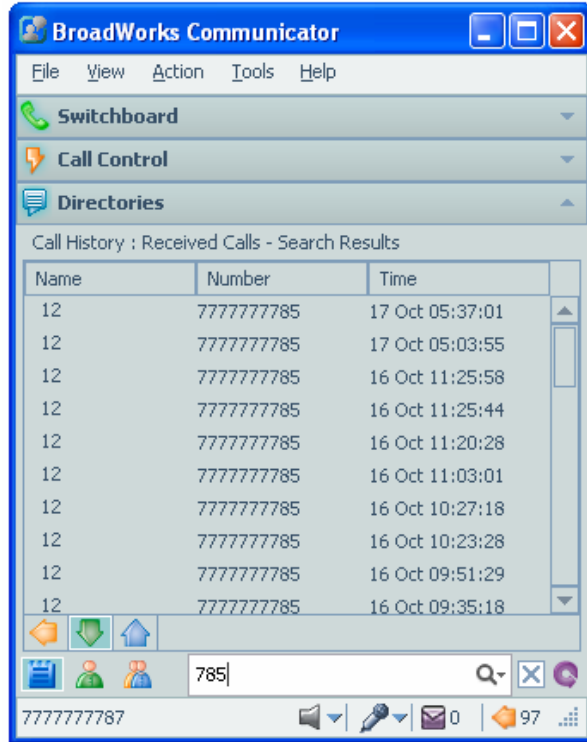
- 2) Click on the search icon of the drop-down list of the search. The drop-down list shows the names of the columns for that tab.



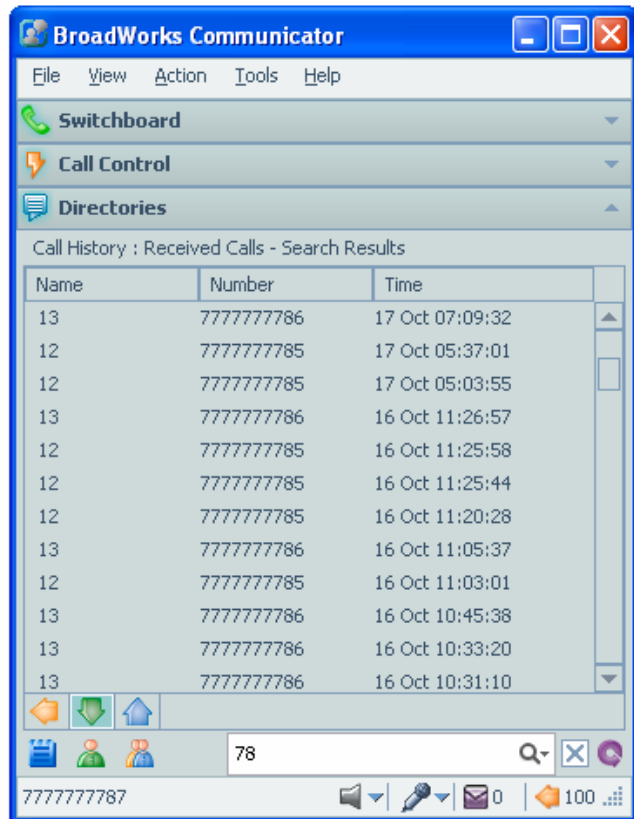
3) Select "Number" from the drop-down list.



- 4) Enter the word or letters or digits in the search field.
- 5) The Directory panel displays the result of the search. All numbers containing "756" of the Number column appear.



- 6) The user edits the search text. The user deletes the last digit of "785", that is, 5.
- 7) The result appears.



Sorting

The user can sort on the columns of the Call Logs, Personal Contacts, and Enterprise Contacts listings. The Name and Number columns are sorted lexicographically and the Time column is sorted chronologically.

Initially, the languages supported by Communicator are provided by the service provider.

By default:

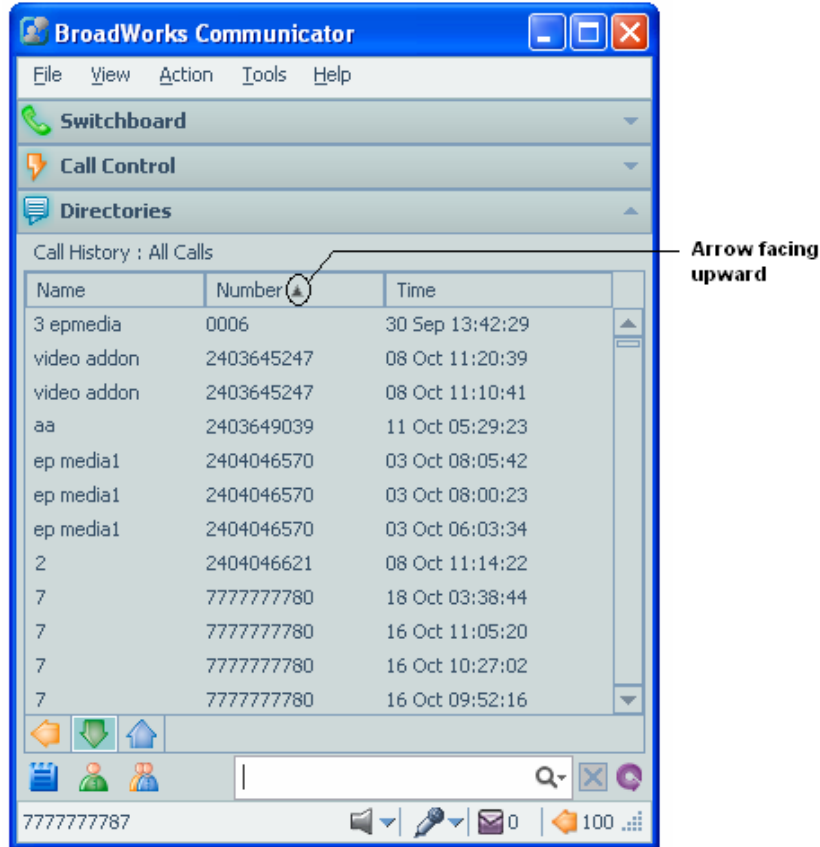
Contact directory – Contacts are sorted based on the “Name” column in ascending order.

Call logs directory – Contacts are sorted based on the “Date/Time” column in descending order. This means the most recent calls appear at the top and the least recent calls at the bottom.

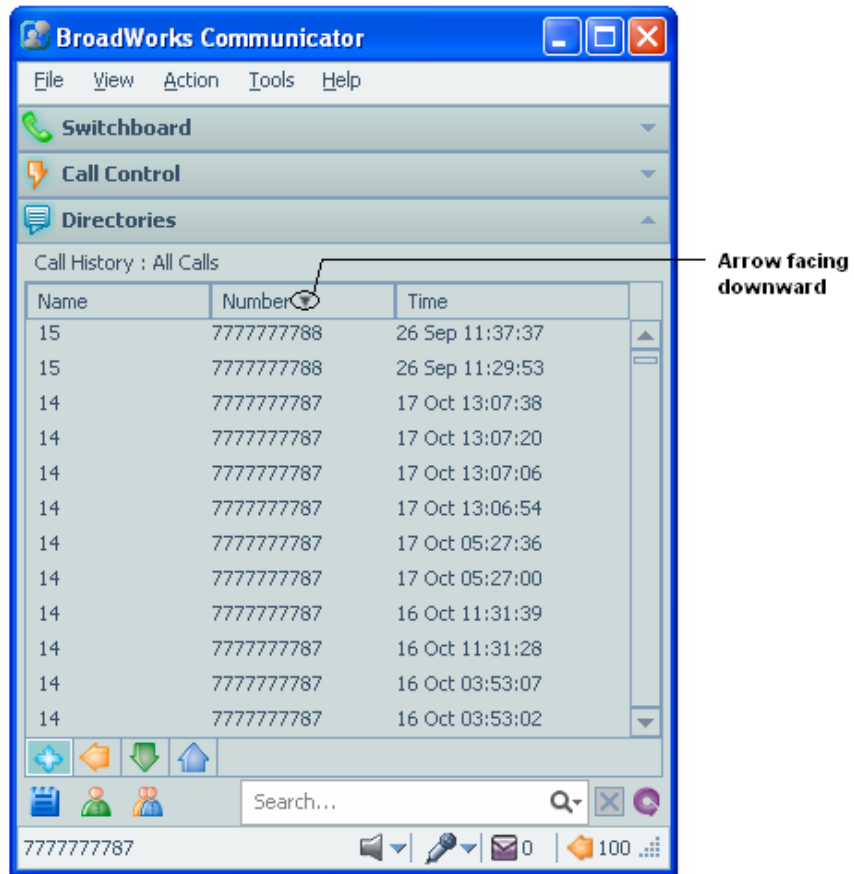
Communicator supports a secondary sort order. For example, call logs can be sorted by “Name” as the primary column and “Date/Time” as the secondary column. If the user sorts the call logs by “Name”, then the entries are sorted by “Name” and each group with same name are sorted by “Date/Time”. Sorting by “Number” also show this same behavior.

The following example shows how to sort the call log entries by “Number”:

- 1) Click on the **Call Logs** tab, and then click on the **Received Calls** sub-menu.
- 2) Click the **Number** column header. The arrow on the header of the column **Number** faces upward.



- 3) The entries appear in ascending order. The entries with same number are sorted in descending order according to Time.
- 4) Click the **Number** column header again. This time the arrow faces downwards.
- 5) The entries for **Received Calls** are displayed in descending order. The entries with the same number are sorted in descending order according to Time.



- 6) Enter text in the **Search** field.
- 7) The result of the search appears and the previous sort order is maintained. That is, the result is also sorted according to Number in descending order.