



# **Communicator for Desktop**

## **User Guide**

Desktop Release 21.5.0

Chrome Release 1.1.0.1

Document Version 1

9737 Washingtonian Boulevard, Suite 350  
Gaithersburg, MD 20878  
Tel +1 301.977.9440

[WWW.BROADSOFT.COM](http://WWW.BROADSOFT.COM)

## **BroadSoft® Guide**

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## Document Revision History

Release	Version	Reason for Change	Date	Author
10.0.0	1	Created document for Release 10.0.0.	December 21, 2012	Veli-Pekka Heinonen
10.0.0	1	Edited and published document.	December 31, 2012	Patricia Renaud
10.0.1	1	Added more frequently asked questions (FAQ) entries.	January 25, 2013	Veli-Pekka Heinonen
10.0.1	1	Edited and published document.	February 6, 2013	Patricia Renaud
10.0.2	1	Added information on new features.	March 25, 2013	Veli-Pekka Heinonen
10.0.2	1	Edited changes and published document.	March 27, 2013	Jessica Boyle
10.0.3	1	Added text and Quick Reference Guide information. Removed Leopard support.	April 30, 2013	Veli-Pekka Heinonen
10.0.3	1	Added more text based on comments and revised terminology.	May 9, 2013	Veli-Pekka Heinonen
10.0.3	1	Edited changes and published document.	May 13, 2013	Jessica Boyle
10.0.3	2	Modified system requirements.	May 16, 2013	Veli-Pekka Heinonen
10.0.3	2	Edited changes and published document.	May 21, 2013	Jessica Boyle
10.0.4	1	Made modifications to section <a href="#">26 System Requirements</a> .	June 26, 2013	Veli-Pekka Heinonen
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10.1	1	Added text on dual screens for desktop sharing and added information on the new features, such as Xtended Services Interface (Xsi) mid-call controls.	August 14, 2013	Veli-Pekka Heinonen
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10.1	2	Updated image and removed redundant text.	August 30, 2013	Veli-Pekka Heinonen
10.1	2	Edited changes and published document.	September 4, 2013	Andrea Fitzwilliam
10.1	3	Added text for the login dialog and keyboard shortcuts.	October 12, 2013	Veli-Pekka Heinonen
10.1	3	Edited changes and published document.	October 22, 2013	Patricia Renaud
10.1.2	1	Made minor modifications.	October 24, 2013	Veli-Pekka Heinonen
10.1.2	1	Edited changes and published document.	October 31, 2013	Patricia Renaud
20.0.0	1	Added new images and described new features: Security Classification, Call and Chat Recording, Attended Transfer, Call Pull, Call Park/Retrieve, Chat Room Moderation, and headset support.	November 25, 2013	Veli-Pekka Heinonen
20.0.0	1	Edited changes and published document.	December 18, 2013	Patricia Renaud
20.0.0	2	Modified text in section <a href="#">7.3 Answer Call</a> .	January 10, 2014	Veli-Pekka Heinonen
20.0.0	2	Edited changes and published document.	January 10, 2014	Joan Renaud

Release	Version	Reason for Change	Date	Author
20.0.1	1	Modified section <a href="#">12 Communications History</a> for presence-enabled contacts. Modified text in section <a href="#">3.9 Active Communications</a> .	January 16, 2014	Veli-Pekka Heinonen
20.0.1	1	Edited changes and published document.	February 7, 2014	Joan Renaud
20.0.1	2	Modified text in section <a href="#">7.11 Call Park and Retrieve</a> .	February 12, 2014	Veli-Pekka Heinonen
20.0.1	2	Edited changes and published document.	February 12, 2014	Patricia Renaud
20.0.2	1	Modified icons in section <a href="#">3 Get Started</a> . Edited the keyboard shortcut table. Added a note about automatic presence with Xsi calls and modified text for silencing incoming calls.	March 10, 2014	Veli-Pekka Heinonen
20.0.2	1	Edited changes and published document.	March 28, 2014	Joan Renaud
20.0.2	2	Added more headsets to the supported list. Edited table in section <a href="#">3 Get Started</a> . Added notes to My Room and Share.	April 2, 2014	Veli-Pekka Heinonen
20.0.2	2	Edited changes and published document.	April 9, 2014	Joan Renaud
20.1.0	1	Added text about new features: echo service, forced logout, integrated call window, configurable left pane order, silent dialing into Meet-Me conference, flexible contact card configuration, and add-in enhancements. Added Outlook 2013.	April 24, 2014	Veli-Pekka Heinonen
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20.1.1	1	Added text about Plantronics Spokes installation to section <a href="#">27 Troubleshooting</a> . Modified sections <a href="#">26 System Requirements</a> and <a href="#">10 Search</a> .	July 28, 2014	Veli-Pekka Heinonen
20.1.1	1	Edited changes and published document.	July 29, 2014	Joan Renaud
20.2.0	1	Added text about new features: Meet-Me moderator controls and active communications extra buttons. Added text for call recording and voice mail. Updated image and updated text for preferences.	September 12, 2014	Veli-Pekka Heinonen
20.2.0	1	Edited changes and published document.	September 24, 2014	Joan Renaud
20.2.0	2	Made editorial changes and added clarification about My Room Invitation.	October 9, 2014	Veli-Pekka Heinonen
20.2.0	2	Edited changes and published document.	October 9, 2014	Joan Renaud
21.0.0	1	Modified document template to accommodate new corporate identity. Added text about new features: team telephony, Executive-Assistant, Emergency Call Address Change Service (ECACS), and guest client. Added text about calling name lookup for incoming calls. Modified preferences test to reflect new tab.	December 8, 2014	Veli-Pekka Heinonen

Release	Version	Reason for Change	Date	Author
21.0.0	1	Updated the BroadSoft legal notice. Edited changes and published document.	December 22, 2014	Joan Renaud
21.0.0	2	Added copyright text, added note about contact list size and Feature Access Codes during calls, and escape in full screen video.	January 5, 2015	Veli-Pekka Heinonen
21.0.0	2	Edited changes and published document.	January 20, 2015	Joan Renaud
21.1.0	1	Added new features: terminating Xsi call control, web button, ECACS menu, group chat history, Extensible Messaging and Presence Protocol (XMPP) security enhancements, and Microsoft Lync integration. Added a note about own video. Updated audio device list and guest client browser list. Added <a href="#">Appendix B: Guest Client Usage</a> . Updated section <a href="#">3.10 My Room</a> and <a href="#">9 My Room</a> with link limitation.	March 19, 2015	Veli-Pekka Heinonen
21.1.0	1	Added a Table of Figures. Edited changes and published document.	March 31, 2015	Joan Renaud
21.1.0	2	Changed text for My Room, dial pad, audio devices, multi-device chat, and profile edit. Added a note about OS X ambient noise reduction. Made editorial changes. Removed <a href="#">Appendix B</a> .	April 30, 2015	Veli-Pekka Heinonen
21.1.0	2	Added <a href="#">Appendix F: Acronyms and Abbreviations</a> . Edited changes and published document.	May 6, 2015	Joan Renaud
21.2.0	1	Added information on new features: visual voice mail, share passing, Microsoft Skype for Business (S4B) support, call center support, and presence rules. Changed wording for presence table and made corrections after review. Added a note about window management. Updated guest client system requirements and headset list.	May 18, 2015	Veli-Pekka Heinonen
21.2.0	1	Edited changes and published document.	June 30, 2015	Joan Renaud
21.2.0	2	Added information about limits for active communication sessions.	July 3, 2015	Petri Somekrari
21.2.0	2	Edited changes and published document.	July 3, 2015	Joan Renaud
21.3.0	1	Changed the application name, added text about new features, and updated system requirements for new application name and logo.	December 14, 2015	Veli-Pekka Heinonen
21.3.0	1	Edited changes and published document.	December 16, 2015	Joan Renaud
21.3.3	1	Updated document for Release 21.3.3.	March 24, 2016	Veli-Pekka Heinonen
21.3.3	1	Edited changes and published document.	March 24, 2016	Joan Renaud
21.4.0	1	Added new features and text about headsets.	April 4, 2016	Veli-Pekka Heinonen

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21.4.0	1	Edited changes and published document.	April 27, 2016	Joan Renaud
21.5.0	1	Added information about new features and made some text enhancements.	June 2, 2016	Veli-Pekka Heinonen
21.5.0	1	Edited changes and published document.	July 21, 2016	Joan Renaud

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## 1 Summary of Changes

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This section describes the changes to this document for each release and document version.

### 1.1 Changes for Release 21.5.0, Document Version 1

This version of the document includes the following changes:

- Added default call type text.
- Added information about the following new features:
  - Xsi incoming call notification
  - Auto-answer
  - Search enhancements
  - Click-to-Call (highlight text)
  - Call settings enhancements
  - Contact card enhancements
  - Group messaging
  - Integrated Outlook Add-in installer

### 1.2 Changes for Release 21.4.0, Document Version 1

This version of the document includes the following changes:

- Added information about new features:
  - Skype for Business (S4B) integration
  - N-way participant list for owner in non-Video Server (UVS) case
- Changed in Busy – In Meeting presence triggering.
- Added [Appendix C: Skype for Business Integration](#).
- Added [Appendix D: Configure USB Headsets](#).
- Updated copyright text in [Appendix E: Third-Party Software and Copyright](#).
- Updated section [27 Troubleshooting](#).

### 1.3 Changes for Release 21.3.3, Document Version 1

This version of the document includes the following changes:

- Added Remote control event package support.
- Added note about terminating Xsi call control.
- Added note about typing in group chat.
- Added share selector text.
- Added note on passwords.
- Added note on active communications.
- Added note on Video Server (UVS) ad hoc session.
- Added headset text.

- Added note on installation.

#### 1.4 Changes for Release 21.3.0, Document Version 1

This version of the document includes the following changes:

- Added OS X 10.11 support to system requirements and removed 10.8.
- Changed the application name to UC-One Communicator and added the new application logo.
- Updated EULA text.
- Added UC-One Desktop for Chrome.
- Added S4B note on startup sequence.
- Modified keyboard shortcuts.
- Added the following new features:
  - Presence on demand
  - Message history and badge sync
  - Password change
  - Emoji support
  - Accessibility compliance – menus
  - Application sharing
  - Select screen to share
  - Suppress typing sound while in a call

#### 1.5 Changes for Release 21.2.0, Document Version 2

This version of the document includes the following change:

- Added information about limits for active communication sessions.

#### 1.6 Changes for Release 21.2.0, Document Version 1

This version of the document includes the following changes:

- Changed text for chat in presence table.
- Added section [24 Uninstallation](#).
- Changed share text to reflect the new implementation.
- Removed Vista and OS X 10.7 and added Windows 10.
- Added a note on Window management.
- Updated guest client system requirements.
- Updated headset list.
- Added text about new features:
  - Share passing
  - Presence rules and silent alerting
  - Password change
  - Visual voice mail (preview)

- Call center login
- SIP URI dialing
- Skype for Business (S4B)

## 1.7 Changes for Release 21.1.0, Document Version 2

This version of the document includes the following changes:

- Changed text for My Room.
- Changed text for dial pad.
- Added a note about OS X ambient noise reduction.
- Changed text for audio devices.
- Changed text for multi-device chat.
- Changed test for contact profile edit.
- Removed *Appendix B*.
- Made editorial changes.
- Added [Appendix F: Acronyms and Abbreviations](#).

## 1.8 Changes for Release 21.1.0, Document Version 1

This version of the document includes the following changes:

- Added text about new features:
  - Terminating Xsi call control
  - Web button
  - Extensible Messaging and Presence Protocol (XMPP) security enhancements
  - ECACS menu
  - UC-One Add-in for Microsoft Lync
  - Local Group chat history
- Added [Appendix B: Guest Client Usage](#) for guest client.
- Added guest client browser requirements.
- Updated audio devices list.
- Made editorial changes.
- Modified text about Plantronics Spokes installation in section [27 Troubleshooting](#).
- Added the Table of Figures section.
- Updated section [3.10 My Room](#) and [9 My Room](#) with a note on link limitations.

## 1.9 Changes for Release 21.0.0, Document Version 2

This version of the document includes the following changes:

- Added copyright text.
- Added note about contact list size.
- Added note about Feature Access Codes during calls.

- Added note about escape in full screen video.

### **1.10 Changes for Release 21.0.0, Document Version 1**

This version of the document includes the following changes:

- Modified the text for preferences.
- Added text about new features: team telephony, Executive-Assistant, guest client, search enhancements, ECACS, and display name for incoming calls.
- Made editorial changes.
- Updated images.

### **1.11 Changes for Release 20.2.0, Document Version 2**

This version of the document includes the following changes:

- Modified text for My Room Invitation.
- Made editorial changes.

### **1.12 Changes for Release 20.2.0, Document Version 1**

This version of the document includes the following changes:

- Added text about new features: Meet-Me moderator controls and active communication extra buttons.
- Added text to call recording.
- Modified voice mail text.
- Updated image.
- Updated text for preferences.

### **1.13 Changes for Release 20.1.1, Document Version 1**

This version of the document includes the following changes:

- Added text about Plantronics Spokes installation to section [27 Troubleshooting](#).
- Modified section [26 System Requirements](#).
- Modified search text in section [10 Search](#).

### **1.14 Changes for Release 20.1.0, Document Version 1**

This version of the document includes the following changes:

- Added info about new features: echo service, forced logout, integrated call window, configurable left pane order, silent dialing into Meet-Me conference, flexible contact card configuration, and add-in enhancements.
- Added an appendix on USB devices.
- Added Outlook 2013 support.

### **1.15 Changes for Release 20.0.2, Document Version 2**

This version of the document includes the following changes:

- Modified table in section [3 Get Started](#).
- Added more devices to the supported headsets list.

- Added a note to My Room section and to section [3.8 Share Your Desktop](#).
- Added a note to share section about the web link availability.

### 1.16 Changes for Release 20.0.2, Document Version 1

This version of the document includes the following changes:

- Modified icons in section [3 Get Started](#).
- Edited keyboard shortcut table in [Appendix A: Keyboard Shortcuts for Desktop](#).
- Added text about headsets.
- Added BroadWorks Anywhere to supported toolbar services.
- Added note to automatic *Busy –In Call* presence for Xsi calls.
- Modified text for silencing incoming calls.

### 1.17 Changes for Release 20.0.1, Document Version 2

This version of the document includes the following change:

- Modified text in section [7.11 Call Park and Retrieve](#).

### 1.18 Changes for Release 20.0.1, Document Version 1

This version of the document includes the following changes:

- Modified text in section [12 Communications History](#).
- Modified text in section [3.9 Active Communications](#).

### 1.19 Changes for Release 20.0.0, Document Version 2

This version of the document includes the following change:

- Modified text in section [7.3 Answer Call](#).

### 1.20 Changes for Release 20.0.0, Document Version 1

This version of the document includes the following changes:

- Added new features: Security Classification, Attended Transfer, Call Pull, Call Park/Retrieve, Chat Room Moderation, Call and Chat Recording, logging enhancements, video enhancements, and emergency call enhancements.
- Updated images.

### 1.21 Changes for Release 10.1.2, Document Version 1

This version of the document includes the following changes:

- Made minor modifications.
- Changed document-numbering scheme.

### 1.22 Changes for Release 10.1, Document Version 3

This version of the document includes the following changes:

- Added text for the login dialog.
- Added a list of keyboard shortcuts to [Appendix A: Keyboard Shortcuts for Desktop](#).



### 1.23 Changes for Release 10.1, Document Version 2

This version of the document includes the following changes:

- Removed redundant text.
- Updated figures to reflect new icons.

### 1.24 Changes for Release 10.1, Document Version 1

This version of the document includes the following changes:

- Modified text regarding desktop sharing on dual screens and Xtended Services Interface mid-call controls, Call Settings toolbar, new icons, and so on.
- Updated figures to reflect new “skin”.

### 1.25 Changes for Release 10.0.4, Document Version 1

This version of the document includes the following change:

- Modified section [26 System Requirements](#).

### 1.26 Changes for Release 10.0.3, Document Version 2

This version of the document includes the following change:

- Modified section [26 System Requirements](#).

### 1.27 Changes for Release 10.0.3, Document Version 1

This version of the document includes the following changes:

- Added section [3 Get Started](#).
- Added textual user guide of features.
- Updated hardware requirements to remove Mac OS 10.5.

### 1.28 Changes for Release 10.0.2, Document Version 1

This version of the document includes the following change:

- Added more FAQ entries on new features.

### 1.29 Changes for Release 10.0.1, Document Version 1

This version of the document includes the following change:

- Added more FAQ entries.

### 1.30 Changes for Release 10.0.0, Document Version 1

This is the first version of the document, introduced for Release 10.0.0.

## **2 About Communicator for Desktop**

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Communicator for Desktop is a native Windows and Mac client or Chrome application for Unified Communications, providing the following communication features:

- Instant Messaging and Presence
- Voice Calling (VoIP)
- Voice Calling (Desk phone)
- Video Calling
- Desktop Sharing
- BroadWorks Call Settings

## 3 Get Started

---

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

### 3.1 Installation

Your service provider provides the download of the installer.

#### Windows

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

#### OS X

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

#### Chrome

- Launch Chrome.
- Sign in to Google (Mail, Calendar, or any other Google App).
- Open the link from your service provider to the application on Chrome store.
- Go to Chrome Applications.
- Launch Communicator.

### 3.2 Sign In

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

- 1) If displayed, enter the login Uniform Resource Locator (URL) provided by the service provider.
- 2) Enter your BroadWorks user name and password.
- 3) Select whether you would like Communicator to remember your password.
- 4) Select whether you would like Communicator to sign you in automatically on subsequent launches.
- 5) 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.

After logging in, a pop-up dialog may appear informing you about emergency calls, and another about changing your location for emergency calls. You may also see a banner in the *Main* window related to emergency calls. Depending on your service provider settings, emergency calls may not be allowed. In this case, calling an emergency number displays a pop-up dialog. A notification message in the *Main* window may also display. It is not a supported configuration to run many desktop clients at the same time with the same account.

### 3.3 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. Note also, that depending on your service provider settings, the order of the left pane icons may vary. The left pane call settings icon and menus are visible depending on your service provider settings. The dial pad is also integrated with the *Main* window.

Communicator windows open up in a cascaded fashion in the middle of the screen while Chrome uses tabs. The *Search and Dial* field allows searching for contacts as well as making calls using phone numbers or SIP URIs (native desktop only). SIP URIs must use the format `user@domain` or `sip:user@domain`.

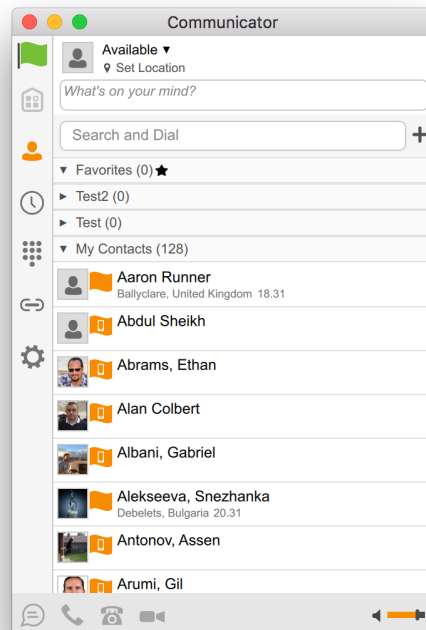


Figure 1 Main Window

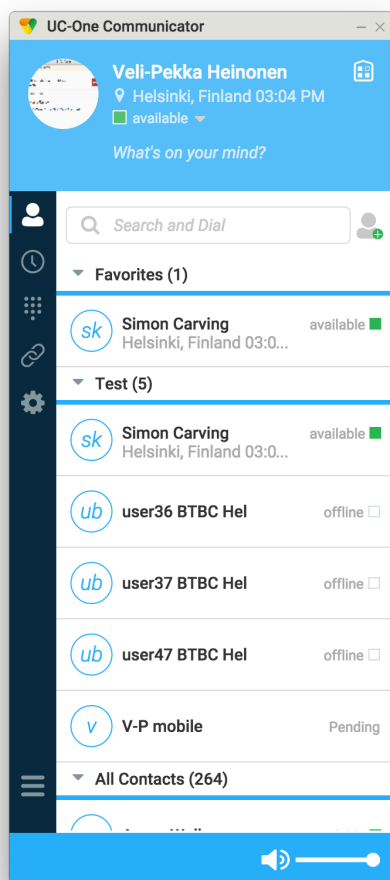










Figure 2 Chrome Application

Icon	Usage
	<b>My Information</b> – View and update your information, for example, your presence, avatar, and location.
	<b>Contacts</b> – View your contacts.
	<b>My Room</b> – This is your permanent communication room. Participants can dial in to your audio bridge.
	<b>Communications History</b> – View previous chats and calls.
	<b>Full Enterprise Directory</b> – Show all contacts of the directory.
	<b>Dial Pad</b> – Make calls (it is integrated with the <i>Main</i> window).
	<b>Web Button</b> – Provides web content inside the <i>Main</i> window or browser.







Icon	Usage
	<b>Preferences</b> – Use for quick access to preferences and call settings such as Call Forwarding.
	<b>Chat</b> – Start an instant message conversation with a selected contact.
	<b>Call</b> – Make an IP audio call to a selected contact.
	<b>Call from Phone</b> – Make a Click To Dial call from your desk phone (or secondary device).
	<b>Video Call</b> – Make a video call to a selected client (VoIP).
	<b>Menu</b> – Open Call Settings, Preferences, and Help.
	<b>Add</b> – 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 <i>Busy – In Call</i> status overrides the <i>Busy – In Meeting</i> 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.

### 3.4 Communications Window

After starting communication with one or more contacts, a *Communications* window is displayed for chat and may be displayed for calls depending on your service provider settings (native desktop only). The call window can also be integrated with the *Main* window. On Chrome, a tabbed view is used. From this window, 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.

As of Release 21.2.0, Communicator limits the number of active communications to spare resources. 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.

### 3.5 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.

### 3.6 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.

### 3.7 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 dialing 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.

### 3.8 Share Your Application or Desktop

Share your desktop by following these steps:

- 1) Click the **Start Sharing** button in the bottom 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 your service provider has enabled share on your account. 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.

In addition, participants can share when enabled by their service provider.

**NOTE:** To share your desktop, you must enter your web collaboration credentials in *Preferences* → *Credentials*, unless your service provider has automated provisioning in use. For more information, see section [20 Preferences](#). You can participate in desktop sharing sessions by another user even without having your own sharing credentials.



### 3.9 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 starting in Release 20.1.0, 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.

As a service provider option in Release 20.2.0 and onwards, more buttons can be added to the Active Communications area:

- Conference
- Call transfer
- Call park

When enabled, you can use the buttons for faster access to the services.

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.

### 3.10 My Room

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

If you assign a conference bridge to your profile in *Preferences* → *Credentials*, then 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. Note, if your service provider has auto-provisioning enabled, then you cannot edit these details. If your service provider has silent dialing enabled, then you cannot hear any DTMF tones when dialing into My Room (the call is made automatically, native desktop only).

If a conference bridge is not specified, you cannot initiate a call in your room.

You can invite others to your room by dragging and dropping them from the Contacts list into the *My Room Communications* window or tab on Chrome. 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.

### 3.10.1 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

- 3) Click the Communicator logo in the *Main* window title bar.
- 4) Select *Preferences*.
- 5) Select *Audio*.
- 6) Set a playback device (speakers).
- 7) Set a recording device (microphone).
- 8) Click **OK**.

#### OS X

- 1) Select *Communicator* from the main menu.
- 2) Select *Preferences*.
- 3) Select *Audio*.
- 4) Set a playback device (speakers).
- 5) Set a recording device (microphone).
- 6) Click **OK**.

#### Chrome

- 1) Click the Application menu bottom in the *Main* window.
- 2) Select *Preferences*.
- 3) Select *Audio*.
- 4) Set a playback device (speakers).
- 5) Set a recording device (microphone).
- 6) 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.

Note that on OS X it is recommended to disable “Use ambient noise reduction” in *System Preferences* to reduce echo.

## 4 Contacts

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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.

### 4.1 Add

When you sign in for the first time, there are no contacts on your contact list. 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 Extensible Messaging and Presence Protocol (XMPP) address is provided.

If you are accepting contacts via a buddy request, you may see the contact card after accepting the buddy 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.

Contact card telephone number fields can also have SIP URIs (work, mobile, extension, personal, and conference bridge). Release 21.5.0 introduced support for additional contact card fields.

## 4.2 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.

## 4.3 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.

## 5 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 <i>Busy – In Call</i> status overrides the <i>Busy – In Meeting</i> 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 is 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 is a Preview feature in Release 21.5.0.

The avatar in this version 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 (single click on Chrome). A File Explorer view opens.

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.

## 6 Chat

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### 6.1 Chat View

When you initiate a chat, the *Chat* 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* window (or tab on Chrome) and open it again, sent chat messages are shown in the window 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 using the drop-down menu.

In the text field, you can add a smiley emoticon. Smiley 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.

### 6.2 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.

### 6.3 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.

Release 21.5.0 introduced support for receiving group messages sent from UC-One Connect.





### 6.4 Chat Recording

Chats can also be recorded as a service provider option (native desktop only). In this case, the client shows a recording indicator. Note that there are no end-user controls for chat recording.



## 7 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.

Dial a number or SIP URI of format user@domain or sip:user@domain in the combined *Search and Dial* field to make a call (native desktop only). Once you type your numbers, Communicator searches for contacts on both the local contact list and the enterprise directory.

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.

## 7.1 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.

## 7.2 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. This depends on your service provider configuration as other devices may also ring.

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.

Depending on your service provider settings, it is also possible to control calls initiated without Communicator in the *Active Communications* view. The same mid-call controls are also available in this case. In case of an incoming call, the actual answering action must happen with the other device.

## 7.3 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.

## 7.4 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.

## 7.5 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.

## 7.6 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.

## 7.7 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.

## 7.8 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.

## 7.9 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.

## 7.10 Message Waiting Indication and Visual Voice Mail (Preview)

Depending on your service provider 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.

When visual voice mail is enabled, a third tab is available, showing visual voice mails. Click on individual mails to listen to them. Video mail is supported as a preview feature if enabled by your service provider.

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 when enabled by your service provider. You can see all voice mails in a list and play them inside the *Main* window.

The following settings are needed on CommPilot portal to have visual voice mail:

- Voice messaging enabled
- “When message arrives, use unified messaging” option enabled
- “Use Phone Message Waiting Indicator” option enabled

## 7.11 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.

## 7.12 Call Pull

Call Pull allows you to pull an ongoing call from one of your devices to another one where the Call Pull feature is used (native desktop only). Call Pull can also be used with Feature Access Codes (FACs), in this case, \*11. In this release, user interface support has been added to the desktop so that an end user does not have to remember FACs.

### 7.13 Call Recording Controls

You can use call recording controls in this release (native desktop only). Depending on your service provider's configuration, 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.

### 7.14 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).

### 7.15 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.

### 7.16 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.

### 7.17 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. The following is a list of tested example devices, although other devices should also work:

- Plantronics Voyager Edge UC
- Plantronics Savi 700 series
- Plantronics Blackwire C3xx, C4xx, C5xx, and C7xx
- Plantronics Calisto 620
- Plantronics Voyager Legend UC
- Logitech H570e Mono
- Logitech BCC950
- Logitech Conference Cam Connect
- Jabra Biz 2300/2400
- Jabra Speak 510
- Jabra Pro 930 (wireless)
- Sennheiser SC 230/260
- Sennheiser SP 20
- Sennheiser MB Pro1 UC

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 (x86)\BroadSoft\UC-One\connectors

## 7.18 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.

## 7.19 Executive-Assistant

The Executive-Assistant service allows an assistant to operate on behalf of an executive to screen calls, answer calls, and place calls as the “executive” (the caller ID is the one of the executive) (native desktop only). The provisioning of the executive and assistant roles takes place on the server side and cannot be modified on the client.

One assistant can have many executives and it is possible to:

- Select the desired role when making a call using a pull down menu in the *Main* window.
- Answer an incoming call on behalf of an executive and then push the call to the executive. The incoming call is presented as a call to the executive. In addition, all the usual call management options are available.
- See that an incoming call is actually for the executive.

The caller ID format is dependent on your service provider settings and cannot be changed on the client side.

## 7.20 Presence Rules and Silent Alerting

Starting with Release 21.2.0, you can combine call processing with presence statuses (native desktop only). For instance, “Busy” state can be combined with call forwarding so that when the “Busy” presence status is used, calls are forwarded. It does not matter how the presence status is invoked, via automation or manually.

All presence statuses can have presence rules:

- Available
- Busy
- Away
- Offline

The following BroadWorks call processing services can be used:

- Silent alerting



- Call forwarding to number
- No rules

If presence rules are used, all your client devices should have this service enabled to avoid side effects. Silent Alerting is supported whenever an incoming call has that feature enabled. Silent alerting can only be enabled via presence rules in Communicator but various settings can also be altered via web provisioning.

## 7.21 Call Center Agent Login

Starting with Release 21.2.0, you can also log in to your call center queues 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.

## 7.22 Remote Control Event Package

Remote Control allows you to answer a call or put it on hold from a receptionist or call center client while the results are seen in your Communicator desktop client. Answer and hold/resume buttons are visible in Receptionist/thin client to perform call management operations.

This feature must be enabled by your service provider for it to be used.

## 7.23 Auto-Answer

Release 21.5.0 introduced support for auto-answering incoming SIP calls for call center scenarios. The incoming call notification is identical to the usual incoming call notification.



## 8 Application or Desktop Share

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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.

## 9 My Room

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*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 tab in Chrome) 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.

To use the full functionality of *My Room* (desktop sharing, conferencing, and chat combined), you may have to manually enter your desktop sharing credentials, your conferencing number, and your PIN in the *Preferences* → *Credentials* window. This depends on your service provider settings.

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.

- 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) To modify credentials and conference bridge information, select *Configure* to go to the preferences. If your service provider has automatic provisioning enabled, then this menu item is not present.
- 3) Select *My Room Invitation* (or, for example, *Copy My Room Link* on Chrome) to copy an invitation link to the operating system clipboard (depending on your service provider setup, this menu option may not be available). 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 [8 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.

## 9.1 Guest Client

Previously it was not possible to join a full My Room session with a web browser. Guest client allows you to do that.

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 by requesting a callback using the provided dial-in number and conference PIN 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 Web Real-Time Communication (WebRTC) is disabled by your service provider:

- Latest Chrome on Windows (Windows 7, Windows 8 [Classic], and Windows 8.1 [Classic]) and OS X (10.8 and 10.9)
- Internet Explorer 11 on Windows (Windows 7, Windows 8 [Classic], and Windows 8.1 [Classic])
- Safari 7 on OS X (10.8 and 10.9.)

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)

For more information on guest client usage, see [Appendix B: Guest Client Usage](#).

## 10 Search

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Communicator supports a search of the enterprise directory as well as the personal directory, enterprise common directory, and group common. Chrome also supports Google contacts. 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 LDAP search (Corporate directory) or Outlook search are enabled, there are more result groups.
- If there are no results for a certain search source (for example, local contacts, Outlook, LDAP, or BroadWorks Telephony Directory), then that group is different in the UI.

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.

Release 21.5.0 introduced support for showing phone number 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.

LDAP search (Corporate directory) needs to be enabled by your service provider. In addition, you must manually provide your LDAP credentials in the *Preferences* → *Security* tab. LDAP search results are provided in the corporate directory group in the search results.

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*.

## 11 Full Enterprise Directory

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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.

## 12 Communications History

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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”.

## 13 Click-to-Call (Highlight Text)

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Release 21.5.0 of Communicator for Desktop introduced 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*.



## 14 Security Classification

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Communicator supports security classifications, which are typically used in government deployments where users are divided into security clearance categories (native desktop only). The security classification is displayed based on the security classification of all session participants. The security classification is displayed in chat as well as audio and video calls. Security classification has to be set by your service provider; the client checks the assigned security classification at login.

For calls, the security classification can be changed during a call by a user and it works with supplementary services such as Call Transfer and Conference.

For chat, the security classification is displayed but cannot be changed.

## 15 XMPP Security

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Depending on your service provider configuration, Communicator supports blocking of unauthorized file types in file transfer in order to support service provider IT policies (native desktop only). When sending a file with of an unauthorized type, there is an error message showing the cause of the file transfer failure.

Similarly, clickable links in chat may be disabled; however, you can still copy the link into a browser.

## 16 Web Button

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As a service provider option for integrating third-party web content onto Communicator desktop, a left pane icon may be visible. When clicked, it opens predefined content either in the *Main* window or on a separate web browser. Both single and multiple links may be present.

In addition, local applications can be used in the links, for instance, email. This depends on your service provider configuration.

Cookies are supported starting in Release 21.3.0. The saved cookies are stored in *cookies.dat* that can be accessed from *Preferences* view → *General* tab by clicking on the **Open folder** button and navigating one directory level up. To remove old cookies, first exit UC-One, then remove the file and sign back in. Failing to exit the client results in recreating the *cookies.dat* with cookies from memory.

## 17 UC-One Add-In for Microsoft Skype for Business

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Communicator for Desktop supports integrating with Microsoft Skype for Business (S4B) (native desktop only). The intended main use case is using Communicator for non-S4B calls such as calls to mobile while presence, chat, and S4B-to-S4B calls still take place via S4B.

Existing S4B integration with, for example, SharePoint, Office 365, and Internet Explorer can be used so that calls can be made from those applications.

Usual Communicator call control features such as hang up, mute, transfer, conference, and Call Park are supported. Communicator call logs and call settings are also available in this configuration.

Communicator also updates phone presence on the S4B side.

Communicator must be started after S4B for calling to work smoothly.

For detailed calling examples, see [Appendix C: Skype for Business Integration](#). For a general overview of this feature, see the *UC-One Add-in for Microsoft S4B Product Guide*.

## 18 Emergency Call Address Change Service

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Depending on service provider settings, a special dialog can be shown at login, asking if the (physical) address needs to be updated (native desktop only). If not, login proceeds normally. If the user replies “yes”, a web browser opens with the possibility to update the physical address for emergency calls. Once the address update is complete, login continues.

Depending on service provider settings, a separate Emergency Call Address Change Service (ECACS) menu item may also be visible in the *Main* window. This menu item allows the ECACS service to be invoked at any time after login.

## 19 Password Change

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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.

## 20 Accessibility Compliance

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UC-One Communicator supports accessibility compliance starting in Release 21.3.0 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](#).

## 21 Preferences

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

### Windows and OS X

- 1) Click the *Preferences* logo in the *Main* window left pane.
- 2) Select the desired view from the drop-down.

or

### Windows and OS X

- 1) Go to the Communicator accessibility menu.
- 2) Select *Preferences*.
- 3) Select the desired view from the drop-down.

### Chrome

- 1) Click the **Application** menu button in the bottom left-hand corner of the *Main* window.
- 2) Select *Preferences*.

## 21.1 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.

## 21.2 Media

### 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.



## Microphone

### 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).

Click **Test Call** to make a test call to test voice quality.

## 21.3 Services

In this release, this section is reserved for presence rules. For more information on presence rules, see section [7.20 Presence Rules and Silent Alerting](#).

## 21.4 Extensions

Select how incoming add-in requests are handled, whether they are automatically accepted or not or if incoming requests are allowed at all. On Chrome, you can select the Google calendar and Google contacts search.

Depending on your service provider configuration, 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.

## 21.5 Advanced

The *Advanced* view contains three different subsections:

- Logging
- Proxy
- Credentials

### Logging

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.

### **Credentials**

#### **Configuration URL**

If the Device Management configuration URL is available to be viewed, it appears here.

#### **IM Address**

If XMPP credentials are available to be viewed, they appear here.

#### **BroadWorks ID**

This is the username you use to log in.

## 22 Call Settings

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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:

- Incoming calls
  - BroadWorks Anywhere
  - BroadWorks Remote Office
  - Forward Calls
  - Do Not Disturb
  - Simultaneous Ring Personal
  - Anonymous Call Rejection
  - Call Waiting
- Voice Messaging
- Outgoing Calls
  - Block My Number (Calling Line Identification Presentation [CLIP]/Calling Line Identification Restriction [CLIR])
  - Automatic Callback
  - Highlight to call

You can also use the call settings with a *Main* window toolbar on the top of the window, if this feature is enabled. When enabled, this feature allows BroadWorks Anywhere, Do Not Disturb, Remote Office, and Call Forwarding to be managed in the *Main* window using single clicks or right clicks. From Release 20.2 onwards, the *Call Settings* toolbar is an icon in the left pane with right-click menus.

### 22.1 BroadWorks Anywhere

BroadWorks Anywhere allows service providers to offer fixed-mobile convergence (FMC) services today without additional equipment.

BroadWorks Anywhere simplifies communications for on-the-go users and remote users by extending the features of a desk phone to any other fixed or mobile device, regardless of the network or handset manufacturer. Callers dial one number and can reach you on any phone the user chooses. A desk phone, cell phone, and/or a soft phone may ring simultaneously.

Experience voice call continuity with the ability to move live calls from one device to another without hanging up.

Add locations (numbers) that can be used in the service via the *Add Number* field. Use the *Alert all locations simultaneously* check box to activate parallel ringing. Click on the “+” icon to see more options.

The *Don't divert* check box prevents a call from ending up as a voice mail, which can be problematic in, for example, conference call situations.

Select *Answer Confirmation* to receive a separate audio prompt when answering a call from that number (location). It may be useful in cases where, for example, mobile numbers are being used to prevent incoming calls going to mobile voice mail since the call will be ended without going to voice mail if the answer confirmation is not provided.

Select the *Call Control* check box to enable the server platform to provide mid-call services such as Call Transfer and Conferencing for that number (location).

## 22.2 BroadWorks Remote Office

This service allows the use of any phone as the office phone from a charging and numbering perspective. For instance, a hotel room phone can be used as the office phone.

Enable Remote Office by clicking the service icon and specifying a phone number to be used as the Remote Office number.

## 22.3 Forward Calls

Enter a number to which your calls should be forwarded. Different variants of Call Forwarding are supported, such as forwarding always, forwarding when busy, and forwarding when you cannot answer or when you are unreachable. In addition, you can specify the number of rings before call forwarding is triggered.

## 22.4 Do Not Disturb

When you activate this service, all calls are typically blocked by the server and are sent to voice mail. Enable this service by enabling the service icon.

## 22.5 Hide Number

You can hide or display your number when calling or communicating with other parties or contacts. Hide your number by enabling the service icon. To show your number, set this to "Disable".

## 22.6 Simultaneous Ring Personal

Add up to 10 additional numbers or Session Initiation Protocol Uniform Resource Identifier (SIP-URI) addresses that you would like to ring in addition to your primary number when you receive a call. In addition, specify whether you want answer confirmations and if you would like to receive calls when already on another call. This service is an older variant of BroadWorks Anywhere.

## 22.7 Voice Messaging

You can enable or disable voice messaging in the *Preferences* and *Incoming Calls* tab. A number of settings are available:

- Send all calls to voice mail.
- Send busy calls to voice mail.
- Send unanswered calls to voice mail.
- Specify how voice mail messages are handled using an indicator in Communicator or forwarding to e-mail.
- Enable notifications of new messages via e-mail.
- E-mail a carbon copy of new voice mail.
- Transfer incoming calls to a specified number using "0" DTMF.

- Specify how many rings are used before sending an incoming call to voice mail.
- Allow/disallow callers to leave a message.

## 22.8 Anonymous Call Rejection

The Anonymous Call Rejection service allows you to reject calls from parties who have explicitly restricted their identities.

You can enable or disable anonymous call rejection in the *Preferences* and *Incoming Calls* tab.

## 22.9 Automatic Callback

The Automatic Callback (ACB) service allows you to be notified when the previously called busy party becomes idle and is connected without having to redial the phone number.

When you call another party and the call cannot be connected because the line is busy, you are prompted to make an automatic callback request (for example, “The line you are calling is busy. Press 1 if you would like to be notified when the line becomes available”).

If you select Automatic Callback, the system monitors the busy party and automatically establishes a call when the busy party becomes available.

You can enable or disable Automatic Callback in the *Preferences* and *Incoming Calls* tab.

## 22.10 Call Waiting

The Call Waiting service allows you to answer a call while already engaged in another call.

You can enable or disable server-based call waiting in the *Preferences* and *Incoming Calls* tab. If you disable Call Waiting, the second incoming call will not be connected and the caller hears an announcement that the call cannot be completed.

## Sign Out

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Signing out of Communicator sets your status to “Offline” for your contacts and displays the *Sign In* screen.

### 22.11 Sign Out of Communicator

To sign out, follow these steps.

#### Windows

- 1) Click the Communicator logo in the *Main* window title bar.
- 2) Select **Sign Out**.

#### OS X

- 1) Select *Actions* from the main menu.
- 2) Select **Sign Out**.

#### Chrome

- 1) Click the **Application** menu button in the bottom left-hand side of the *Main* window.
- 2) Select **Sign Out**.

### 22.12 Exit Application

To exit the application completely, follow these steps.

#### Windows and OS X

Close the *Sign In* window.

#### Windows

- 1) Select the Communicator logo in the *Main* window title bar.
- 2) Click **Exit** (a keyboard shortcut can also be used).

#### OS X

- 1) Select *Communicator* from the main menu.
- 2) Select *Quit Communicator* (a keyboard shortcut can also be used).

#### Chrome

- 1) Click the **Application** menu button in the bottom left-hand side of the *Main* window.
- 2) Select **Exit** (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.

## 23 Multi-Device Support

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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.

## 24 Installation

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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.

### Chrome

The Chrome client can be installed from the Chrome Web Store. Your service provider can provide the URL.



## 25 Uninstallation

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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.

### Chrome

The Chrome client can be uninstalled by opening *chrome://extensions* in the Chrome browser and clicking on **Remove from chrome** (trashcan icon) located next to the application.

## 26 System Requirements

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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

## 27 Troubleshooting

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### **Why can't I chat with contacts from Yahoo?**

Chatting with users in other domains is possible, but depends on the domain. For instance, BroadCloud supports Google federation but not Yahoo. However, group chat is not supported in Google federation, so the group chat option with those contacts is shown in grey.

### **Why can't I change the avatar?**

Double-clicking the avatar should open a File Explorer view to select a file. If your XMPP connection is lost, changing the avatar does not succeed. A lost XMPP connection is indicated in the Main window's top notification area.

### **My contacts are all offline and my client's status bar says "XMPP unavailable". What does this mean?**

It means that the XMPP connectivity has been lost for chat, as well as for presence; however, you can still make calls. You should contact your service provider.

### **Why am I offline?**

If you have selected "Offline" status, you are shown as offline to others. Another possibility is that you may have lost your Internet connection. In this case, the client does not log out, but rather enters an offline mode where a contact list is available but communication is not possible.

### **Why can't I have more video resolutions available?**

You can choose your video resolution from *Preferences* and the *Video* tab. Your selection is used by default for future video calls. The available resolutions are automatically presented based on your camera.

### **Why can't I change my user name and password?**

User name and password editing is not supported in the client. To edit your user name or password, contact your service provider. The exception is login password expiry. When it expires, you can change the password in a separate dialog window.

In the preferences, the client only supports changing LDAP credentials. Desktop sharing credentials may also be changed, depending on your service provider settings.

### **Why does my all day calendar entry not trigger *Busy – In Meeting* presence status?**

Not all meetings trigger a presence change to *Busy – In Meeting*.

To trigger the presence update, the meeting must be in the *Show me as busy* state.

### **Why aren't all my group chat messages saved?**

Only the newest chat room messages are stored on the server, but never for My Room for security reasons. Starting from Release 21.3.0, when the optional (Preview mode in Release 21.3.0 and fully supported in Release 21.4.0) message history feature is enabled by your service provider, messages sent from other devices are also shown.

**Why aren't all my chat messages available in my other devices?**

All one-on-one and group chat messages are saved, but only locally, so they are not necessarily available in your other devices. Incoming messages are sent to all devices; however, the ones that you send are only stored in the device that you are using to send the message. Starting from Release 21.3.0, when the optional (preview in 21.3.0) message history feature is enabled by your service provider, messages sent from other devices are also shown.

**Why can't I change the XMPP address of a contact?**

This is not supported in this release. However, you can delete the contact and add a new one.

**Why does my location show an incorrect address?**

It is done based on the public 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. You can also manually change the location by clicking the avatar and changing the location icon.

**Why can't I start desktop sharing?**

To share your desktop, you need to have valid credentials, either by manually entering desktop sharing credentials in the *Preferences* → *Credentials* window, or by using auto-provisioning to enable the desktop sharing menu items and icons. However, you can participate in desktop sharing sessions even without any sharing credentials. Your service provider settings dictate if auto-provisioning is enabled or not.

**Why can't My Room participants share the desktop?**

Only the owner of the room can share the desktop before Release 21.2.0. Starting in Release 21.2.0, participants can also share when enabled by the service provider. This applies to both *My Room* and ad hoc sessions.

**I have a USB headset and the call control features are not working. Is there anything special I need to do to enable call control support?**

In order to use headsets on Windows (not supported on OS X), several steps are needed:

- 1) When the client is started, you must accept the API connection request from the connector/add-in device.
- 2) Additionally, your client must have the feature enabled by your service provider.

## 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.

Shortcuts for Windows	Shortcuts for Mac	What it does
CTRL-arrow down	Cmd-arrow down	This decreases the volume.
CTRL-arrow up	Cmd-arrow up	This increases the volume.
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) Right-click on the **My Room** icon to copy the guest join link and send it to a guest via email or other means.

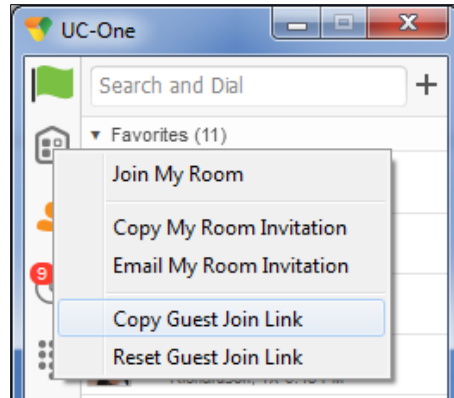


Figure 3 Copy Guest Join Link Menu Option

- 2) The guest can open the link in one of the supported browsers, enter their name and password, and then click **Join Room**.

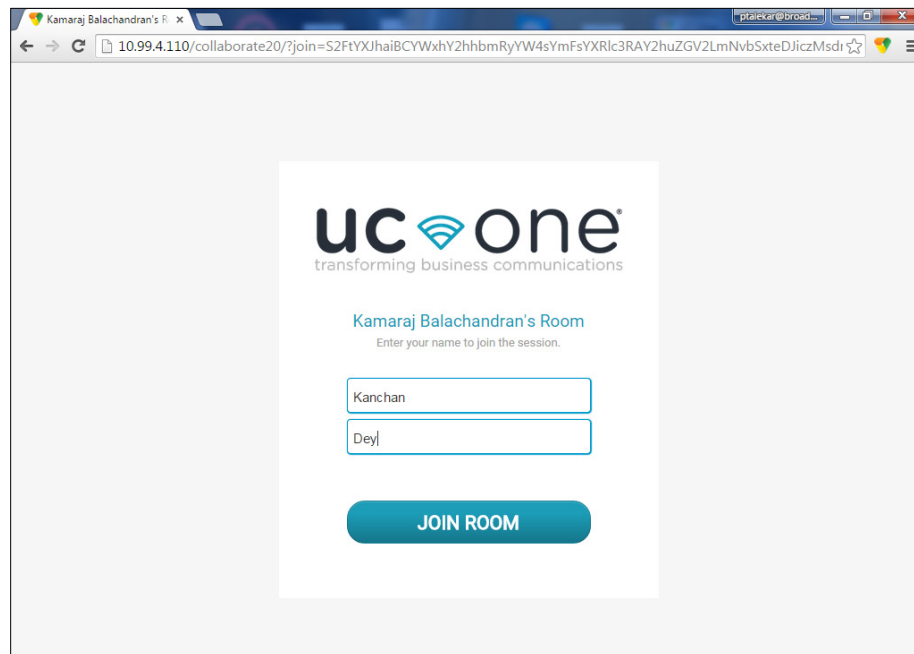


Figure 4 Login Screen for Join Room

- 3) Once you click on **Join Room**, you see a badge on your My Room icon (as shown in the following figure).

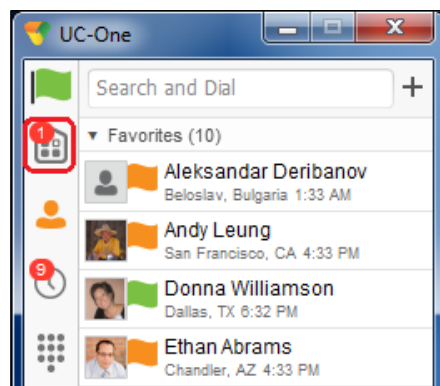


Figure 5 My Room Icon – Guest Request Badge

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

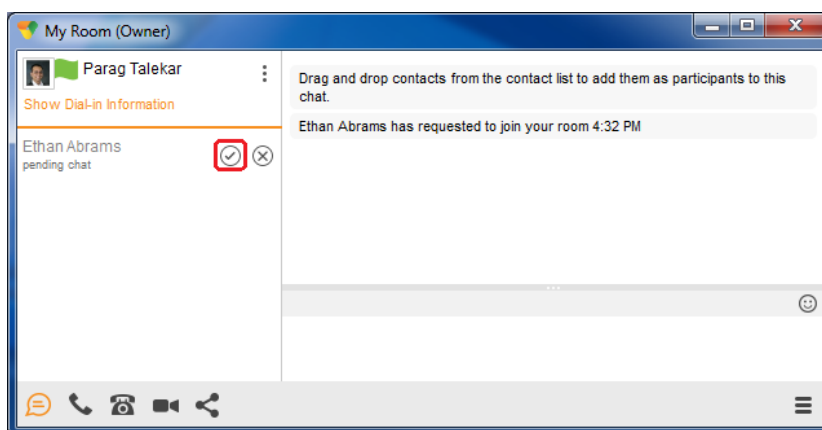


Figure 6 My Room – Accept Guest Request

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.

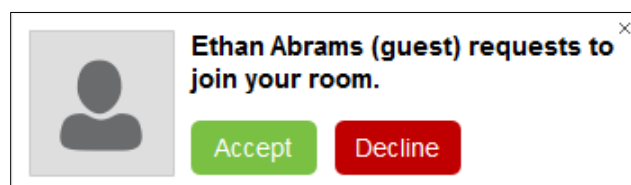


Figure 7 Accept/Decline Request Pop-Up



- 5) 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).

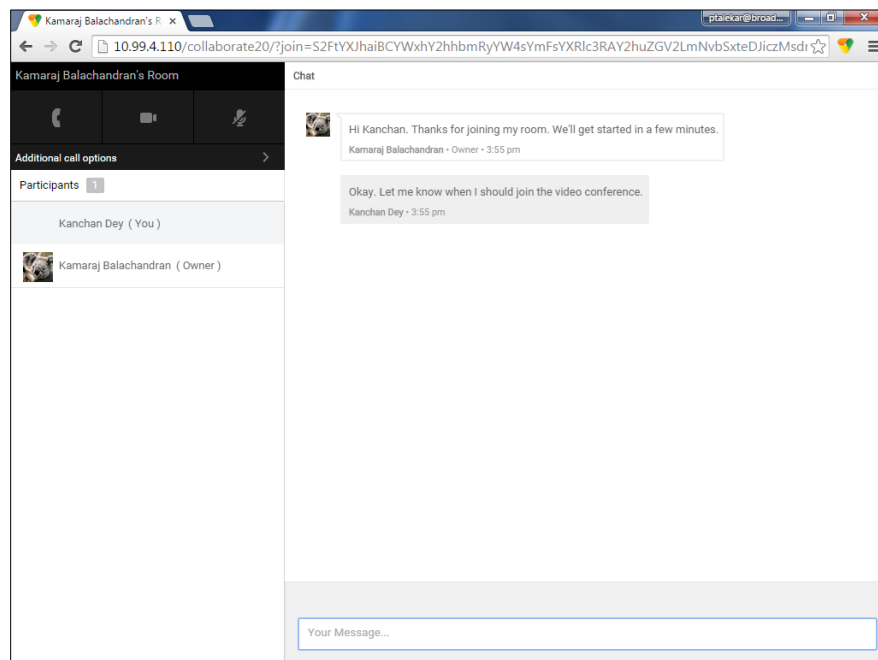


Figure 8 My Room Window – Guest Chat

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).

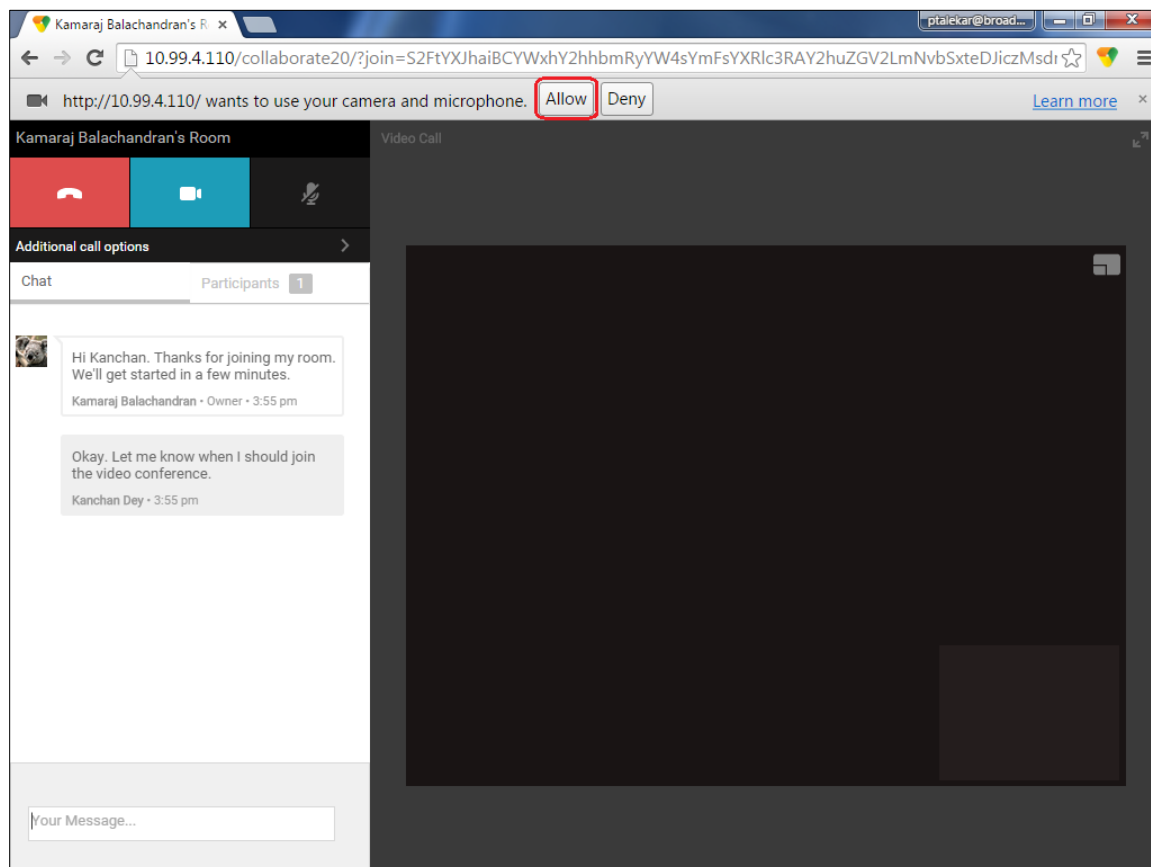


Figure 9 Allow Access to Camera and Microphone Access

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.

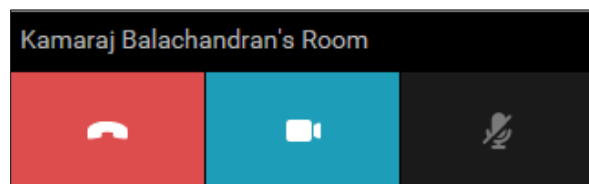



Figure 10 My Room Window Icons

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

- 6) 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.

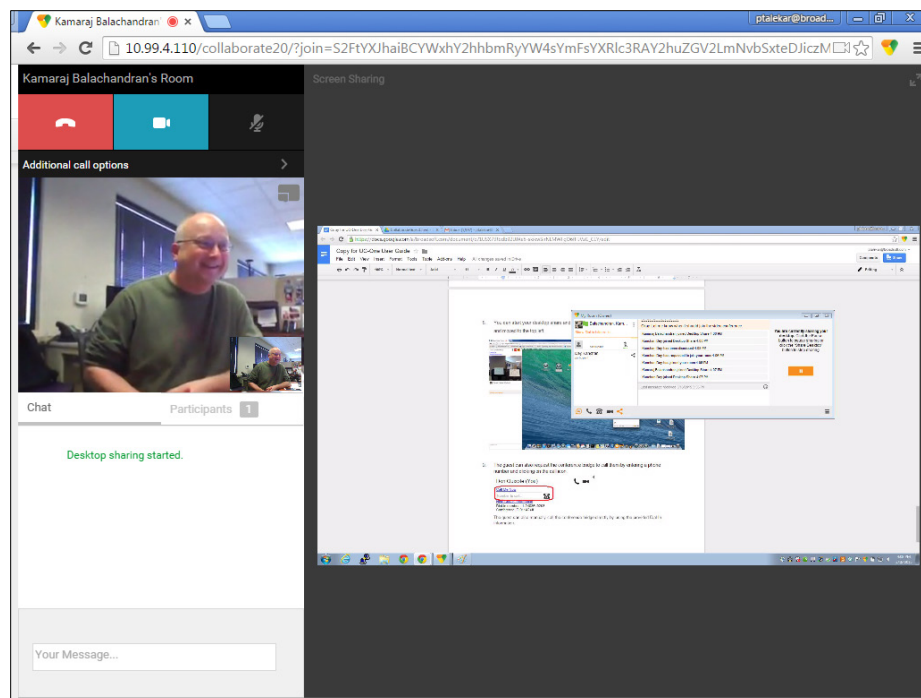


Figure 11 My Room – Desktop Share with Video Call

- 7) 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.

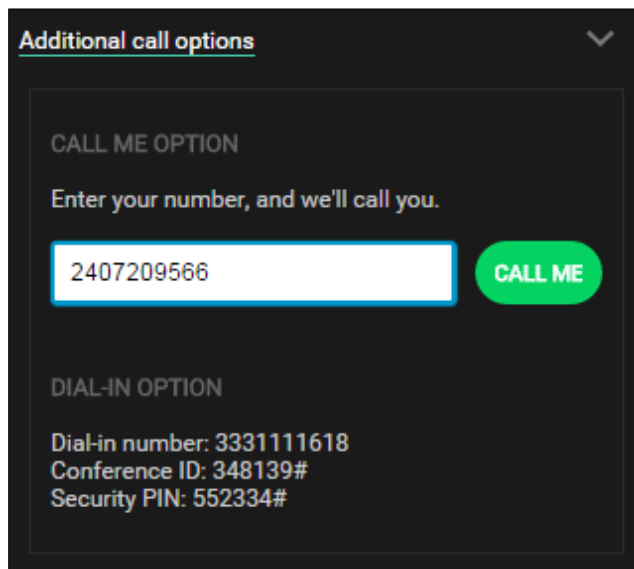


Figure 12 Additional Call Options

The guest can also manually call the conference bridge directly by using the provided dial-in information.

## Appendix C: Skype for Business Integration

This section provides more hands-on information about Skype for Business (S4B) integration usage.

The required startup procedure is as follows (reversing the order in which S4B and Communicator are started will not work):

- 1) Start S4B.
- 2) Start Communicator. You can have it minimized or in the foreground. Your service provider may also choose an automatic “Minimize after login” feature that automatically minimizes Communicator after login.

The original intended use case for S4B integration was to use S4B for presence and chat and on-net (VoIP) calls while Communicator would be used for off-net calls with presence and chat turned off. However, many deployments keep the full presence and chat functionality of Communicator. Communicator supports presence synchronization between S4B and Communicator for most presence statuses.

The following sections describe the ways to make various kinds of calls.

### On-Net Calling

To make an on-net call:

- 1) Select a S4B contact and click the call button. Alternatively, right-click a contact and select an on-net number.
- 2) Both the S4B main window and communications window are visible (as shown in the following figures).

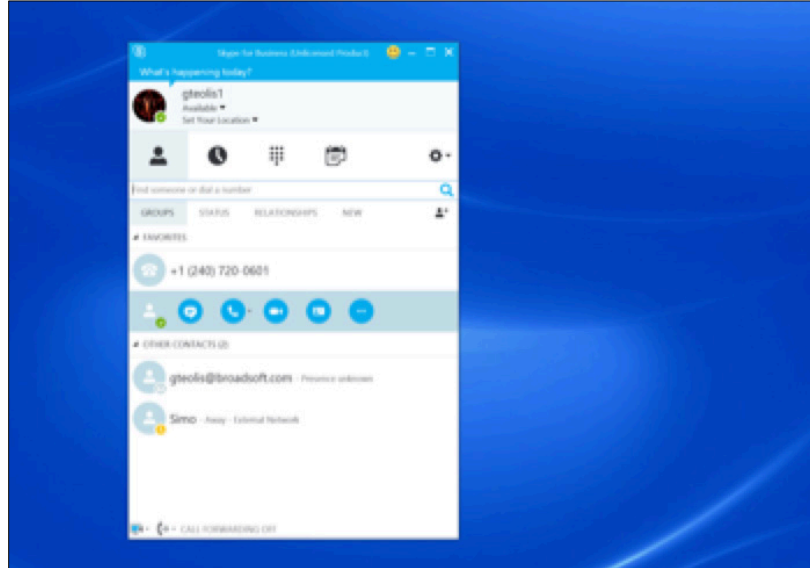


Figure 13 Making an On-Net Call

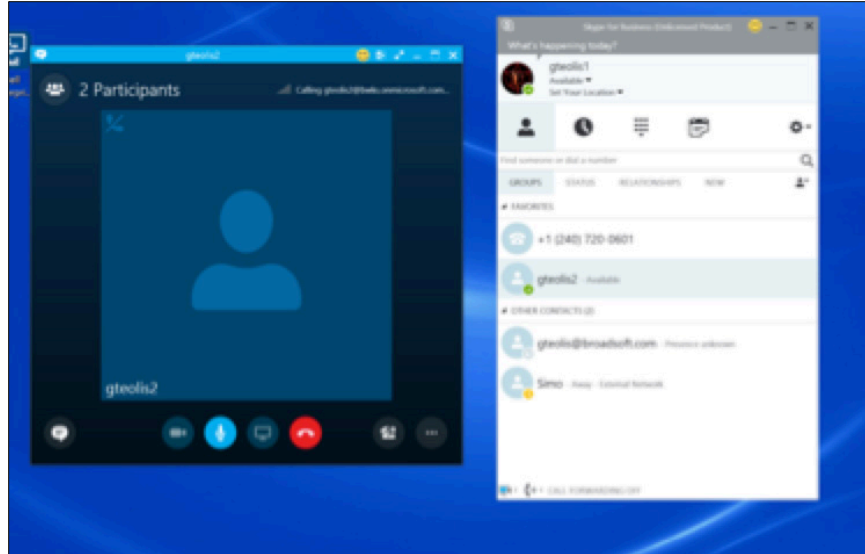


Figure 14 Ongoing On-Net Call

### Off-Net Calling

Off-net calling has more variations due to S4B remembering the last number used to call a contact when clicking the call button (default action). As a result, when in S4B calling another S4B contact who is, for example, offline or in DnD status, using the call button (where the default action is to call an S4B address) will fail and the S4B call will not complete.

Your service provider can configure Communicator to make the call instead in these cases.

To make an off-net call:

- 1) Select a contact, right-click and select an external number (see the following list for the possible selections). The same outcome occurs when making an S4B-to-S4B call while the called person is, for example, offline or in the DnD state. Selecting a particular number from the right-click menu will call that number, while using the call button only selects the number to be called. The order in which the number is selected in this case is listed as follows and cannot be changed:
  - Work phone
  - Mobile phone (can also be two mobile numbers)
  - Home phone
  - Other phone
  - S4B voice mail
- 2) Communicator attempts to make the call instead of S4B. Both the S4B main window and Communicator communications window are visible.

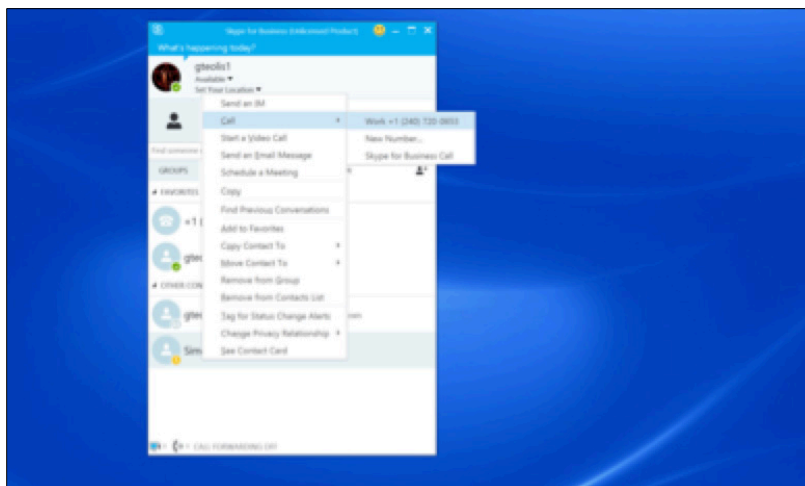


Figure 15 Making an Off-Net Call

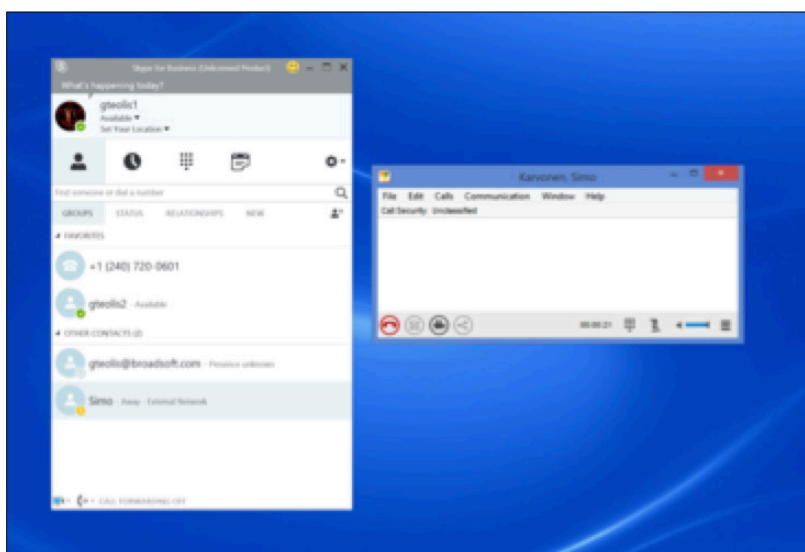


Figure 16 Ongoing Off-Net Call

## Presence Synchronization

When Communicator is configured to have full presence functionality and to also act in S4B integration mode, making a call in Communicator may automatically change Communicator presence to *Busy –In Call*. In this case, a similar presence status is automatically selected on the S4B side and vice versa.

The same principle also applies to other presence statuses. Changing presence on the S4B side is detected by Communicator and a similar presence state is automatically shown on the Communicator side. Note that the different presence statuses used in S4B and Communicator are not 100% the same so an exact mapping is not possible. However, a status variant is matched to a similar status variant on the other client. For example, a busy status variant would be matched to a busy status variant.

## 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).

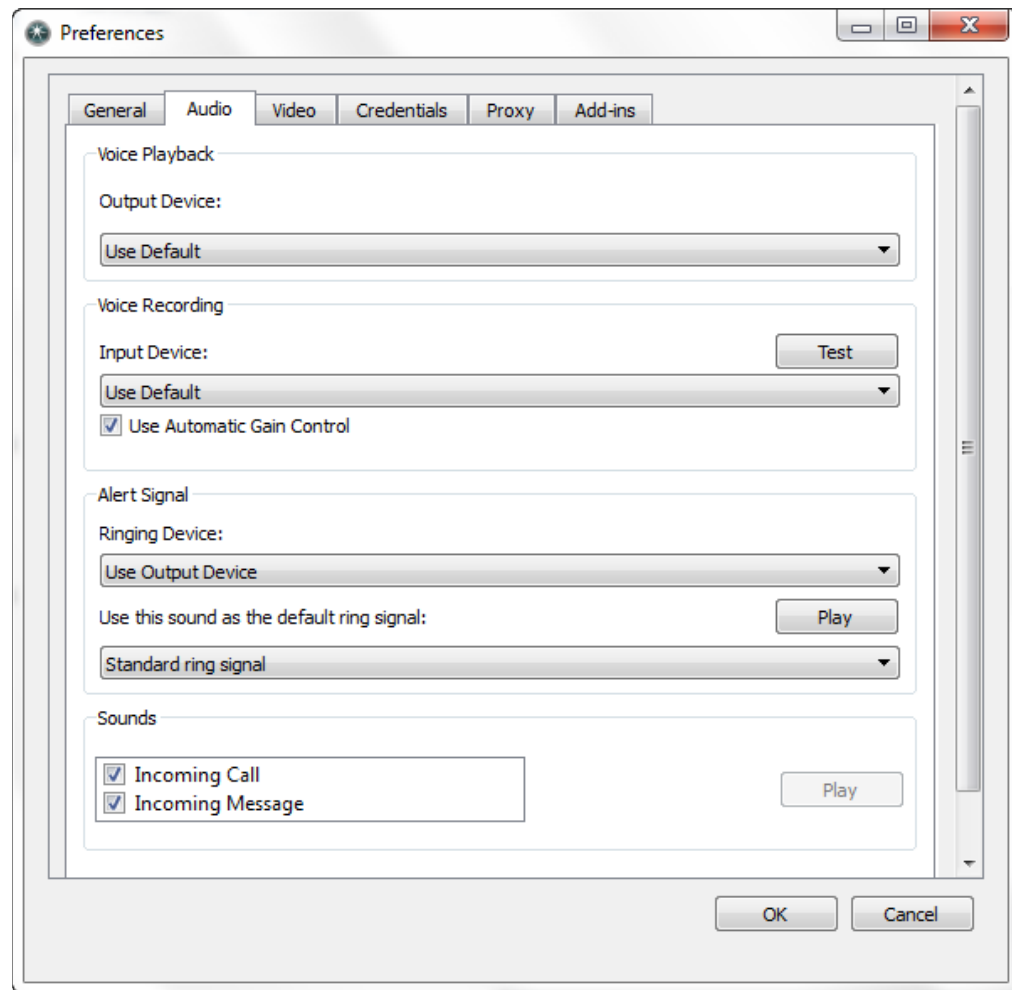


Figure 17 Preferences Window

- 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.

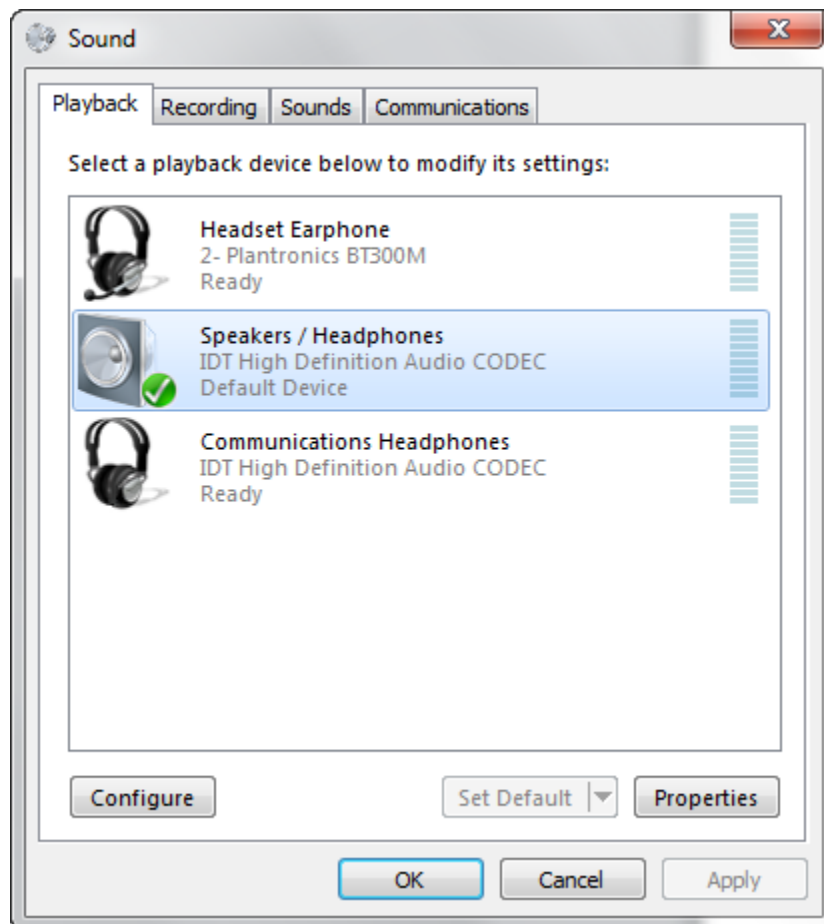


Figure 18 Sound Window – Playback Tab

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.

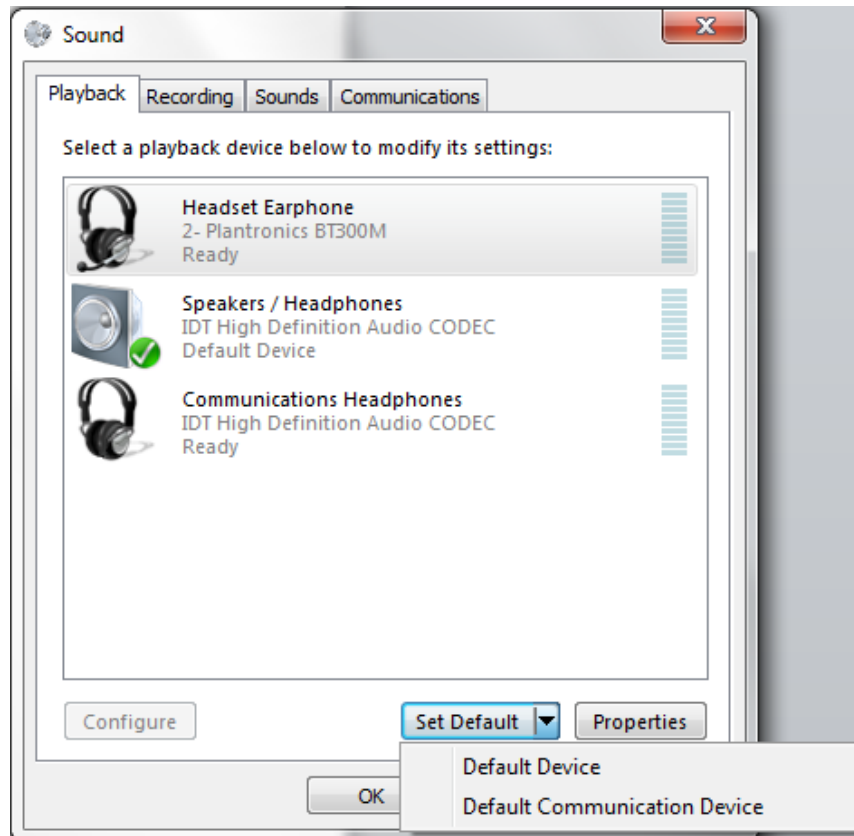


Figure 19 Sound Window – Playback Tab – Set Default

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

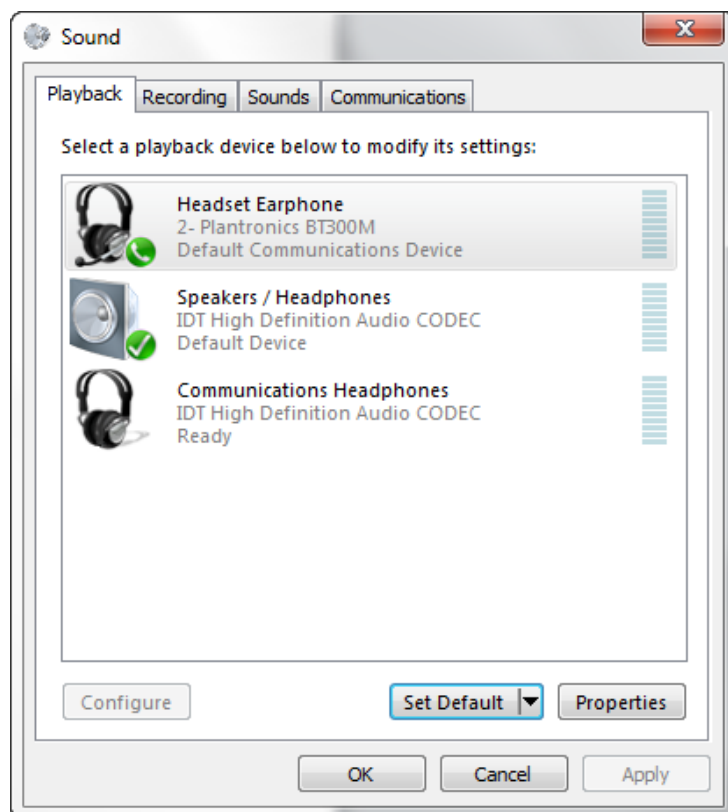


Figure 20 Sound Window – Playback Tab – Default Set

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

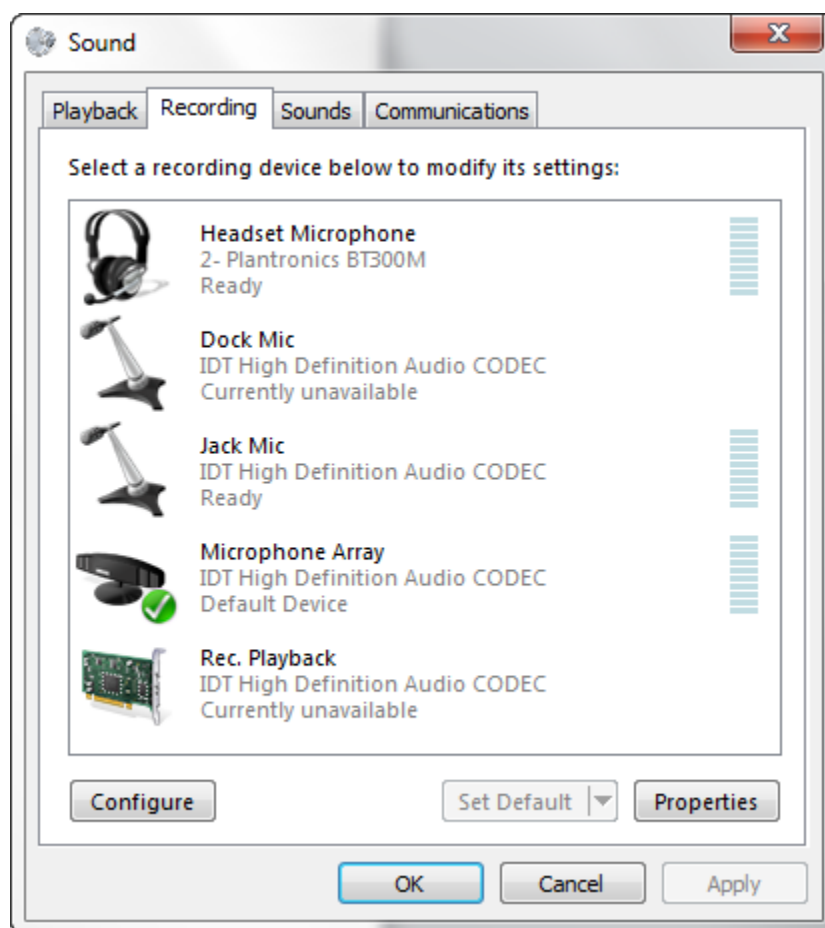


Figure 21 Sound Window – Recording Tab

- 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.

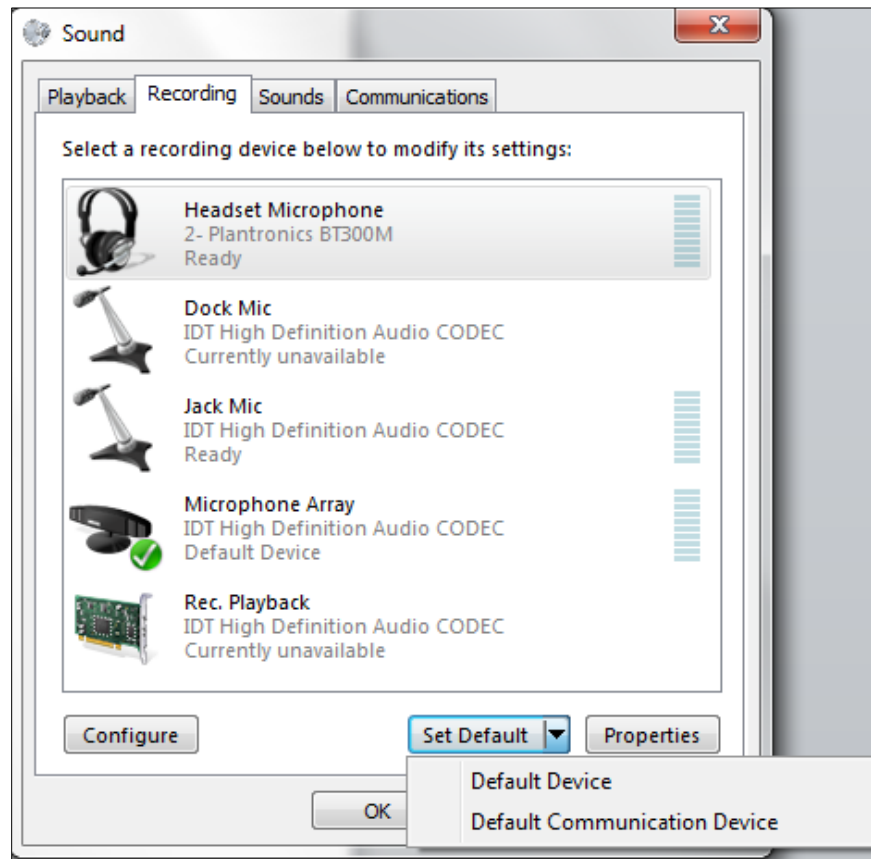


Figure 22 Sound Window – Recording Tab – Set Default

- 6) Select Default Communication Device.

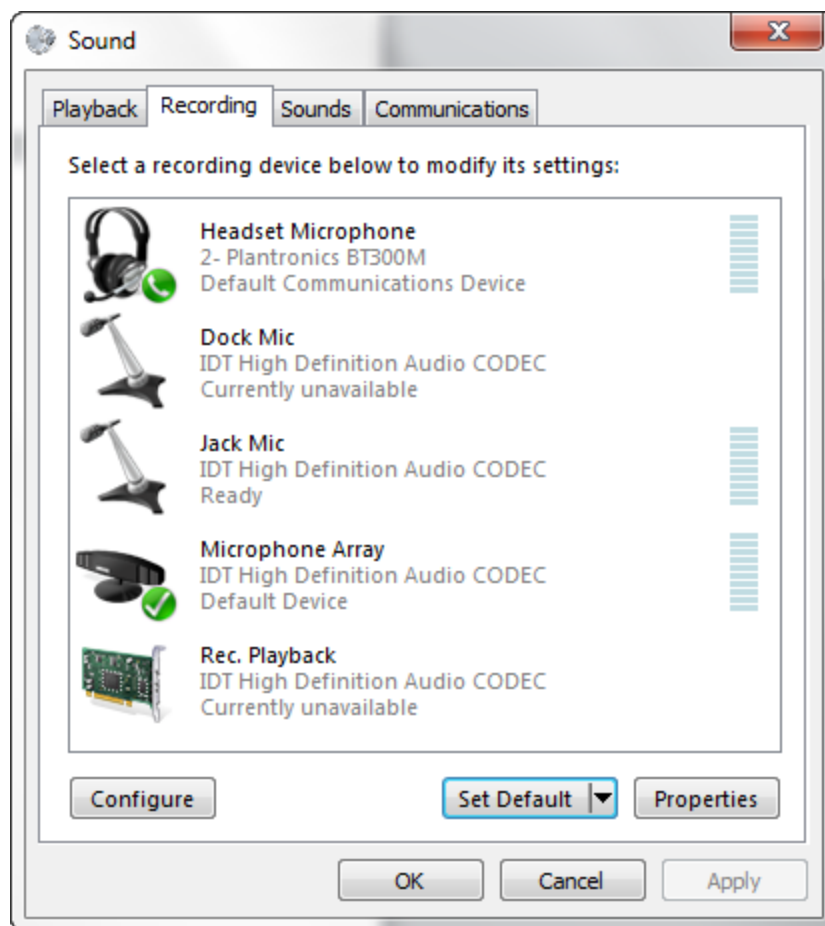


Figure 23 Sound Window – Recording Tab – Default Set

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

## Appendix E: Third-Party Software and Copyright

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The following third-party software is used in Communicator.

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### **Blowfish**

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

UUID - RFC4412

/\*

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## Appendix F: Acronyms and Abbreviations

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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