

A close-up photograph of a person's hand holding a silver smartphone. The hand is positioned over a laptop keyboard, which is visible in the lower portion of the frame. The background is blurred, showing a person's torso in a blue shirt. The entire image has a teal-to-green color gradient overlay.

Communicator User Guide

BroadSoft UC-One Communicator 22
Desktop PC / MC

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Get Started

This section contains the essential information for getting started with Communicator.

1.1 Installation

Your service provider provides the download of the installer.

Windows

- Double-click the installer executable and follow the installation instructions.
- Launch Communicator.

OSX

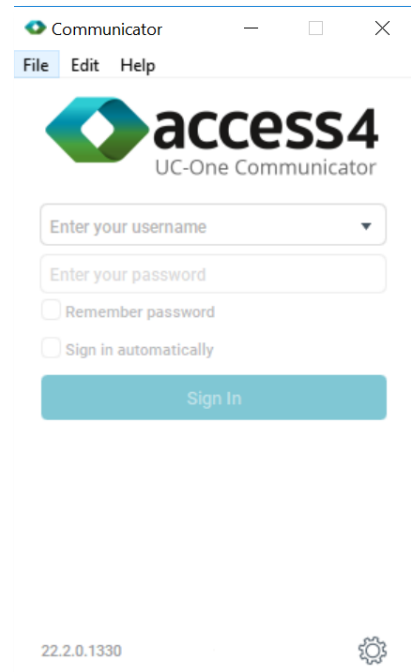
- Double-click the disk image.
- Copy the application into the *Applications* folder.
- Launch Communicator.

1.2 Sign In

When you first launch the application, you are prompted to sign in.

- 1) Enter your BroadWorks user name and password.
- 2) Select whether you would like Communicator to remember your password.
- 3) Select whether you would like Communicator to sign you in automatically on subsequent launches.
- 4) Click **Sign In**.

You can also access *Help* and *Preferences* directly from the login window.



NOTE:

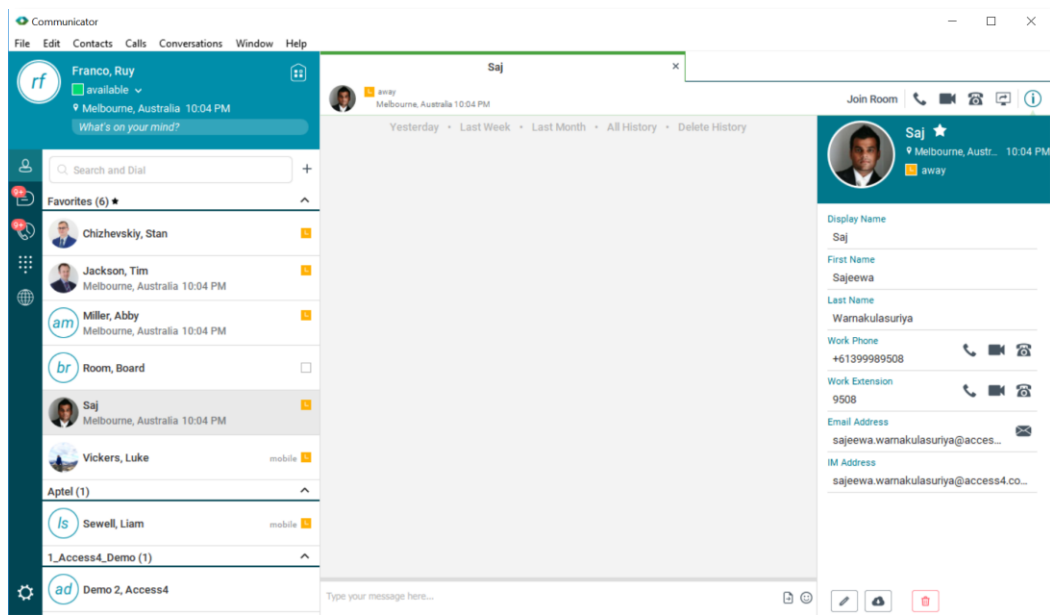
If you choose automatic sign in, you are automatically signed in and taken to the Main window upon subsequent Communicator launches. Otherwise, you are presented with the Sign In screen when launching the application. In the Main window, your default tab when signing in depends on service provider configuration; otherwise, Communicator remembers the tab you were on at sign out and opens that same tab at sign in.









The *Login* window offers the last used username, but the password shall be automatically filled in only if you have checked the **Save password** checkbox. If multiple people use the same machine, only the last password is entered as a security measure. If you change the username in the *Login* window through editing it, or using the drop-down list to pick another one, Communicator will not fill in the password; you are always expected to type it in. This also applies when re-selecting or re-entering the last used username.

1.3 Main Window

When you start Communicator for the first time, your *Contacts* list is empty. Use the *Search and Dial* field to find people and add them to your *Contacts* list. Contacts can also be added manually by clicking the **Add** button. Client windows can also be set to be always using the *Main* window menu option.



Icon	Usage
	My Information – View and update your information, for example, your presence, avatar, and location.
	Contacts – View your contacts.
	My Room – This is your permanent communication room. Participants can dial in to your audio bridge.
	Communications History – View previous chats and calls and visual voicemail
	Full Enterprise Directory – Show all contacts of the directory.
	Dial Pad – Make calls (it is integrated with the <i>Main</i> window).
	Preferences – Use for quick access to preferences and call settings such as Call Forwarding.
	Chat – Start an instant message conversation with a selected contact.
	Call – Make an IP audio call to a selected contact.
	Share – Share either the whole screen or an individual application.
	Call from Phone – Make a Click To Dial call from your desk phone (or secondary device).
	Video Call – Make a video call to a selected client (VoIP).
	Add – Add a contact, group, or conference.







My Information

- Click the avatar to update your status or location and enter free text (native desktop only)
- Double-click the avatar to upload a picture or use a right-click menu (single click on Chrome).
- Right-click the avatar to update your status (native desktop only).



Presence

You can set your presence to one status indicated in the following table.

Icon	What it means
	The green presence icon indicates that the user is online and ready for communication.
	The yellow presence icon indicates that the user is online but has been idle or away from their computer for more than ten minutes.
	The red presence icon indicates that the user is busy and does not want to be disturbed.
	The grey presence icon indicates that the user is offline and the only available contact method is calling or leaving a chat message.
	This icon indicates that the contact is busy on a call. This is an automated presence status.
	This icon indicates that the contact is busy in a meeting. This is an automated presence status. The Busy – In Call status overrides the Busy – In Meeting status so this one is only seen if there is a meeting but no call.

Communicator can automatically update your presence to the following:

- Busy – In Call
- Busy – In Meeting (Windows only)
- Available (desk phone)
- Available (mobile)
- Away on mobile
- Offline and busy in call

Location

Your location is automatically determined by your public IP address; however, you can manually set the text to appear for your location and time zone using the location dialog box.

NOTE:

IP address location should not be considered accurate and not used for emergency services.



1.4 Communications Window

After starting communication with one or more contacts, a new tab is displayed for chat. The call window is also integrated with the Main window chat tab by default. You can separate a tab on to a different Communications window by dragging and dropping it outside of the Main window. From this view, you can perform the following actions:

- Escalate a chat to include audio, video, and desktop sharing
- End an audio or video call
- Open the dial pad
- Mute your microphone
- Adjust your speaker volume
- Place a call on hold
- Transfer a call

If you are using several monitors, Communicator opens the *Communications* window as well as notifications on the same monitor as the *Main* window.

The limit is 20 active communications on Windows and on OS X. If the maximum is reached, the main window's top section warns user with the following message: *"The maximum amount of communication windows has been reached. Please close some to open new ones."*

If an incoming call is answered while this warning is shown, the client closes the chat session that has the longest time since its last activity.

1.5 Start Chat

Start a chat using one of the following methods:

- Double-click a contact from the *Contacts* list or search results.
- Left-click one or more contacts from the *Contacts* list or search results and click the **Chat** button (native desktop only)
- Right-click one or more contacts from the *Contacts* list or search results and click the **Chat** button.
- On the *Communications History* list, double-click a chat entry.
- In a *Communications* window, click the **Chat** button.

1.6 Send File

- In a one-to-one chat, transfer files by clicking the **Send File** button in the *Communications* window or use the "drag and drop" method so that they are moved to the *Communications* window.



1.7 Send E-mail

Right-click a contact from the *Contacts* list or search results and select the **Email** menu option. The contact must have an e-mail address defined for this feature.

1.8 Make Audio or Video Call

Make an audio or video call using one of the following methods:

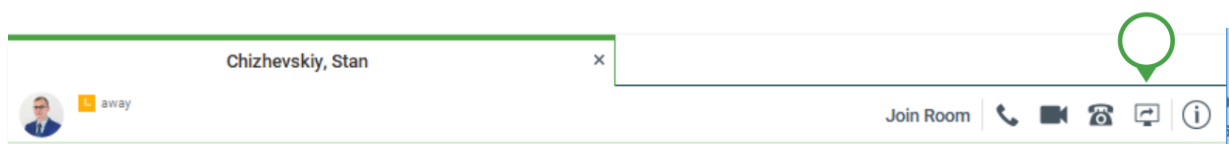
- Left-click one or more contacts from the *Contacts* list or search results and click the **Call**, **Call from Phone**, or **Video** button.
- Right-click one or more contacts from the *Contacts* list or search results and click the **Call**, **Call from Phone**, or **Video**.
- Enter a phone number in the *Search and Dial* field.
 - Press **ENTER** to start a VoIP call.
 - Click the **Call**, **Call from Phone**, or **Video** button.
- Open the dial pad, enter a phone number, and then click the **Call**, **Call from Phone**, or **Video** button.
- On the *Communications History* list, double-click a call entry.
- In the *Communications* window, click the **Call**, **Call from Phone**, or **Video** button.
- When viewing a contact's profile, click the **Call**, **Call from Phone**, or **Video** button.

NOTE: If dialling a phone number that requires additional dual-tone multi-frequency (DTMF) tones (for example, a conference bridge), you can type the numbers on your keyboard while the *Communications* window has focus or open the dial pad in the *Communications* window.

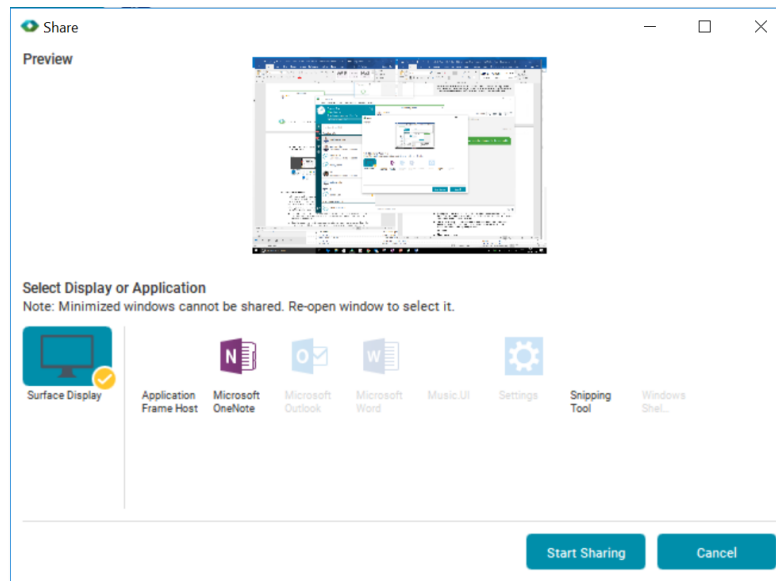
1.9 Share Your Application or Desktop

Share your desktop by following these steps:

- 1) Click the **Start Sharing** button in the top panel of the *Communications* window (if share panel is not visible). The Share button is visible by default in My Room also. This button is available when you have sharing enabled on your profile. The share selector window opens.



- 2) Select the application to share or the entire screen of a particular display and click the **Start Sharing** button.



1.10 Active Communications

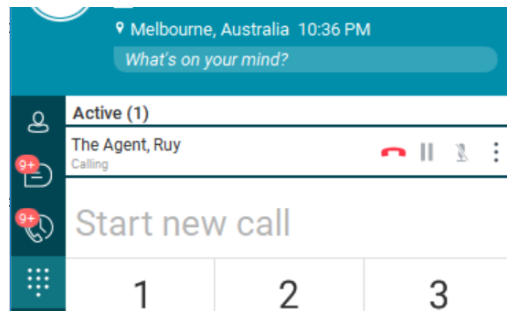
Active communications appear at the top of the *Contacts* list in the *Main* window (native desktop only). This area provides an easy view to see the people with whom you are communicating. By default the call window is shown in the *Active Communications* area in the *Main* window (where the call can be fully controlled in the desktop client). It reduces the number of communications windows; however, a separate call window can still be opened using an *Active Communications* menu. The following is also available in this area:

- Double-click an active communication item to bring this *Communications* window to focus if the call window is separately shown. If the call window is integrated, you can use a menu option to show it separately.
- See who has sent you a chat message, but only after you accept the chat session. Before the chat session is established, the chat items are not visible in active communications but a history badge is visible.
- End a call.
- Mute the microphone.
- Place a call on hold.
- Merge two calls or transfer by dragging and dropping calls onto each other.
- Transfer a call.
- Make conference calls.
- See call recordings.
- Park and retrieve calls.

You can right click the "More" icon of an Active Communications item (icon with three dots) for additional options while left click offers additional call management options for this call.



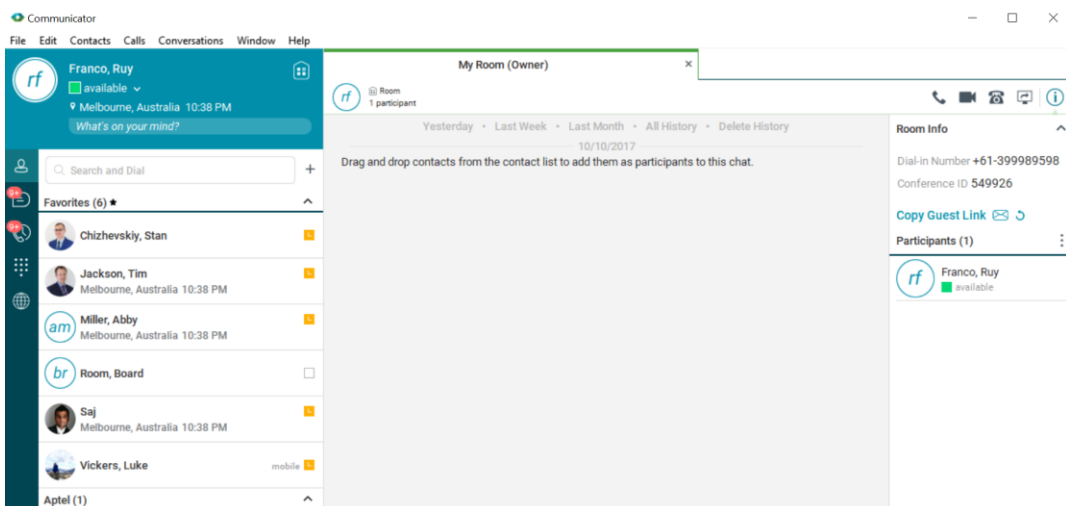
- Conference
- Call transfer
- Call park



1.11 My Room

My Room is an always available and permanent room you can use to chat with anyone that joins.

If your user profile has *My Room* enabled the credentials will be provisioned automatically through SASBOSS. (See SASBOSS User Guide for details) When in your room, you and your attendees can click the **Call** or **Video** button to have Communicator automatically dial in to the conference and enter the appropriate entry codes. You will hear DTMF tones when dialing into *My Room* (the call is made automatically, native desktop only).



You can invite others to your room by dragging and dropping them from the Contacts list into the *My Room Communications* window. You can also use the right-click menu on the *My Room* icon in the *Main* window or the menu icon in the *My Room* information area to copy an invitation link for guest users (people without Communicator). They can then click the link and join the meeting through a web browser. Guest users must be separately accepted for each session.

Contacts join your room by right-clicking your name on their Contact list and selecting *Join Room* or by an invitation you sent.



Email My Room Invitation menu results in working links for guest users only. Communicator users are recommended to use Copy My Room Invitation links; however, the links may not work in all applications as they were originally intended for Outlook.

1.11.1 Select Audio Devices

If you have multiple audio devices available for your microphone or speakers, select the preferred audio device before starting a call.

Windows	OSX
Click the Communicator logo in the Main window title bar	Select Communicator from the main menu.
Select Preferences.	Select Preferences.
Select Audio.	Select Audio.
Set a playback device (speakers).	Set a playback device (speakers).
Set a recording device (microphone).	Set a recording device (microphone).
Click OK.	Click OK.

If "Use default" is selected, then Communicator uses the default device set in the operating system preferences. For Windows, if "Default Communication Device" is defined, it is selected over the "Default Device". If you are using headsets, you can also select a separate device than the headset for alerting incoming calls.

Notes

In OS X it is recommended to disable "Use ambient noise reduction" in *System Preferences* to reduce echo.

Some devices when used with speaker mode will not have noise reduction and the callers will hear echoes of their own voices. Test your computer / Laptop and or use headsets



1.12 Contacts

Contacts are the people with whom you communicate and, in most cases; you see their presence and share your presence with them. There are three types of contacts:

- *Contacts* – Actual people with whom you communicate.
- *Conferences* – Audio or video conference bridges that you use to communicate with others. Silent dialing into the bridge also applies to these contacts if enabled by your service provider.
- *Groups* – Containers of contacts and/or conferences.

There is no hard coded limit on the number of contacts. The more contacts are added the more memory and processing is needed. The more contacts are added, the more difficult it is to find people without searching. Live search can be used instead of a very large local contact list while keeping memory and processing requirements to a minimum.

1.13 Add

The contact list is your personal contact list. When you sign in for the first time, there are no contacts in this list. You can add contacts in a number of ways:

1. Manually adding contacts by using the add contact function
2. Adding a contact from the Enterprise Directory
3. Accept new contacts from presence requests
4. Adding a contract from your Outlook contacts (if you selected the Outlook integration)

Add a new contact at any time by selecting the *Add Contact* item from the menu or choose the **Add Contact** button from the Main window.

In the *Add Contact* dialog box, enter the contact's information and then click **Add Contact**. By default, your presence information is always shared with a new contact if an Instant Messaging (IM) address is added.

Note once a new contact is added the IM address cannot be changed. It is recommended that if you want to see the user's presence and be able to chat, then you always enter the IM address first. All other details can be edited later.

If the user is a user from your Enterprise you can download their information from the directory by clicking the Import button on the button of the view profile window.



All contacts within your enterprise will be in the Directory tab. You can add contacts from this directory into your personal contact list by right clicking on the name and selecting add contact. This creates a record on the contact in your personal list and allows you to set new details such as display name.

If you are accepting contacts via a presence request, you may see the contact card after accepting the request, depending on the service provider settings. When receiving a buddy request, there are two buttons for accepting and rejecting the request. Dismissing the buddy request window only ignores the request for the duration of the login session. It reappears after the next login.

However, you can always share your presence information later by selecting *Subscribe* on the right-click menu for a specific contact in the contact / directory list. Note that the contact must accept your subscription request for you to establish the presence relationship successfully.

The newly added contact appears on your contact list.

Add a conference contact by clicking the same button you did for *Add Contact* and choosing the *Add Conference* menu option. A conference contact is a special contact used for conference bridges to avoid remembering PIN codes and conference number, for example, recurring conferences. Just create a contact for the weekly conference, add a conference bridge number and PIN, and join the conference just by right-clicking the contact or choosing it and clicking the **Call** button.

Choose the *Add Group* menu option to add a new group to the contact list.

1.14 Edit

Edit a contact by selecting the contact first. After you select the contact, right-click anywhere in the area of the selected contact and a menu of options appears which allows you to either view or edit the contact profile. In *View* mode, click the **Edit** button to go to *Edit* mode. This base principle is the same for normal contacts, conference contacts, and groups. Note that depending on your service provider settings all or no contact card fields may be editable. Depending on your service provider settings, you may also see a button for synchronizing the contact card with the Telephony Directory or the synchronization may take place automatically (native desktop only). When the manual synchronization button (cloud icon) is visible, there is no automated syncing of the contact card details with server information. To synchronize the contact card data, click on the cloud icon.

- *Unsubscribe* removes the presence relationship between you and that contact. This means you do not see the contact's presence information and your contact does not see yours. To re-establish the presence relationship, select *Subscribe*. An unsubscribed contact remains on the contact list and is always shown without an icon. Any contact that is not presence-enabled is shown in the same way.
- *Delete contact* removes the contact from your contact list.
- *View Profile* opens the *Contact Information* dialog box where you can add, edit, or remove information. This works for both normal and conference contacts.
- For groups, choose the *Edit* menu option to rename a group.

Once done with all changes, click the **Save** button.



1.15 Filters

You can filter contacts in two ways:

- Use the *filter* field to search by contact name. The contact list is filtered in real time as you type.
- Alternatively, use the filter menus available by right-clicking the *Contacts* icon in the left pane to display only specific types of contacts such as online contacts (native desktop only). You can also sort contacts based on first or last name or choose whether to display the contact's avatar and availability status in the contact list.

Favorite filtering works slightly differently in Release 21.2.0 and later:







- When you make a contact your favorite, the favorite group shows on top of the contact list and cannot be hidden.
- When you delete all your favorite contacts, the favorite group does not show anywhere.
- When you have even one favorite marked, you see the group.



Presence

For each contact you have subscribed to, you can see their presence. Similarly, your contacts can see your presence on their contact list.

Presence means that your friends are able to see whether you are available to communicate, for example, “I’m busy” or “I’m available”.

Icon	What it means
	The green presence icon indicates that the user is online and ready for communication.
	The yellow presence icon indicates that the user is online but has been idle or away from their computer for more than ten minutes.
	The red presence icon indicates that the user is busy and does not want to be disturbed.
	The grey presence icon indicates that the user is offline and the only available contact method is calling or chatting.
	The question mark indicates that a subscription is pending and the contact has not yet approved sharing their presence.
	This icon indicates that the contact is busy due to a call. This is an automated presence status.
	This icon indicates that the contact is busy due to a meeting. This is an automated presence status. The Busy – In Call status overrides the Busy – In Meeting status so this one is only seen if there is a meeting but no call.
	This icon indicates that the contact is only available on mobile Communicator.
	This icon indicates that the contact is only available on a compatible desktop phone, and not Communicator.
	This icon indicates that only the mobile client is online and in the away status. This was a Preview feature in Release 21.5.0.
	This icon indicates that the user is in a call but is not logged in to XMPP (presence and chat). This was a Preview feature in Release 21.5.0.



The avatar is not completely in real time. The avatars are retrieved at login, when the contact is added, and when the contact comes online. Double-click the avatar to change it.

If you see an error message at the top of the *Main* window “XMPP Unavailable”, it means that the XMPP connectivity has been lost for chat and presence; however, you can still make calls. You should contact your service provider.

Have the Outlook calendar automatically change your presence to *Busy – In Meeting* by enabling this in the *Preferences* → *General* tab (native desktop only).

The presence update is only triggered by appointments and meetings that are in the *Show me as busy* state.

The XMPP address of a contact cannot be changed. Instead, you must delete the old contact and create a new one.

Location in presence is done based on the IP address that the machine is using. The IP address is mapped to a physical location. BroadSoft is working with the mapping provider to improve the accuracy of the location. Change the location manually by clicking the avatar (if presence controls are not already expanded) and then the location icon to go to the manual location and change the view.

Snapshot of presence status is also available in search results and Communications window for contacts who are not buddies. This presence status is not updated after the search is done or after the communications session is set up.

NOTE:

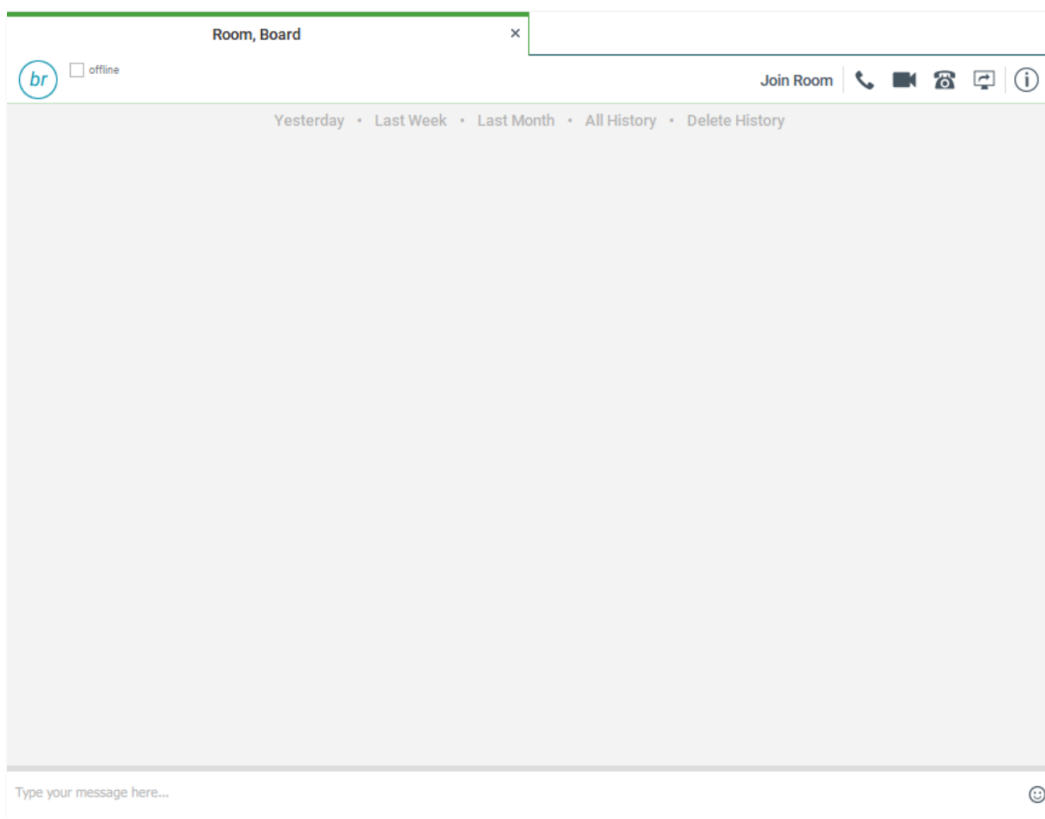
IP address location should not be considered accurate and not used for emergency services.



Chat

1.16 Chat View

When you initiate a chat, the Chat tab inside the Main window opens. Chatting with a contact is possible only when you are both online. If your contact initiates a chat, you see a pop-up notification in the bottom right-hand corner of the screen. If you close the Chat tab and open it again, sent chat messages are shown in the tab as chat history. When enabled by your service provider, a typing notification is also shown.



When the chat opens, you see the contact's information at the top of the screen. If you want to use the whole area for writing, you can press the background of the information or the top bar. You can contract or expand the information of the contact during the chat and you can leave it open or closed depending on your preference.

At the top of the message area, there are four links: Yesterday, Last week, Last month, and All history. From these links, you can load history from your local storage and different time frames. You can delete the history

In the text field, you can add a emoticon. Emoticons can also be added by manually entering the corresponding characters that represent that particular emoticon. You can send text by pressing **ENTER**.

Emojis are also supported and are rendered as ordinary emoticons when received.

To enter a line break in the *text* field, you can use the following key commands:



- CTRL+ENTER (COMMAND+ENTER on Mac)
- SHIFT+ENTER
- ALT+ENTER

Use either one of the short commands, CTRL+C or CTRL+V, or right-click the selection for a menu to copy or paste the text to or from the *Chat* window.

It is also possible to chat with users in other domains. BroadCloud also supports Google federation. Group chat is not supported in Google federation, so the group chat option with these contacts is shown in grey.

All sent and received chats are stored locally in the chat history and an optional message history feature provides multi-device enhancements so that messages sent or received in other own devices would also be shown.

1.17 File Transfer

File transfer functionality is accessible only through the *Chat* window.

- 1) To open the *File Selection* dialog box, click the **Send File** button located to the side of the text field.
- 2) Select the file to be sent from the dialog and then click **Open**. You can also drag and drop a file into the *Chat* window.
- 3) Once the file offer is issued and during its transfer, you can cancel the transfer (at any time) by clicking **Cancel**.
- 4) Accept an incoming file transfer by clicking the **Accept** button.
- 5) Reject the file transfer offer by clicking the **Decline** button.

After the file transfer has completed, the received files can be opened or viewed in the file manager by using the *File received*, *click to open*, and *Show in folder* links.

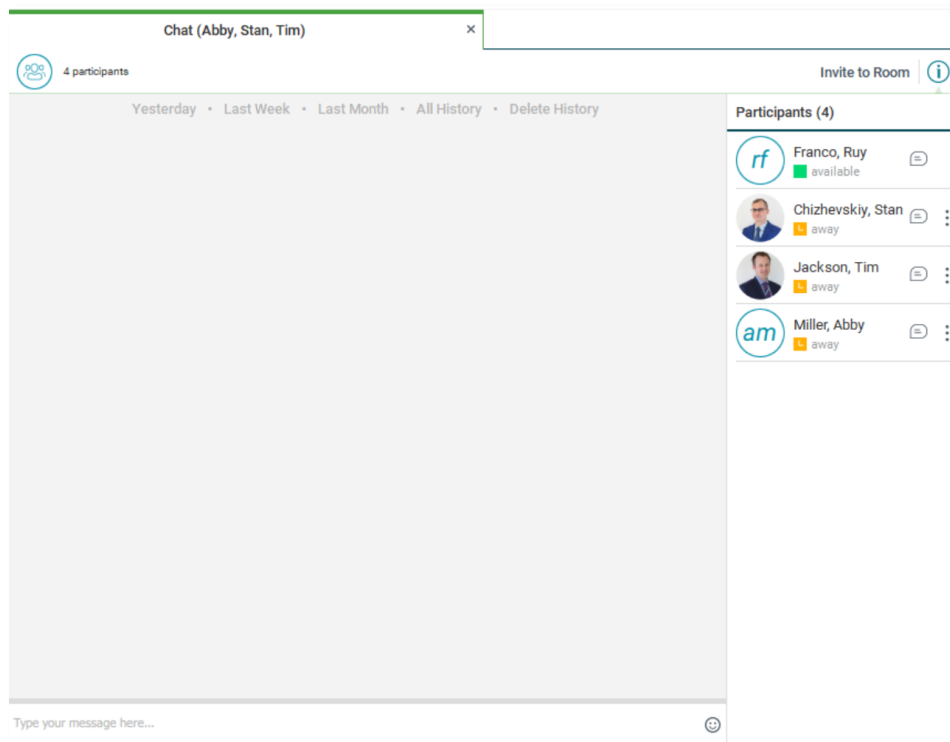
In error situations, partially received files are not deleted automatically.



1.18 Group Chat

Start a group chat by “multi-selecting” and right-clicking the *Main* window contact list. More people can be added later to the chat by “drag and drop”. Only the owner can add more participants.

A group chat works the same way as a one-to-one chat. All messages from anyone are sent to everyone else. All contacts need to be online to be able to participate in a group chat. You cannot invite an offline contact or a contact that is not on a device that supports group chat. This does not affect the group chat in any way.



A group chat history is saved both in My Room and in ad hoc chat rooms and is available to view later in the *Messages* tab of the Main window.

In the *text* field, the contacts' names appear in different colors to easily distinguish between who is writing.

Only the newest chat room messages are stored on the server. One-to-one chat messages are only saved locally. When the optional *Message History* feature is enabled by your service provider, messages sent from your other devices are also shown.

Deleting a chat room is not supported.

Chat rooms can be moderated by the owner. Use the right-click menu options to remove a participant from your chat room. If needed, the removed participant can join later. The removal also applies to desktop share sessions.

Typing notifications are not supported in group chats.

Receiving group messages sent from UC-One Connect is supported.







1.19 Chat Recording

Chats can also be recorded as an option (native desktop only). In this case, the client shows a recording indicator. Note that there are no end-user controls for chat recording. To setup Chat Recording at the server level please contact your Access4 Partner to establish.

Audio and Video Calls

The following table describes additional *Communications* window icons and explains what you can do with them, for voice and video calls.

Icon	What you can do
	Enter additional digits using the dial pad at any time during the call (for example, to insert a conference number). The dial pad is not movable.
	Mute your microphone by clicking the mute icon.
	Adjust the volume bar to adjust the volume. Dragging it all the way to the left mutes your speakers.
	Use this icon to access the <i>Call Options</i> menu. In the <i>Call Options</i> menu, you can find different actions to use for a call depending on your settings and your service provider.

In the *Options* menu, there are the following options:

- Transfer a call to a third party (native desktop only).
- Put the call on hold. Note that if you hold the call, the other party cannot “unhold”. This freezes a video call to the last frame of the video feed. In both voice and video calls, this is communicated to all parties by a notification appearing in the middle of the screen.
- Hide or show your own video.
- Add participants to the call (native desktop only).

As an alternative, in general available Feature Access Codes (FACs) for call management work during calls, for instance *55 for direct transfer to voice mail, but the ongoing call must be put on hold and a new call must be made to the FAC “number”. Using DTMF for the same purpose does not work.

When establishing a call to a contact, you can choose several ways to call. Select the contact you wish to call and press the *Call* icon. This calls the default number. If you right-click on the contact you wish to call, you can choose the number to call from a right-click menu. There can be several phone numbers available in the menu. The work phone is the default and top most number is followed by mobile and other numbers. This also applies to the transfer and conference windows. However, in certain cases the transfer/conference default number can differ from other call options in other menus.



The default call type can also be selected using accessibility menus (Calls → Dialing service). This controls the default call type when using call buttons.

You can also call circuit-switched network numbers such as Global System for Mobile Communications (GSM); however, this depends on the service provider network you are using; there is no technical limitation.

Choose your video size from the *Preferences* and the *Video* tab. Your selection is used by default for future video calls. The available sizes are automatically presented based on your camera.

1.1 Call From Computer

Select a contact from your contact list to start communication and click the desired communication button. Type a phone number in the *Search and Dial* field at the top of Communicator window (search or communicate) to communicate with someone who is not on your contact list.

1.2 Call From Phone

The second option to communicate in the row of communication buttons is the **Call from Phone**. When you click this button, the desk phone instantly starts ringing and the call is established from your desk phone. For Users with more than one device only the primary device will establish the call out from Call from phone.

For remote calls initiated using Communicator, you can also have mid-call controls such as hold/resume, transfer, and add participant.

Automatic *Busy – In Call* presence also works with the Call from Phone feature.

1.3 Answer Call

When someone is calling you, you see a pop-up notification on your screen. You can choose to answer, silence the incoming call, and then open a chat session with the caller, reject the call, or silence the incoming call by closing the pop-up notification window. If you silence the call, the ringtone is silenced but the caller does not see anything on their end. You can answer or reject the call after silencing it only if you have chosen the chat option. If you close the incoming call pop-up notification to silence an incoming call, then you do not have an option to answer or reject it any more. When choosing the chat option, chat is only enabled after the call has been answered or rejected.

If you reject the call, it causes the line to sound busy at the caller's end and they know that you rejected the call.

When someone is calling you with a video, you see the same pop-up notification; however, the options are answer with video, answer as voice only, silence and chat, reject, or silence (by closing the pop-up window). If you decide to answer as voice only, the call is voice only.

1.4 Contact Name Lookup for Incoming Calls

Communicator performs a local contact search for incoming calls. If the number matches one of the contacts on the Communicator contact list, the name is shown on the incoming call screen along with the alert. Both the display name and phone number are shown when available.



If there is no match to a local contact, Communicator looks for a match in the Telephony Directory, and if a match is found, the available information is shown for the incoming call. If there is no match in the Telephony Directory, the display name is taken from the available information in the incoming call.

Whenever you retrieve your call logs/history, Communicator does a lookup in the local contacts and populates the name if a match is found.

1.5 Missed Call or Communication

When you have one or more missed calls or other types of communications, there is a notification on the left-hand side of the navigation pane in the Main window. Clicking the icon takes you to the missed communication in the *Communications History* view.

1.6 Full Screen in Video Call

Full screen mode can be activated by clicking the **Full Screen** button or by double-clicking anywhere on a video.

Exiting full screen mode is done by pressing the **Esc** key (on both Windows and OS X) or by double-clicking the window. Exiting full screen makes the video call go back to its original state (even if there was resizing of the window previously before going full screen).

In a full-size window, you can see a similar *Options* menu at the top. It has the same functionality as it does in the normal view. When you move the mouse, the top bar and lower communication buttons appear on top of the video.

1.7 Multiparty Sessions

You can have many participants in a call, either in a *My Room* or in an ad hoc multiparty call (native desktop only). Add more participants by dragging and dropping them on to the *Communications* window or by selecting the Conference menu item via the *Communications* window menu button. By choosing the menu item, you can also add participants with just a telephone number.

In contrast to using *My Room*, which uses your permanent chat and collaboration rooms and conference bridge, you can start ad hoc multiparty sessions by either selecting multiple contacts on the contact list and starting a chat, by calling them, or by expanding a one-to-one session into a multiparty session by dragging and dropping a contact into the *Communications* window. In an ad hoc session, the room used is a temporary one that is deleted once the session ends (that is, when the last participant leaves). Voice conferencing does not use a bridge but instead uses the BroadWorks N-Way Calling supplementary service in a sequential fashion. Communicator dials out to all participants and takes everyone off hold after the last attendee answers.

In newer deployments with the Video Server (UVS), the ad hoc room created for the session has a limited lifetime and becomes inactive when idle for too long. In this case, participants are able to rejoin the ad hoc session if they drop out for some reason. A consequence of this is that, in ad hoc group calls, participants who are no longer in the call are still visible in the participant list.

If the XMPP service is not available, then ad hoc multiparty calls are not available.

1.8 Call Waiting

You can have one active call at any one time if you receive a new incoming call and accept it. The existing call is put on hold and you can change between these two calls by using the **Hold** and **Unhold** buttons.



1.9 Call Transfer

Blind call transfer is available in the *Communications* window; choose the Transfer Call menu item to transfer the call to someone else (native desktop only). Attended call transfer is also available in the same window, first call someone to check if the called party can take the incoming call and then transfer the incoming call to the desired called party.

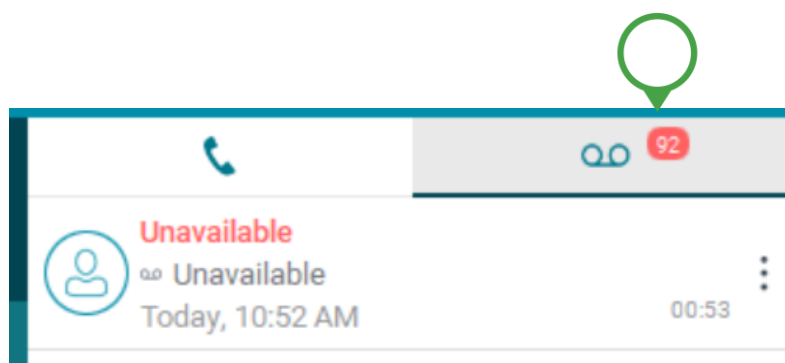
1.10 Message Waiting Indication and Visual Voice Mail (Preview)

Depending on your settings, you can have either Visual Voice Mail (preview feature) or Message Waiting Indication (MWI) view in your client. Chrome supports visual voicemail but not MWI.

The MWI service allows you to receive a notification for a waiting voice mail or video mail. By clicking on the message icon in the upper part of the Main window, Communicator calls the predefined mailbox number to allow the user to listen to the voice mail or view the video mail. With this view, you only have two history tabs: one for calls and another for chat.

It is also possible to call voice mail from the dialer by long pressing the “1” icon in the dialer native desktop and mobile clients.

When visual voice mail is enabled, a tab is available, showing visual voice mails. Click on individual mails to listen to them.



Missed calls are indicated by an icon in the *Main* window. Missed video and audio calls are indicated with a different icon. Note that the MWI icon is in the same place when it indicates a new voice mail.

Visual voice mail is also supported. You can see all voice mails in a list and play them inside the *Main* window.

NOTE:

To change your voicemail settings log into your SASBOSS portal to configure detail including voicemail to email delivery settings.

1.11 Call Park and Retrieve

Call Park is particularly suited for shared environments where one person can answer the call, park it, do something else for a while and continue the call from another device or let somebody else continue the call (supported on native desktop only).



Transfer an ongoing VoIP call to a Call Park server and then retrieve it when needed. An ongoing call can be parked against your own number or another number (an extension). Call Retrieval works in the same way, the parked call can be retrieved from your own number (an extension) or another number (an extension) to provide flexibility for who is picking up the parked call.

A parked call is visible on your desktop in the Active Communications area so that you can easily retrieve it, but only for the duration of the BroadWorks Call Park announcement. After the announcement is over, the parked call disappears from the Active Communications area (since the triggering call is disconnected). After the call disappears from the Active Communications area, the user must remember the extension to which the call has been parked to retrieve it using the Main window menu (or feature access code), unless the call was parked to the one's "own" extension. If the call is not retrieved after a certain time, then the server calls the parking user.

1.12 Call Pull

Call Pull allows you to pull an active call from one of your devices to another one where the Call Pull feature is used. Call Pull can also be used with Feature Access Codes (FACs), in this case, *11. The desktop and mobile clients all support Call Pull feature.

To pull a call to the desktop client, simply click the call pull button in the active call window.



1.13 Call Recording Controls

If you have selected to have call recording option you will have two options. Record all calls by default, or only record calls that manually are selected. Your user profile will need to have call recording add on provisioned to enable this. When recording all calls the service is PCI compliant in that call recording can be paused for taking private information such as credit cards.

To access the call recording controls click on the more button in the active call control panel and start, pause or stop call recording.

Call recording can be initiated when a call starts or dynamically during a call (and start, stop, pause controls may be available). Additionally, there is an audio indication that call recording is ongoing as well as a visual indication. Feature Access Codes can also be used to control call recording when enabled in the configuration.

Recorded calls are accessed outside of Communicator; that is, you cannot view them using the client.

Depending on your service settings, call recording behavior is one of the following (this cannot be controlled in the client but in the self-provisioning portal):



- Always – recording indication (icon) in the *Communications* window as well as the *Active Communications* user interface (UI).
- Always with pause/resume – recording indication (icon) in the *Communications* window as well as in the *Active Communications* UI (only pause/resume menus available).
- On demand – recording indication (icon) in the *Communications* window as well as the *Active Communications* UI (no stop menu available, only start and pause/resume). After a call is established, call recording starts on the server. If the user presses the **Start Recording** button during the call, the call recording is stored and the server keeps the recording of the whole call regardless of when the recording was started (except for pauses). Otherwise, if no start recording is initiated from the user, the call recording is deleted from the server.
- On demand with user-initiated start – recording indication (icon) in the *Communications* window as well as the *Active Communications* UI (menu options available for start, stop, and pause). Call recording can be initiated at any time and several times during a call. There are separate call recordings for each call recording startup.
- Never – no indicators or menu options present.

Pause/resume audio indication depends on your service provider settings. It is recommended to log back in after changing the call recording mode in the self-provisioning portal.

1.14 Moderator Controls

You can control the functionality available to participants if you are the owner of the session in My Room. You can do the following:

- Dismiss one or more participants. This ends all sessions (group chat, audio, video, and share) when the participant is using Communicator for Desktop.
- Mute one or more participants.
- Lock or unlock the room (when locked, no additional participants can join).
- See active talker indication.
- See full audio participant list.

To invoke the features, you can use either the right-click menus or you can click on the moderator control icons of a participant. Note that most features are not available via icons. To dismiss or mute all participants or lock the room, use the right-click menus available for your own icon at the top of the participant list.

If you are not the owner, you can only see the XMPP (chat) participant list or the full participant list along with mobile participants (depending on your service provider settings).

1.15 Forced Logout

Depending on your service provider settings, you may see a pop-up saying that you have been logged out due to another instance of the client logging in (native desktop only). This feature allows BroadWorks to track similar online client instances and only allow one of them to be online at the same time. When BroadWorks notifies the client to log out, all connections are terminated and client returns to the login window.



1.16 Echo (Test) Service

Use this *Main* window menu option to make a test call to verify voice and video quality. The echo service asks you to record a message and plays that message back immediately before hanging up. The echo service may be available in different languages depending on your service provider settings.

1.17 Headset Support

You can control incoming and ongoing calls from a compatible headset. The feature set supported is answer/hang up as well as mute/unmute. Volume control operations are not reflected in the Communicator UI. A list of compatible devices is available in the communicator help page at [rt](#)

Headsets typically use an add-in of some kind to communicate with the rest of the client while calls are made. Currently, installed add-ins are visible in *Preferences Add-ins* tab.

In addition to the standard HID add-in developed by BroadSoft, headset vendors may develop their own add-ins that will replace the standard HID add-in for all devices. These vendor-specific add-ins would be installed during new headset installation; however, the standard HID add-in should remain in the preferences list. If for some reason it has disappeared, adding the respective .dll file back to the add-in folder should make it visible again in the preferences. If later on you would like to change to another headset, the vendor-specific add-in could be disabled from preferences to again use the standard HID or some other new add-in by another headset provider.

The following is the default Add-in folder location (note that it is not possible to write to this location in all systems):

- Windows 7/Windows 8/8.1/10: C:\Program Files\Access4\UC-One\connectors

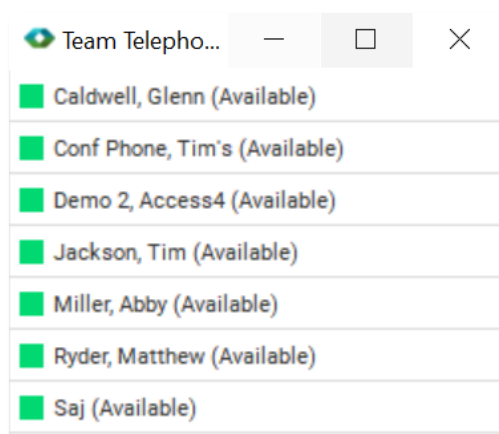


1.18 Team Telephony

Team telephony is comprised of a team telephony window showing the predefined team members and their related call states (native desktop only). For a ringing call, the only action is to pick it up.

Each team telephony member can have four call states: *available*, *busy in call*, *ringing*, and *offline*. The status for a team telephony member is shown in the team telephony window. When a line is ringing, you can see the caller ID in the respective lines tooltip if configured by your service provider. All team members can see the full list of team members in the team telephony window. A double-click on the team member performs the default action towards the contact. You can drag and drop people from the contact list to the team telephony window or vice versa to transfer or conference calls.

The corresponding server side service must be provisioned and assigned by the service provider for the client to work. Usual call management options are available once the call has been answered.



1.19 Call Center Agent Login

If you are a call center agent (native desktop only). You can do the following:

- View your call queues.
- Join your call queues.
- Set the Automatic Call Distribution (ACD) status so that you get incoming call center calls. However, this is dependent on your license settings.

With suitable ACD status such as "Available", incoming calls to the queue are routed to your client. With "Unavailable" ACD status, BroadWorks Do Not Disturb (DND) state can also be selected or "Personal Call". Each ACD status indicates with text if you are to receive incoming call center calls.

Dynamic ACD status updates are not supported if the ACD status is changed somewhere else.

1.20 Auto-Answer

Support for auto-answering incoming SIP calls for call center scenarios is available. The incoming call notification is identical to the usual incoming call notification.



Application or Desktop Share

To share your desktop or individual application:

- 1) In the *Communications* window (or tab on Chrome), click the **Start Share** button (Screen Share on Chrome). This does not yet start the “share”.
- 2) Select either to share your entire display or one of your open applications and click **Start Sharing**. On Chrome, click the **Start Share** button again to select the application and screen to share.

The share widget appears to let you control share settings such as **Preview** that shows you what participants are seeing and **Pause** that pauses sharing.

- 3) To stop sharing, click the **Stop** icon. While sharing, all other communications mechanisms are also available except for video calling and file transfer. Participants cannot hide a share without closing the *Communications* window. Video call is also available while sharing.

Desktop sharing works the same way in both My Room and in ad hoc sessions. For participants without Communicator, use the separate Desktop Share Invitation link, if available, by right-clicking the **My Room** button. Share selector is not dynamically updated while the selector is open and minimized applications are not available in the list of applications to share.

If you are first in a video call and then start share, your own video is not shown due to limited space available, but you can make it visible using the *Main* window menu in the bottom right-hand corner by selecting “Show Own Video”.

If you are using dual monitors, you can choose which monitor to share. You can check the primary monitor in the operating system settings.

You can also remove desktop share participants. They are also removed from the group chat at the same time. If needed, the removed participants can join later.

Depending on your service provider settings, you may have to provide desktop share credentials manually.

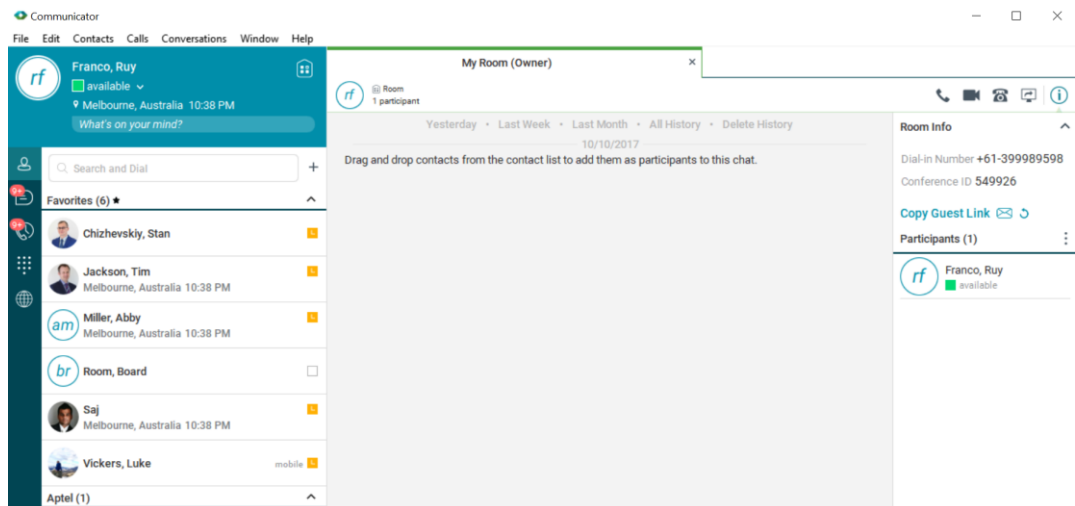
In addition, participants can share when enabled by the service provider by clicking on the *Share* button; however, the room owner can prevent this at any time. Only one person can share at any one time in a session. Only one share at a time is supported if you have sessions with many users at the same time. Share passing is only supported in My Room.

Participants do not have to take any action to accept share invitation. It is automatically accepted. The same also applies to share passing. That is, the owner does not have to take action for participant to start sharing.



My Room

My Room is started by clicking on the **My Room** icon on the left-hand side of the navigation pane. *My Room* is started automatically using your permanent chat room. Add more participants by dragging and dropping them into the *Communications* window or the Conference menu, or they can join your room by right-clicking your name on their contact list and choosing the *Join Room* menu option. Once people have joined the chat room, they can click on the **Call** button of that window to join the conference. The room owner can also share their desktop.



In addition to the owner of the room, participants can also share the desktop but only the owner can add more participants. This applies to both *My Room* and ad hoc sessions. MyRoom credentials are set automatically through SASBOSS. To change these settings please see SASBOSS help guide.

- 1) To see a Context menu, right-click the **My Room** icon on the left-hand side of the navigation pane (native desktop only).
- 2) Select *My Room Invitation* (or, for example, *Copy My Room Link* on Chrome) to copy an invitation link to the operating system clipboard, Paste this link, for instance, to meeting invitation e-mails to allow Communicator participants to join the conference in one click from, for example, Outlook, or Office applications. Note that some applications may not recognize the Communicator link. You can also copy the My Room Invitation to the default email client (this text does not contain the Communicator link) and go to the My Room preferences via a right-click menu option.

The link has two parts: one for Communicator users and another one for users with some other client. Depending on your service provider settings, the invitation can also contain a link to the desktop sharing session. The invitation always contains a dial-in number and PIN for users who do not have Communicator. The desktop share link, when available, allows anyone to join a desktop share session from a standard web browser. In addition, the Communicator



group chat session is supported with the web collaboration session. For guest user links, see the next section.

The **My Room** icon also has a tooltip indicating the conference bridge details of your My Room.

The *Communications* window also has an icon that provides the same Context menu previously discussed.

For more information on desktop sharing, see section [Application or Desktop Share](#). Desktop sharing works the same way for both *My Room* and the ad hoc sessions.

My Room uses your permanent chat room, permanent collaboration room, and conference bridge (audio or video). My Room is the only way to use the permanent rooms. Any other multiparty communications, such as selecting multiple contacts, and right-clicking for a conference call, or dragging and dropping for a one-to-one chat, is done using ad hoc rooms. Ad hoc rooms are deleted once the session is over.

All My Room sessions start as chats but call and/or share can be added to the session while in progress. File transfer and video conferencing are not supported in My Room or ad hoc sessions.

1.21 Guest Client

This feature is especially intended for users outside of the company. Generate separate invitations for guest users using My Room right-click menu items as described in the previous section. My Room invitations are generated using separate menu items and are intended for Communicator users.

Guest users can join a session with audio in the web browser as well as use group chat and sharing inside the web browser. However, guest clients do not have private chat possibility and they can see the chat history of messages that occurred after they joined the session.

The invitations persist until reset via a separate right-click menu item. Individually accept each joining guest participant. Not doing this in a predefined period of time results in the invitation becoming obsolete and guests not being able to use the link to join.

After dismissing a guest user from share and chat, the audio/video portion can remain.

The following OS and browser combinations are supported if WebRTC is enabled by your service provider:

- Latest Chrome on Windows (Windows 7, Windows 8 [Classic], and Windows 8.1 [Classic]) and OS X (10.8, 10.9, and 10.10)



Search

Communicator supports a search of the enterprise directory as well as the personal directory, enterprise common directory, and group common. This takes place in the same *Search* field that is used for both a local and presence-enabled contact list search. The various directories have different purposes with the enterprise directory having the most data, and not all directories may be used in all deployments. All search results are combined into one common set of results.

Personal directory, enterprise common, and group common directories cannot be modified from the client side. Only read access is provided. A snapshot of the presence status of the contact in the results list is shown, but this presence is not updated after the search operation.

Personal directory provides your own special contacts that are not in the enterprise directory, for instance, partner company's numbers while group common contains, for example, the group's contacts such as favorite pizza taxi.

Communicator automatically searches the local contacts and presence-enabled contact list in addition to the enterprise and other directories at the same time. As soon as there are results from the enterprise and other directories, these results are shown on a separate list in the Main window. Additionally, there may be other search result groups from other search sources such as Lightweight Directory Access Protocol (LDAP) or Outlook (native desktop only).

Search results are displayed differently depending on the results of the contact list and directory search:

- If Outlook integration (supplied with the client) is turned on; there are more result groups.

The enterprise directory searches all available fields for the search string. By default, it waits for 1.5 seconds before it sends the search request to the server to minimize unnecessary load on the server.

The phone number is listed in the search results to better distinguish similar search results. In addition, tooltips are provided for search results.

Typically, when adding a contact using directory search results, there are phone numbers and first names in addition to last names available. In addition, the Extensible Messaging and Presence Protocol (XMPP) address and other fields are imported when found to allow presence and chat.

Outlook integration (search and calendar integration) on Windows requires one of the following versions installed on the desktop:

- Outlook 2007
- Outlook 2010
- Outlook 2013
- Outlook 2016



Outlook search also works when several Outlook accounts are in use, but only one account is used at a time (default selected, which can be changed in Outlook). Additionally, other related considerations are as follows:

- The client searches for contacts and calendar entries in the default Outlook account. The account is set to the default via *File → Info (left pane) → Account Settings → Account Settings → Data Files*. Select an account and mark it as “Set as Default”. After making this change, sign out and sign back in to the client and it now searches that account for contacts and calendar entries.
- The client searches the Outlook contacts only on the local machine (that is, the *Outlook Address Book*). There is no Exchange server lookup performed. In addition, all directories in Outlook are searched for contacts, even deleted folders. The Contacts directory can also have multiple levels of subfolders.

Every minute, Communicator reads Outlook appointments. If there is an appointment running at the current time, then the presence is shown as *Busy – In Meeting*. Overlapping appointments are also handled. Following are some examples of Communicator operation with Outlook when time is 9:10 A.M.

- There is meeting “A” 9 A.M. through 10 A.M. Presence is shown as *Busy – In Meeting*.
- Presence is explicitly changed to *Available* at 9:15 A.M. Presence is shown as *Available*.
- In the next minute, Communicator again reads the appointments and sees that “A” meeting is running; however, the presence was already explicitly marked as *Available* and presence is not shown as *Busy – In Meeting* but *Available*.
- There is an overlapping meeting “B” 9:30 A.M. through 10:30 A.M. Presence is shown as *Busy – In Meeting* when the time is 9:30 A.M.

When deleting a meeting that is currently ongoing in Outlook, the presence status remains as *Busy – In Meeting* until the next time Outlook appointments are checked (once every minute) and after that, presence is shown as *Available*. This change may be instantaneous or it may take a minute depending on how close the timer is to being triggered.

The Outlook Object Security model was introduced in Outlook 2007. It has been tested with Outlook 2010 and Outlook 2007. For Outlook versions prior to 2007, the *Allow/Deny* pop-up window seen in previous releases should not be triggered. However, those versions are not officially supported. For Outlook 2013, the behavior should be similar to 2007 and 2010, meaning the pop-up should not come up with Outlook 2007, 2010, and 2013 in Release 20.0.0 and onwards. However, more tests are needed for this before official support for Outlook 2013 can be declared.

The presence update is only triggered by appointments and meetings that are either accepted by the user or made by them. All day meetings do not trigger a presence change to *Busy – In Meeting*.



Full Enterprise Directory

Communicator allows for browsing of an entire BroadWorks enterprise directory.

To view the BroadWorks enterprise directory, click the **Directory** button on the left-hand side of the navigation pane (if available). This feature depends on the service provider configuration so it may not be visible in all clients.

Communications History

The fourth icon from the top in the *Main* window on the left-hand side of the navigation pane displays your messaging history. History view is divided into one, two, or three tabs depending on your service provider settings.

Possible tabs are:

- Calls
- Chat
- Visual voice mail

Double-clicking a conversation on the chat tab list opens it in a new window while double-clicking a call history item calls that number. Clicking a visual voice mail downloads the message so you can play it.

Communicator saves a call history for placed, received, and missed calls. The call history makes it easy for you to redial and call back when you have missed a call or you want to easily dial a contact with whom you have recently spoken. Each call has a separate entry in the list.

Chat history for group chats, both in My Room and in instant group chat, are stored locally on the desktop client, just like in one-to-one chat, but only for the time the user is joined into the session.

Double-click on a name in the list to call back directly (this calls back the same way you previously spoke, for example, if you were in a video call, double-clicking starts a new video call). Double-clicking an incoming call item in the *Calls* tab makes a call.

To clear the missed chat indicator, you must open the missed chat.

The *Communication History* missed communications badges can be cleared by using the right-click menu from the **Communication History** button on the left pane (native desktop only). The menu provides options to mark "All as viewed", "Chats as viewed", "Voicemails as viewed", and "Calls as viewed".

Click-to-Call (Highlight Text)

Communicator for Desktop has support for Click-to-Call using highlighted text and global keyboard shortcuts. Users can highlight text anywhere in the desktop machine to make a call and define the default call type used for making the call using the shortcut defined in *Preferences*. On OS X, you need to define the shortcuts on your own using the instructions provided in *Preferences*.



Password Change

A dialog box automatically opens when your login password must be changed (native desktop only). You must provide the password two times for verification purposes. Using a menu in either the bottom right-hand corner or the top of the *Main* window, your password can be changed at any time.

Accessibility Compliance

UC-One Communicator supports accessibility compliance by having all client features available in menus at the top of the *Main* window (native desktop only). The menu items are also available using the keyboard shortcuts listed in [Appendix A: Keyboard Shortcuts for Desktop](#).

Outlook Add-in

The Outlook Add-in for Communicator provides integration between Communicator Desktop and Microsoft Outlook.

With this add-in, you can have Microsoft Outlook display Communicator contact presence and invoke Communicator functions like Chat, Call from Computer, Call from Phone, and Video Call from within Outlook.

Installation

Outlook Add-in installation is integrated with the Communicator installation. There is a check box in the installer to enable Outlook Add-in installation. If Outlook is upgraded, the Outlook Add-in must be re-installed, since the Add-in uses different files depending on the Outlook version.

When installing Communicator, you must select the tick box to install for all users. Refer to the video link:

<https://www.youtube.com/watch?v=oYhYjsIWgRY>



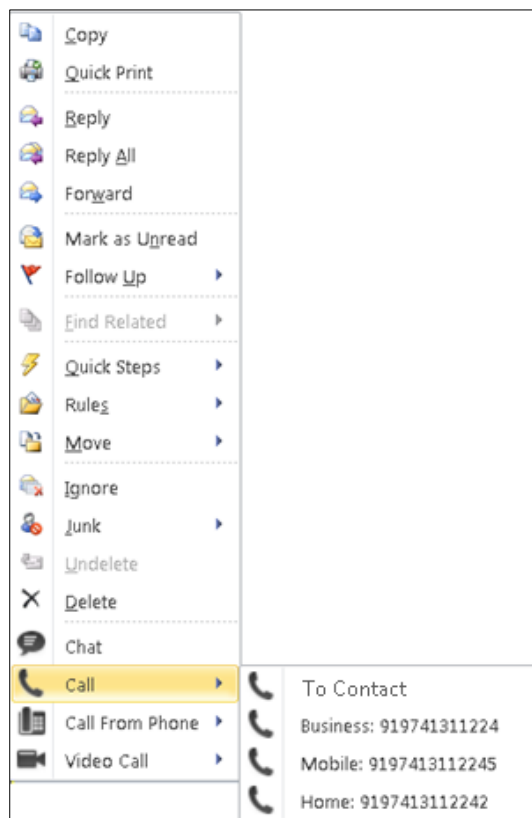
Presence in Outlook

The Outlook Add-in displays the presence of a contact in Outlook. Presence information is retrieved from Communicator and is displayed as an icon next to the contact in e-mails and calendar appointments. The following is an example of an e-mail with the To, From, and Cc fields showing presence for various contacts.

To...	● Tim Jackson; ● Abby Miller; ● Glenn Caldwell; ● Sajeewa Warnakulasuriya; ● Luke Vickers;
Cc...	
Subject	

Contact Actions in Outlook

Right-click on an e-mail in your Inbox and call or chat with the sender using Communicator. You have the option to Chat, Call (from Computer), Call from Phone, or Video Call as shown in the following figure.



NOTE:

Some of these options may not be available for all contacts. The chat option is only applicable to contacts that are in Communicator. Call options are applicable to all contacts as long as they have a valid phone number.



Preferences

Preferences provide access to available settings for Communicator. Follow these steps to access *Preferences*.

General

Language

Select your language then click **OK** or **Apply** and the change takes effect immediately. Note that the number of languages depends on your service provider.

Login

Enable or disable automatic login when starting the application and control the remember password feature as well as enable the *Update Password* feature.

Notifications

Usually there is a confirmation pop-up notification each time you remove a contact or chat history record. By selecting one or all of the check boxes, you can disable the confirmations when deleting information. You can also control whether there is always a pop-up notification for publishing location information. Typically, this is shown at login. You can also select whether to receive a notification before ending communication or holding a call.

Audio

Output Device (Voice Playback) Choose a headset, PC-integrated speakers, or external speakers for audio output. Your external playback device is selected by default (if you have one connected).

Input Device (Voice Recording) Choose a headset microphone, PC-integrated microphone, or external microphone for voice during calls. Your external recording device is selected by default (if you have one connected). You can also choose automatic gain control and test your recording device.

Ring Device (Alert Signal) Select the audio device that is played when you receive an incoming call.

Ring Signal - You can select your own ring signal. The same signal is used for both voice and video calls. You can also select an icon to play a tone for incoming messages. To disable the tone, uncheck the icon. Select a sound event and then click Play to hear the sound.

Video

Capture Device (Video) Select a camera that you want to use for video calls. Your external web cam is selected by default (if you have one connected).

Video Size Select one of the available sizes. Note, however, that higher sizes require more bandwidth and a more capable central processing unit (CPU).

The screenshot shows the 'General' preferences window. It has a title bar with a globe icon and the word 'General'. Below the title bar, there are sections for 'Language', 'Login', 'Notifications', and 'Accessibility'. The 'Language' section has a dropdown menu set to 'English'. The 'Login' section has three toggle switches: 'Remember password' (checked), 'Sign in automatically' (unchecked), and 'Run this program when the system starts' (unchecked). The 'Notifications' section has five toggle switches: 'Ask before deleting a contact' (checked), 'Ask before deleting history information' (checked), 'Ask before publishing location information' (unchecked), 'Ask before ending a communication' (checked), and 'Ask to hold a call when starting a new call' (checked). The 'Accessibility' section has three toggle switches: 'Enable pop-up errors' (unchecked), 'Enable tooltips' (checked), and 'Enable spell checker' (unchecked).

The screenshot shows the 'Audio/Video' preferences window. It has a title bar with a video camera icon and the words 'Audio/Video'. Below the title bar, there are sections for 'Audio' and 'Video'. The 'Audio' section has settings for 'Headset', 'Input device', 'Output device', 'Speakers', 'Input device', 'Output device', 'Level', 'Ring device (alert signal)', 'Ring signal', and 'Play tone for incoming messages'. The 'Input device' and 'Output device' for both headset and speakers are set to 'Use Default'. The 'Ring device (alert signal)' is set to 'Use Output Device'. The 'Ring signal' is set to 'Standard ring signal' with a play button next to it. The 'Play tone for incoming messages' toggle switch is checked. The 'Video' section has settings for 'Capture device (video)' and 'Video size'. The 'Capture device (video)' is set to 'Microsoft Camera Front' and the 'Video size' is set to 'Large'.



Incoming calls

Communicator supports the following service management features allowing supplementary services to be managed using the *Preferences* and *Call Settings* view available in the *Main* window left pane by selecting the appropriate sub-view in the drop down:

- Forward Calls
- Do Not Disturb
- Simultaneous Ring Personal
- BroadWorks Anywhere

The 'Incoming Calls' panel features a teal header with a phone icon and a dropdown arrow. Below the header, there are six settings, each with a label and a toggle switch on the right: 'Do Not Disturb' (grey), 'Anonymous Call Rejection' (grey), 'Call Forwarding' (grey), 'Call Waiting' (blue), 'BroadWorks Anywhere' (grey), and 'More Information' (grey).

Outgoing Calls

Highlight to call - Communicator for Desktop has support for Click-to-Call using highlighted text and global keyboard shortcuts. Users can highlight text anywhere in the desktop machine to make a call and define the default call type used for making the call using the shortcut defined in *Preferences*. On OS X, you need to define the shortcuts on your own using the instructions provided in *Preferences*.

Block my caller ID Set whether or not you send your caller ID fro outgoing calls

The 'Outgoing Calls' panel has a teal header with a phone icon and a dropdown arrow. It contains two main sections. The first, 'Highlight to Call', has a blue toggle switch and a text block explaining the feature, followed by a 'Set Hotkey' dropdown menu currently showing 'Ctrl+Shift+C'. The second section, 'Block My Caller ID', has a grey toggle switch.

Voicemail

Voicemail Service - Choose which calls to send to voicemail. All Calls, Busy or no Answer.

Message Delivery. - ticking unified messaging will make the voicemail accessible through the visual voicemail on the desktop application.

The phone device can also show how many voicemail messages are unread. You can forward all voicemails to an email address without storing the voicemail in the system. This removes the need to delete voicemail messages if you are listening to them through email.

The 'Voicemail' panel features a teal header with a voicemail icon and a dropdown arrow. It includes a 'Voicemail Service' toggle (blue). Below are three checkboxes: 'Send all calls to voicemail' (unchecked), 'Send busy calls to voicemail' (checked), and 'Send unanswered calls to voicemail' (unchecked). The 'When a message arrives:' section has two radio buttons: 'Use unified messaging' (selected) and 'Forward it to this e-mail address' (unselected). Under the selected radio button, there is a checked checkbox for 'Use phone message waiting indicator'. The unselected radio button has a text input field for 'set e-mail address'. Other settings include 'Notify of any new messages' (grey toggle), 'E-mail a carbon copy of message to' (blue toggle with email input 'ruy.franco@access4.com.au'), 'Press '0' to transfer to' (grey toggle), 'Number of rings before greeting' (dropdown set to '2'), and 'Do not allow caller to leave message' (grey toggle).



Extensions

Select how incoming add-in requests are handled, whether they are automatically accepted or not or if incoming requests are allowed at all.

You can also manage extensions using the Communicator Application Programming Interface (API), which is used by third-party applications such as the Outlook Add-in or compatible headsets. You can allow such third-party applications to obtain information from Communicator and enable or disable confirmation pop-up notifications when third-party applications request information from Communicator. You can also choose default behavior to always reject or accept requests from third-party applications and allow or reject individual third-party applications.

Outlook integration is pre-packed with the Access4 Communicator application for desktop.

Services

The services tab allows you to manage how calls are handled via presence rules. These rules are also managed in SASBOSS and set by default to send the calls to voicemail when a call is rejected, or the call is not answered in time. Call waiting is activated for services allowing more than one call to come in.

Queues

For contact centre users the ability to log in and out of queues is also set here. You can set your presence status in the queue from:

- Sign in
- Available
- Unavailable
- Wrap-up
- Sign out

Extensions

Contacts & Calendars

Enable Outlook contact search

Enable Outlook calendar

Manage Extensions

Restart this application for changes to take effect.

Communicator Outlook Add-in

Connected: Yes

Vendor Name: Access4

Description: Outlook Add-in for Communicator

Version: 22.2

USB Device Add-in

Connected: Yes

Vendor Name: Broadsoft Inc

Description: Add-in for supporting USB devices.

Version: 1.1.0

Communicator Outlook Add-in, Gateway Process

Connected: Yes

Vendor Name: Access4

Description: Outlook Add-in for Communicator, Gateway Process

Services

Team Telephony

Show window

Set to be always on top

Open when a team member rings

Bring to front when line rings

Always ask before closing window

Ring signal for team member line

Digital 2

Queues

Available

You are ready to receive calls.

New Customer Escalation

In

New Customer

In

New Partner

In

Other Enquiries Escalation

In



Advanced

Logging is used for troubleshooting. You may be asked by your service provider to turn on logging and then send a log file directory contents. You can choose basic logging or more detailed logging to be enabled. Detailed logging may consume memory resources so it is not recommended to have it enabled for a long period of time.

You can also clear the logs and open the logging folder.

Proxy Select how to handle HTTP proxies. By default, the system settings are used but you can also choose not to use an HTTP proxy or to use the Communicator (client) proxy settings.

⚙️ Advanced

Troubleshooting

Basic Logging

Detailed Logging

Send Analytics

Show Logs

Clear All Logs

Proxy

Restart this application for changes to take effect.

☒ No proxy

☐ Use system proxy

☐ Use client proxy

Web Proxy Server

Port

Secure Web Proxy Server

Port



1.22 Sign Out of Communicator

Windows	OSX
Click the Communicator logo in the <i>Main</i> window title bar.	Select Actions from the main menu.
Select Sign Out .	Select Sign Out.

1.1 Exit Application

Windows	OSX
Click the Communicator logo in the <i>Main</i> window title bar.	Select Communicator from the main menu.
Click Exit (a keyboard shortcut can also be used).	Select Quit Communicator (a keyboard shortcut can also be used).

NOTE:

Closing the *Main* window (not the *Sign In* window) does not exit the application but rather minimizes the application to the system tray (Dock). This allows you to continue to receive calls and messages without having the *Contact List* window appearing on the desktop.



Communicator supports users with multiple devices, according to the XMPP specifications. This is comprised of several features:

- Chat invitations sent to a user are received on all devices. Once a particular device has been used to answer the chat invitation, subsequent incoming messages only go to that device.
- One can retrieve one's own presence notifications when another client updates the user's presence. The client stores this information and updates its own presence so that it is the same as the higher priority status it received, (that is, when the received status update is manual). If the received presence update is not manual, it does not react to the received update; it only notes it.
- Accepting a sharing presence invitation in one client is also recognized by another client, and both clients start receiving presence updates.
- Last sent and received messages are available on all devices when the optional message history feature is in use.. All devices should use that feature at the same time to avoid duplicate messages.
- Missed chat badges are synchronized across all own devices when this preview feature is enabled (native desktop only).
- A new presence subscription made in one client is recognized in another. If the contact blocks the "invitation", there are presence notifications from the server to all of the user's clients that indicate that the subscription was terminated and this information is shown to the user. If the client receives two presence authorization requests from two or more devices for the same user, it only shows one request to the user.
- Removing a contact from the contact list in one device is recognized in another client and the contact list is updated (that is, the contact is removed) in the other client as well.

If a user has many devices, each device has the same status when shown to the end user. In addition, the contacts on the contact list always see the same status with updates shown in the following priority order:

- *Busy*
- *Online*
- *Away*
- *Offline*

This means, for example, that if one client publishes a *Busy* status and another client publishes another status, contacts see the user as *Busy*. Compatible devices such as desk phones are able to show presence in the same way.



Installer supports a number of options on Windows (native desktop only):

- Agree to the license agreement.
- Run when system starts (can be changed later in *Preferences* window).
- Create a desktop icon.
- Select destination folder for installation.
- Select name of the software in *Program* menu.
- Launch client after installation.

When installer has been run on an end user's behalf by an administrator, the "Run program when system starts" option cannot be changed that end user.

If you disable startup, for example, in the Task Manager's *Startup list* (on Windows 8 and 10) or from *msconfig.exe* on Windows 7, the change is not reflected in *Preferences*. The checkbox remains checked and grey even though the client is not actually started automatically when the system starts.

When Communicator is installed for the first time, you can choose the language if many languages are supported in the installer. The default language is the language of the operating system; if that cannot be found, English is used as the fallback.

In Release 21.5.0 and later and depending on your service provider settings, the Outlook Add-in installer may be bundled together with the Communicator installer.



The uninstallation procedure is different for Windows and OS X.

Windows

Uninstallation is performed by launching the Windows uninstaller via the Start menu or by using the Windows “Remove programs” view inside the Control Panel. Windows uninstallation does not require you to select any options.

All files are deleted at uninstallation, except for the following files:

- Registry entries
- Account files are only deleted when explicitly allowed by the end user on Windows.

OS X

Uninstalling is performed by simply dragging the application folder from the Applications directory to the trash can; however, account files are not deleted. If you want to remove account files, they must be manually deleted.



System requirements are as follows on native desktop:

- Operating system: Mac OS 10.9 Mavericks, Mac OS 10.10 Yosemite, Mac OS 10.11 El Capitan, Windows 7, Windows 8/8.1, or Windows 10 (Classical view only).
- The installation footprint is approximately 125 megabytes (MB) on OS X and 215 MB on Windows.
- For voice calls, a sound card, speakers, and a microphone or a headset are required.
- For video calls, a web cam is required.

Minimum system requirements for respective operating systems need to be fulfilled, with the following additions:

- A minimum of 2 GB random access memory (RAM) is required.
- A minimum 1.5 GHz CPU is recommended. A dual core CPU is recommended for video calls at a minimum.
- Open Graphics Library (OpenGL) 1.5 or higher is recommended.

For high definition (HD) video, the following is recommended:

- HD camera
- HD resolution support in display
- Quad Core x86 or equivalent at a minimum
- 2 GB RAM

System requirements for Desktop Chrome are as follows:

- Operating system (OS): Google Chrome OS or Browser version 45 or newer
- The installation footprint is approximately 60 MB.
- For voice calls, a sound card, speakers, and a microphone or a headset are required.
- For video calls, a web cam is required.

Minimum system requirements for Chrome OS must be fulfilled, with the following additions:

- A minimum of 2 GB random access memory (RAM) is required.
- A minimum 1.5 GHz CPU is recommended. Dual-core CPU is recommended for video calls at a minimum.

For HD video, the following is recommended:

- HD camera
- HD resolution support in display



Appendix A: Keyboard Shortcuts for Desktop

The following table lists the currently supported keyboard shortcuts (native desktop only). You can use these keyboard shortcuts to quickly perform frequently used actions. The characters used are lower case. The shortcuts are also indicated in the accessibility menus.

Shortcuts for Windows	Shortcuts for Mac	What it does
CTRL-Q	Cmd-Q	This quits the application.
Alt+F4	Cmd-W	This closes the selected window (except for a contact card and the <i>About</i> window).
CTRL+C	Cmd-C	This copies selected text from Communicator to the clipboard.
CTRL+V	Cmd-V	This pastes text from the clipboard to the location selected using the cursor in Communicator.
CTRL-X	Cmd-X	This cuts the selected text to clipboard.
Enter	Enter	When in the <i>Communications</i> window, this sends a chat message (if the <i>Chat</i> view is visible). When in the contact list, this opens a chat with the selected contact. When in the <i>Communications History</i> , this opens a communications session with the contact or address related to the selected item. This opens a chat if the item was chat and a call if the item was a call.
,	Cmd-,	This opens <i>Preferences</i> .
F1	Cmd-?	This opens <i>Help</i> .
CTRL+A	Cmd-A	This selects all text in the <i>Chat</i> view.
-	Cmd-H	This hides Communicator.
-	Alt-Cmd-H	This hides other windows other than Communicator.
CTRL-N	Cmd-N	This opens the <i>Add Contact</i> window.
Shift-CTRL-N	Shift-Cmd-N	This opens the <i>Add Group</i> window.
CTRL -1	Cmd-1	When a contact is selected, this opens a chat session with the contact.
CTRL -2	Cmd-2	When a contact is selected, this calls the contact with audio.
CTRL -3	Cmd-3	When a contact is selected, this calls the contact using call from phone.
CTRL -4	Cmd-4	When a contact is selected, this calls the contact with video.
CTRL -5	Cmd-5	When a contact is selected, this joins his room.
CTRL -6	Cmd-6	When a contact is selected, this opens an email-sending window using the default email client.
CTRL -I	Cmd-I	When a contact is selected, this opens the contact card for the contact.
Shift-CTRL-F	Shift-Cmd-F	When a contact is selected, this makes the contact a favorite.
CTRL-delete	Cmd-delete	This deletes the selected contact.
CTRL-arrow down	Cmd-arrow down	This decreases the volume.
CTRL-arrow up	Cmd-arrow up	This increases the volume.



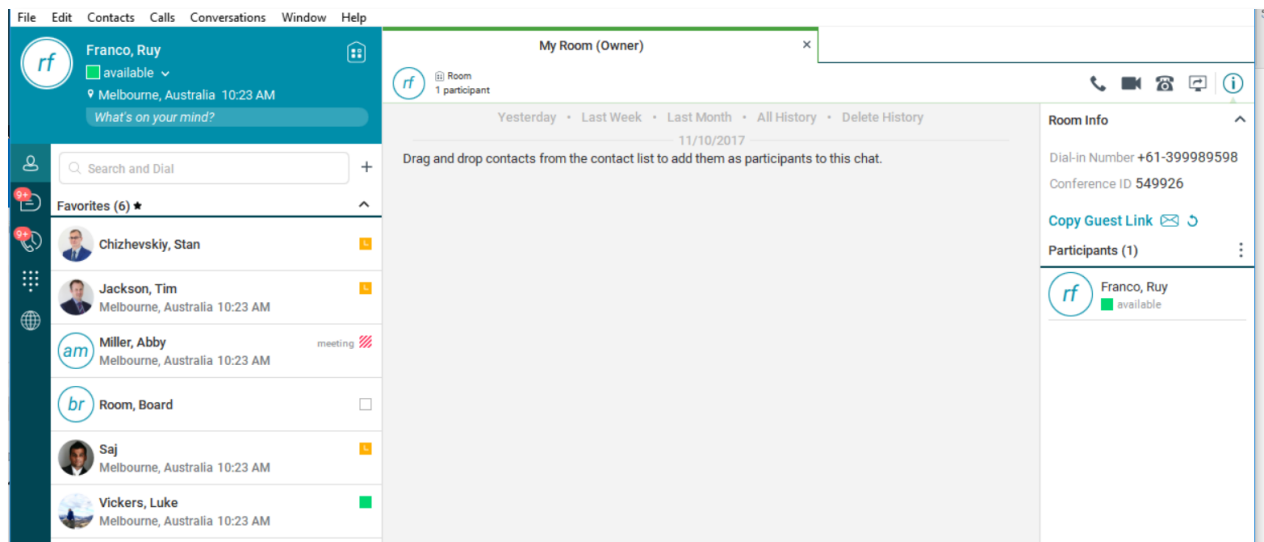
Shortcuts for Windows	Shortcuts for Mac	What it does
CTRL-space	CTRL-space	This mutes the client (while in a call).
CTRL-D	Cmd-D	This turns on the Do Not Disturb service.
CTRL-P	Cmd-P	This pulls an ongoing call from your other device to Communicator.
Alt-shift- CTRL-P	Alt-shift-Cmd-P	This retrieves your parked call.
-	Alt-Cmd-2	This calls your voice mail with audio.
-	Alt-Cmd-3	This calls your voice mail with audio using call from phone.
-	Alt-Cmd-4	This calls your voice mail with video.
Shift-CTRL-R	Shift-Cmd-R	This opens your My Room.
CTRL-M	Cmd-M	This minimizes the window on OS X. On Windows, it only is used for the <i>Team Telephony</i> window.
CTRL-T	Cmd-T	This enables always on top.
-	Shift-Cmd-M	This opens the <i>Main</i> window.
Shift-CTRL-C	Shift-Cmd-C	This opens contacts.
Shift-CTRL-F2	Shift-Cmd-F2	This opens call history.
Shift-CTRL-F1	Shift-Cmd-F1	This opens chat history.
Shift-CTRL-F3	Shift-Cmd-F3	This opens visual voice mail.
Shift-CTRL-D	Shift-Cmd-D	This opens the dial pad view.
Shift-CTRL-W	Shift-Cmd-W	This opens the web button view.



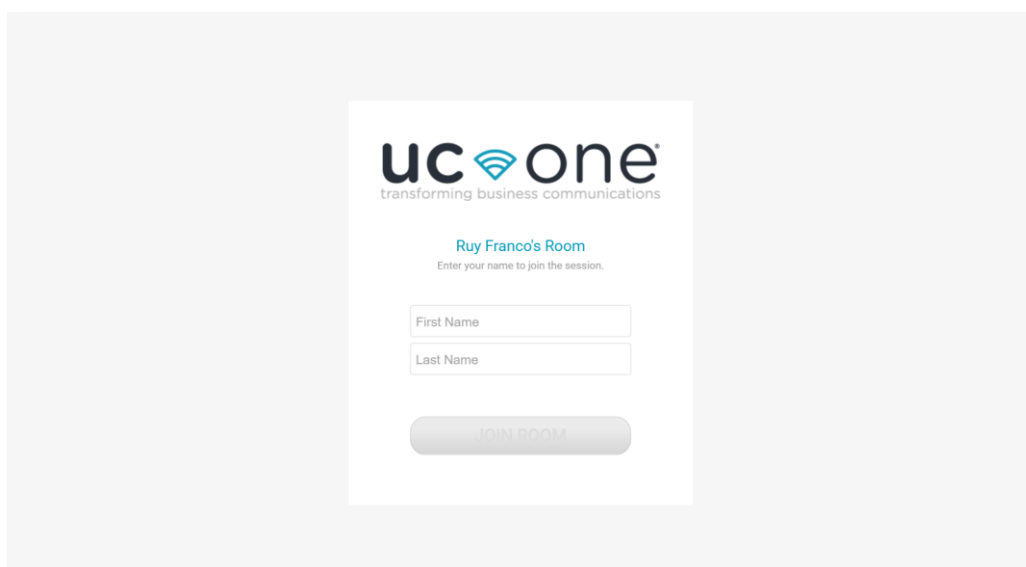
Appendix B: Guest Client Usage

This section provides more hands-on information about guest client usage.

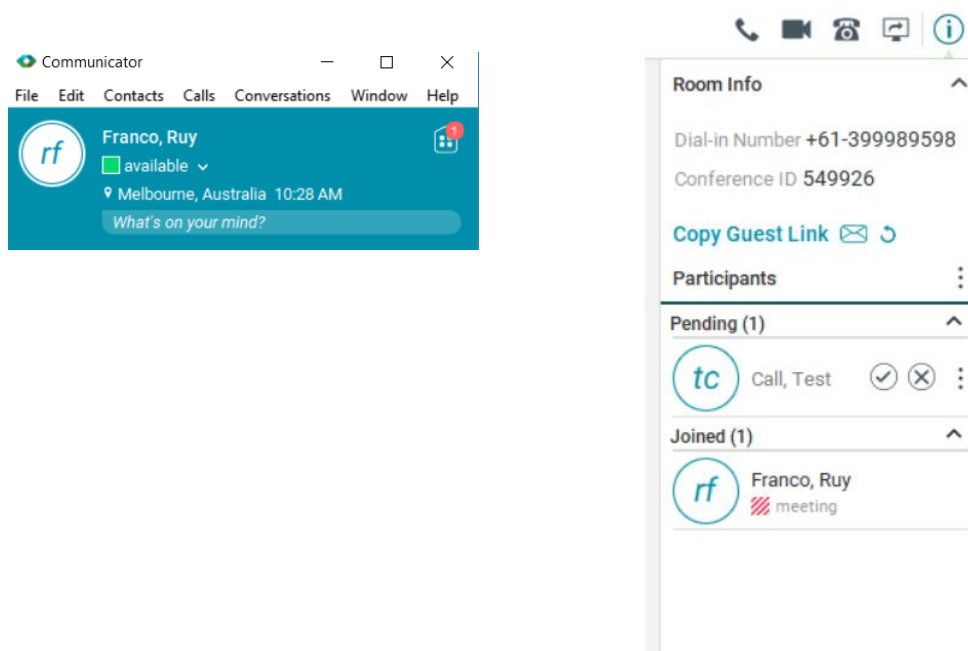
- 1) Click on the **My Room** icon to open MyRoom. To copy the guest link click on "copy guest link" and send it to a guest via email or other means. Alternatively click to envelope to email an invitation to another person



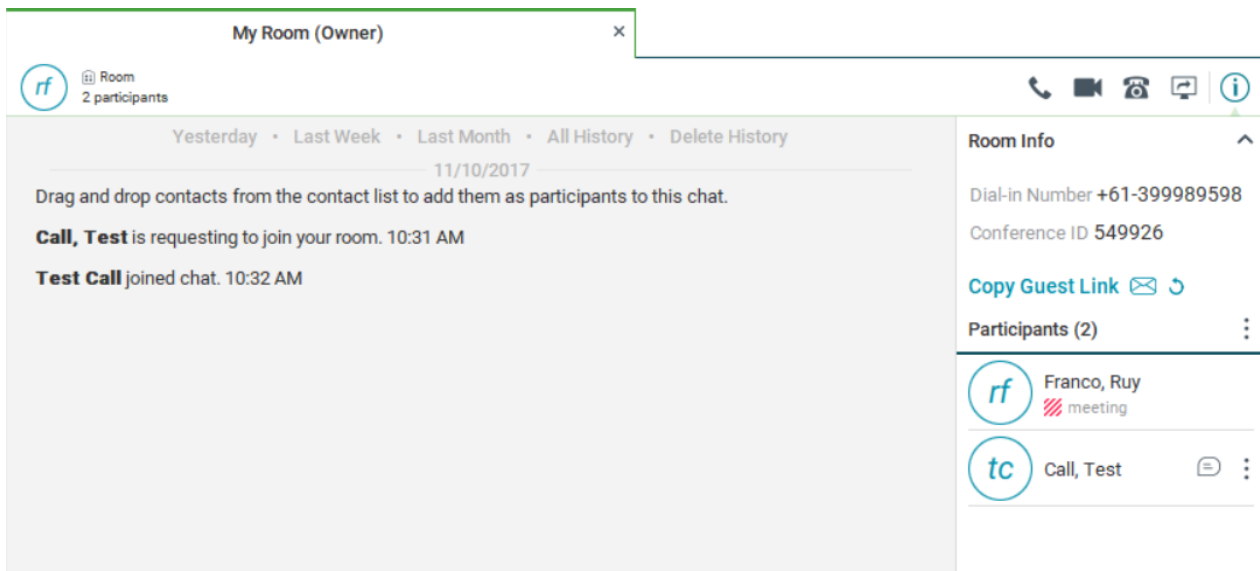
- 2) The guest can open the link in a Chrome browser, enter their name and then click **Join Room**.



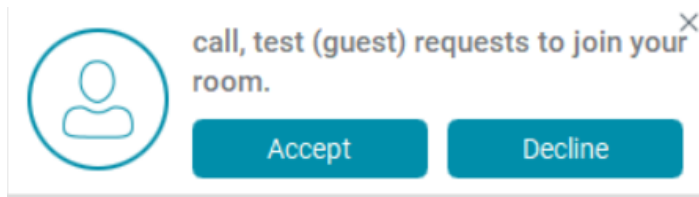
- 3) Once you click on **Join Room**, you see a badge on your My Room icon (as shown in the following figure). Or if you have MyRoom open you will see the request in the panel along with invited users.



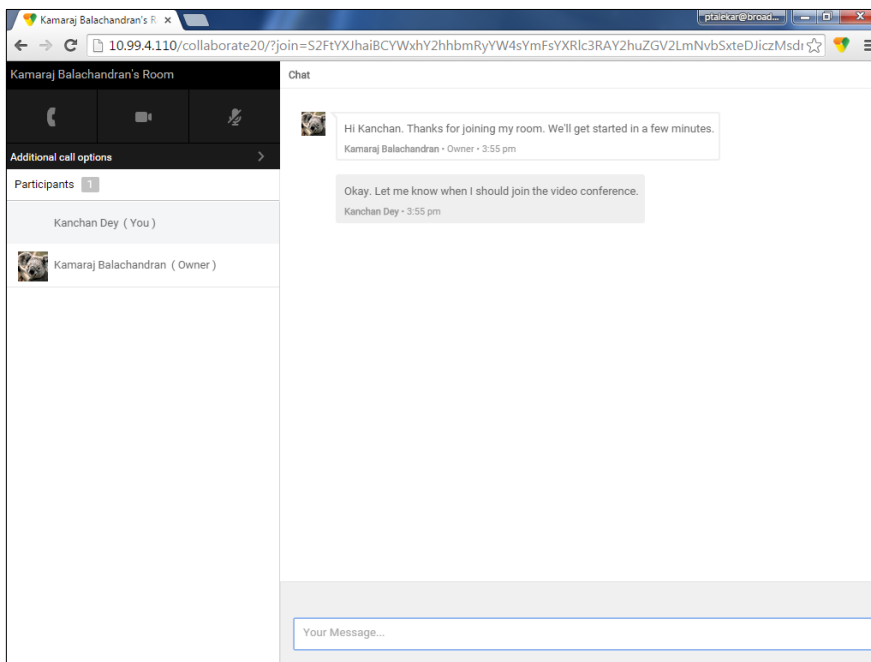
- 4) Open your My Room and accept the guest request.



You can also accept or decline join requests from the pop-up notification as shown in the following figure. This pop-up notification is shown only if you already have your My Room open.

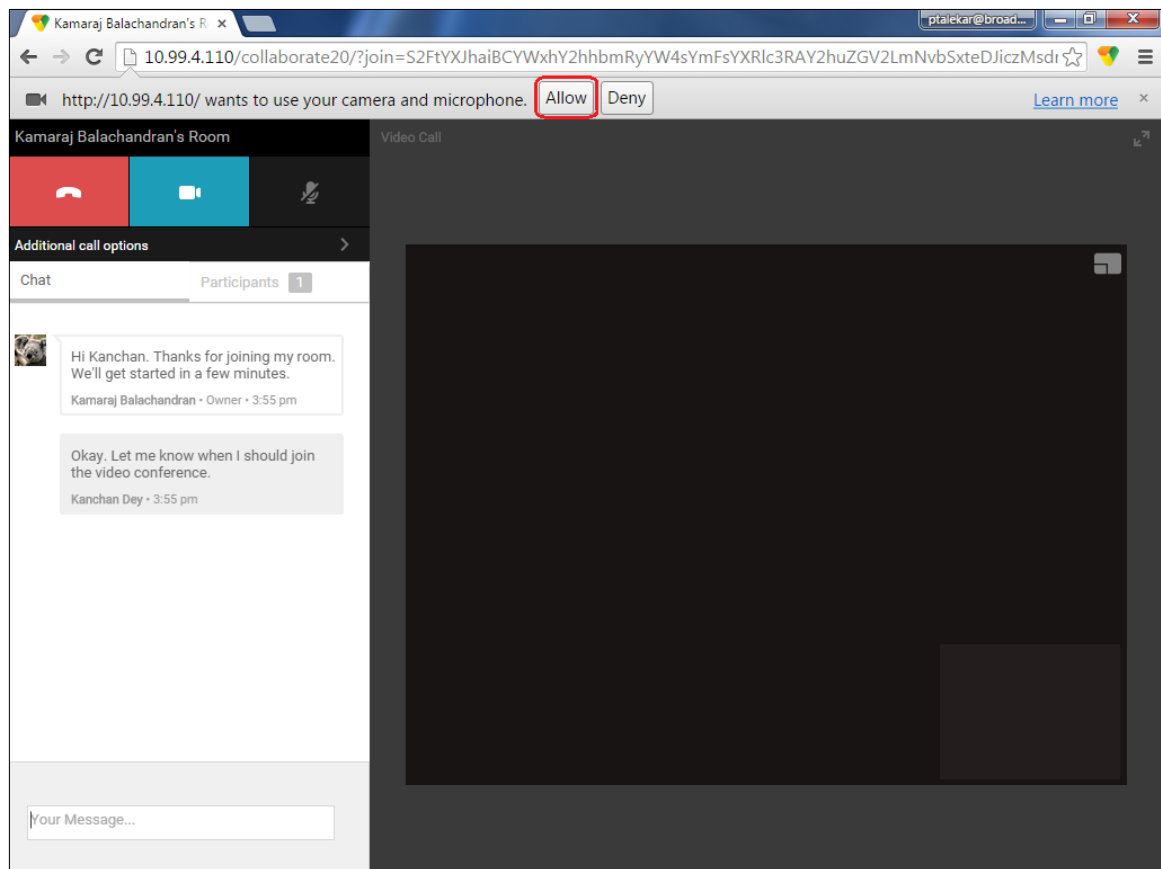


The guest is allowed into your room and can now participate in multi-user chat with other participants in the room (as shown in the following figure).

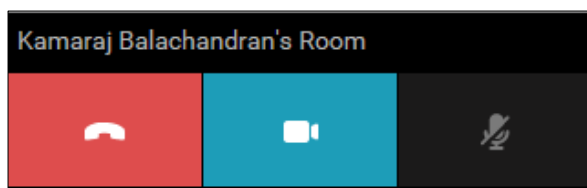


If your service provider has enabled WebRTC support, then the guest can join the audio/video portion of the session by clicking on the audio or video button. This feature is only available on certain browsers and the user must grant access to their camera and microphone by clicking **Allow** (as shown in the following figure).





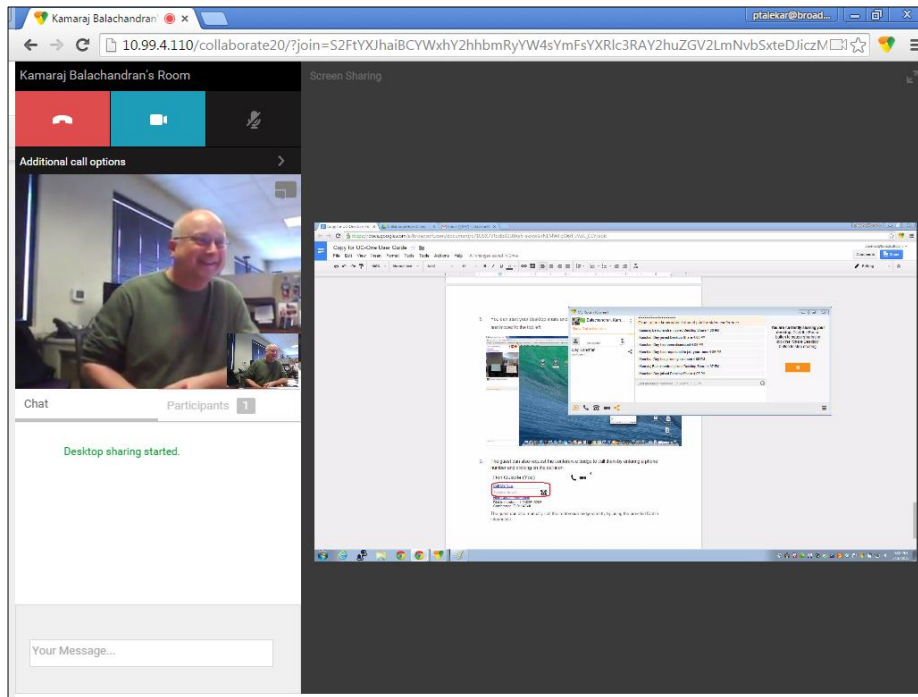
The guest can switch between audio and video mode by clicking on the video icon. They can also mute and end the call by clicking on the mute and end call icons respectively.



The guest can show or hide their self-view by clicking on the  icon in the top left corner of the video.

- 5) You can start your desktop share from the desktop client and the guest then sees it. The video call is resized and moved to the top left.





- 6) The guest can also request the conference bridge to call them by entering a phone number and clicking on the **Call Me** button. The Call Me Now feature must be enabled by your service provider for this to be available.



Appendix D: Configure USB Headsets

This section provides more information on configuring USB devices to function with Communicator.

In general on Windows, if “Default Communication Device” is defined in Windows settings, it is selected over the “Default Device” by Communicator for calls when several audio devices are available (for example, USB headset and the integrated audio device on the PC). However, when using headsets, you can select a separate device than the headset for alerting incoming calls.

The following examples provide more information on how to define a default communications device when a USB headset is available on the PC.

It is recommended to select “Use Default” in the *Audio* tab of Communicator *Preferences* for both input and output devices (as shown in the following figure).

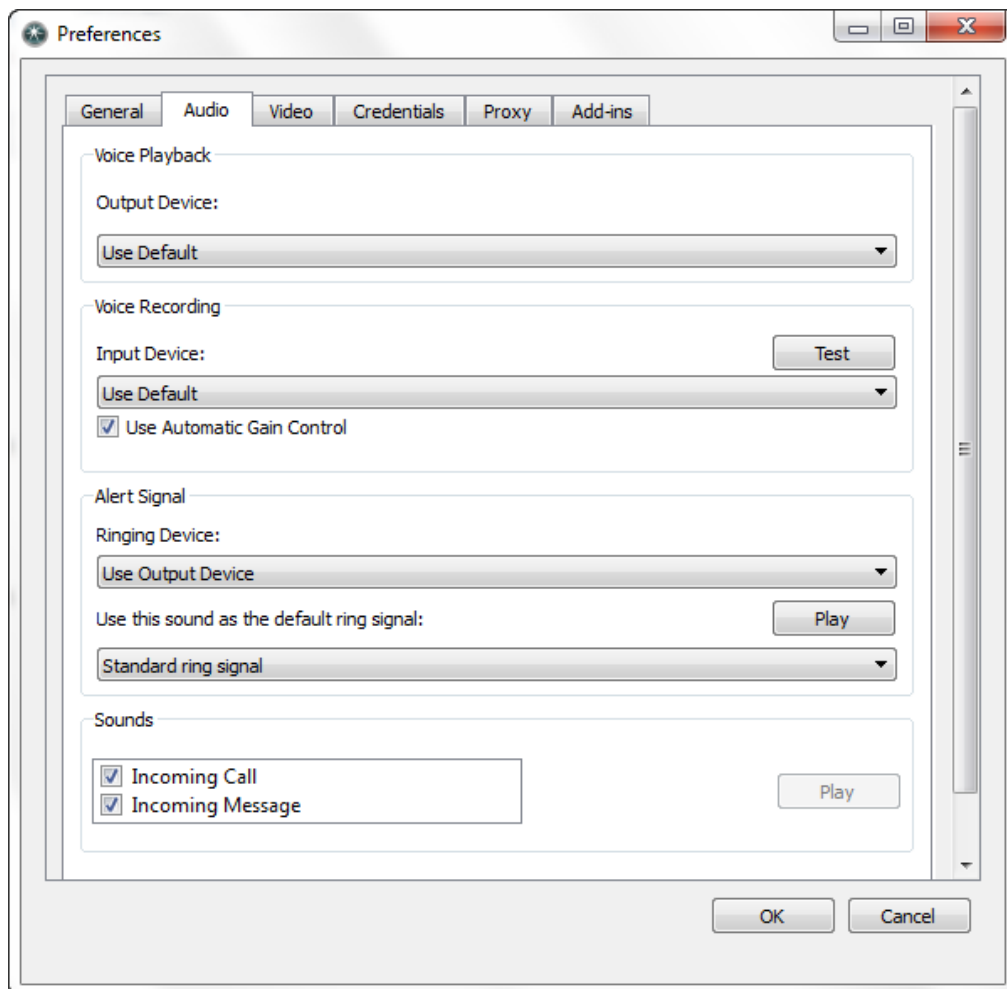


Figure 1 Preferences Window



- 1) To define the default communications device, make sure that the Sound settings in Windows pertaining to “Recording” and “Playback” devices are correctly configured. From the *Sound* applet, select the *Playback* tab.

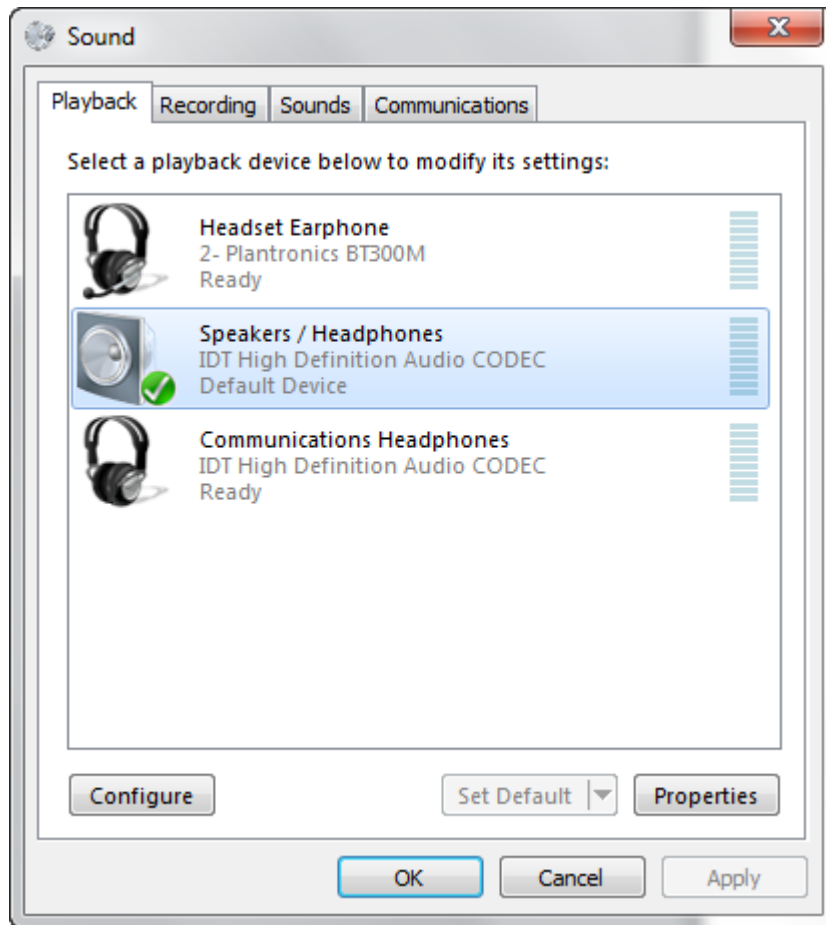


Figure 2 Sound Window – Playback Tab

In this example, the user has a Plantronics BT300M (the USB dongle accompanying a Voyager Legend UC) connected to their PC.

- 2) Click **Headset Earphone** to highlight the device and click on the drop-down arrow next to the **Set Default** button.

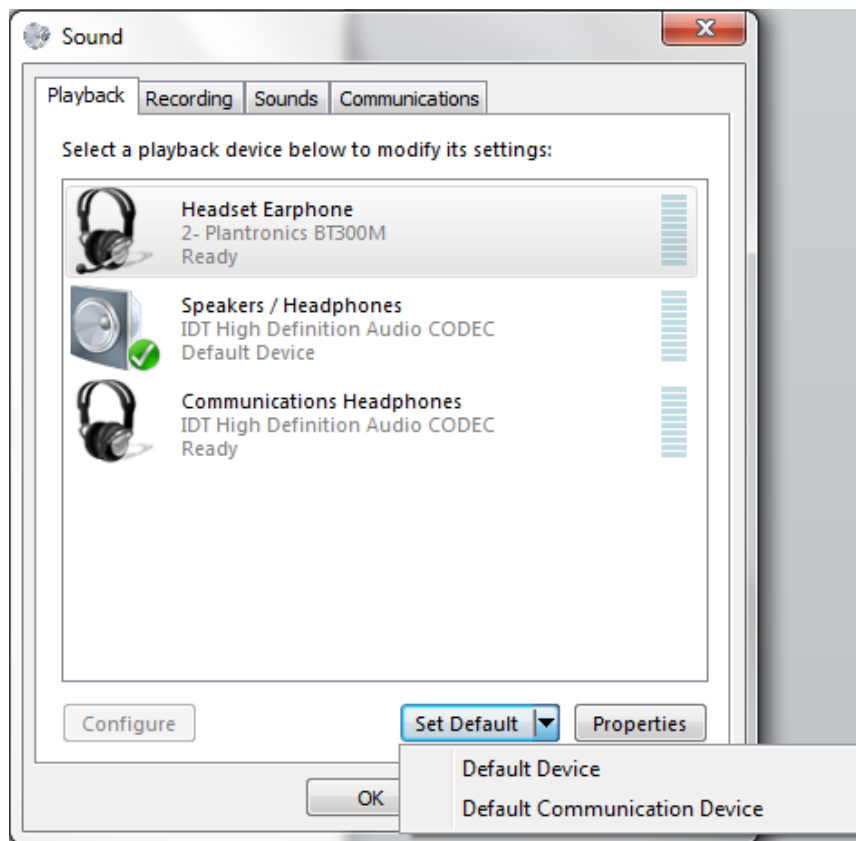


Figure 3 Sound Window – Playback Tab – Set Default

3) Select *Default Communication Device*. The following screen is displayed.

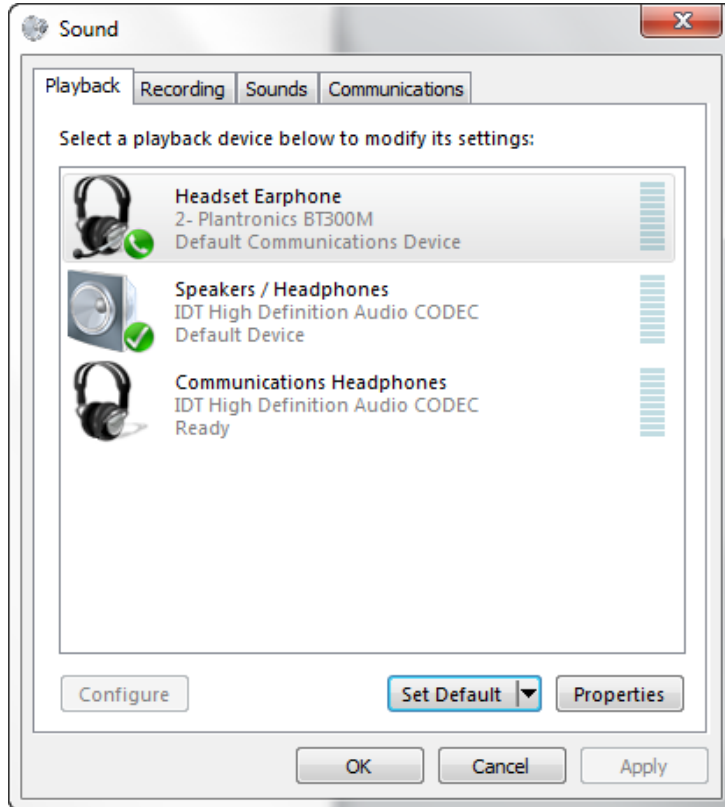


Figure 4 Sound Window – Playback Tab – Default Set

4) Next, click the **Recording** tab.

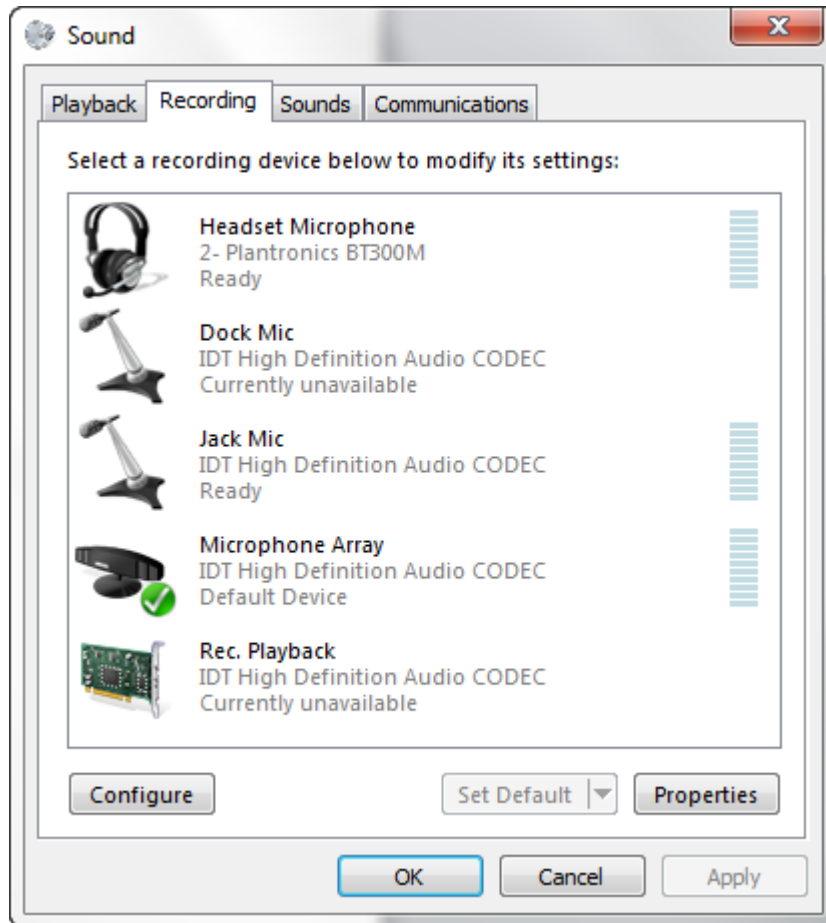


Figure 5 Sound Window – Recording Tab

- 5) Again, click on **Headset Microphone**, which represents the connected Plantronics BT300M device, and click on the drop-down arrow next to the **Set Default** button.

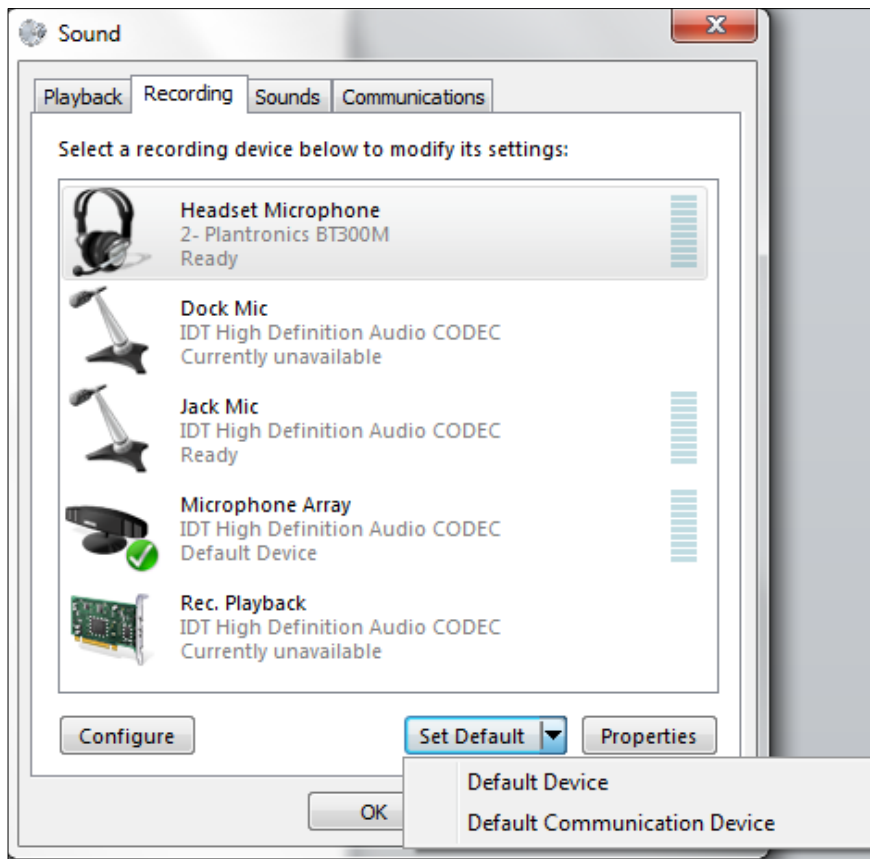


Figure 6 Sound Window – Recording Tab – Set Default

- 6) Select Default Communication Device.

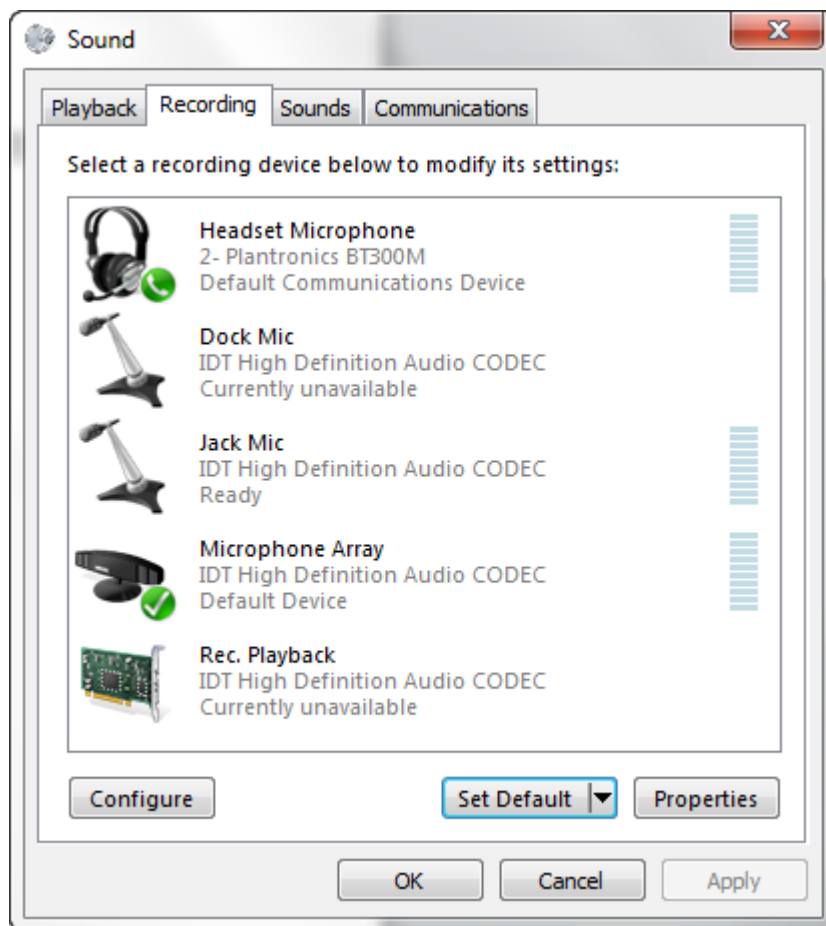


Figure 7 Sound Window – Recording Tab – Default Set

- 7) Click **OK** to save the changes. The *Sound* window is dismissed and your device is now ready to be used by Communicator.

The following third-party software is used in Communicator.

Chromium

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Blowfish

Based on a C implementation of the Blowfish algorithm by Paul Kocher

UUID - RFC4412

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MD5

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SHA-1

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SQLCipher

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Appendix F: Acronyms and Abbreviations

ACB	Automatic Callback
API	Application Programming Interface
CPU	Central Processing Unit
DTMF	Dual-tone multi-frequency
ECACS	Emergency Call Address Change Service
EULA	End-User License Agreement
FAC	Feature Access Code
FAQ	Frequently Asked Question
FMC	Fixed-mobile convergence
HD	High Definition
HID	Human Interface Device
LDAP	Lightweight Directory Access Protocol
LGPL	Lesser General Public License
MWI	Message Waiting Indication
RAM	Random Access Memory
SIP	Session Initiation Protocol
UC	Unified Communications
UI	User Interface
URL	Uniform Resource Locator
UVS	BroadWorks Video Server
VoIP	Voice over IP
WebRTC	Web Real-Time Communication
XMPP	Extensible Messaging and Presence Protocol
Xsi	Xtended Services Interface

