

## BroadSoft® Guide

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## Document Revision History

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10.0.0	1	Created document for Release 10.0.0.	December 21, 2012	Veli-Pekka Heinonen
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10.0.1	1	Edited and published document.	February 6, 2013	Patricia Renaud
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10.1.2	1	Edited changes and published document.	October 31, 2013	Patricia Renaud
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# DESKTOP USER GUIDE

Release	Version	Reason for Change	Date	Author
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20.0.2	1	Modified icons in section 3 Get Started. 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 3 Get Started. 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	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 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
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21.0.0	2	Edited changes and published document.	January 20, 2015	Joan Renaud

# DESKTOP USER GUIDE

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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.  Updated section 3.10 My Room and 9 My Room 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 Appendix B.	April 30, 2015	Veli-Pekka Heinonen
21.1.0	2	Added Appendix D: Acronyms and Abbreviations.  Edited changes and published document.	May 6, 2015	Joan Renaud
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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 30, 2016	Joan Renaud

# Table of Contents

<b>1 Summary of Changes</b> .....	11
1.1 Changes for Release 21.3.3, Document Version 1 .....	11
1.2 Changes for Release 21.3.0, Document Version 1 .....	11
1.3 Changes for Release 21.2.0, Document Version 2 .....	12
1.4 Changes for Release 21.2.0, Document Version 1 .....	12
1.5 Changes for Release 21.1.0, Document Version 2 .....	12
1.6 Changes for Release 21.1.0, Document Version 1 .....	13
1.7 Changes for Release 21.0.0, Document Version 2 .....	13
1.8 Changes for Release 21.0.0, Document Version 1 .....	13
1.9 Changes for Release 20.2.0, Document Version 2 .....	13
1.10 Changes for Release 20.2.0, Document Version 1 .....	14
1.11 Changes for Release 20.1.1, Document Version 1 .....	14
1.12 Changes for Release 20.1.0, Document Version 1 .....	14
1.13 Changes for Release 20.0.2, Document Version 2 .....	14
1.14 Changes for Release 20.0.2, Document Version 1 .....	15
1.15 Changes for Release 20.0.1, Document Version 2 .....	15
1.16 Changes for Release 20.0.1, Document Version 1 .....	15
1.17 Changes for Release 20.0.0, Document Version 2 .....	15
1.18 Changes for Release 20.0.0, Document Version 1 .....	15
1.19 Changes for Release 10.1.2, Document Version 1 .....	15
1.20 Changes for Release 10.1, Document Version 3 .....	16
1.21 Changes for Release 10.1, Document Version 2 .....	16
1.22 Changes for Release 10.1, Document Version 1 .....	16

# DESKTOP USER GUIDE

1.23 Changes for Release 10.0.4, Document Version 1 .....	16
1.24 Changes for Release 10.0.3, Document Version 2 .....	16
1.25 Changes for Release 10.0.3, Document Version 1 .....	17
1.26 Changes for Release 10.0.2, Document Version 1 .....	17
1.27 Changes for Release 10.0.1, Document Version 1 .....	17
1.28 Changes for Release 10.0.0, Document Version 1 .....	17
<b>2 About Communicator for Desktop</b> .....	<b>18</b>
<b>3 Get Started</b> .....	<b>19</b>
3.1 Installation .....	19
3.2 Sign In .....	19
3.3 Main Window .....	20
3.4 Communications Window .....	24
3.5 Start Chat .....	24
3.6 Send File .....	24
3.7 Make Audio or Video Call .....	25
3.8 Share Your Application or Desktop .....	25
3.9 Active Communications .....	26
3.10 My Room .....	26
3.10.1 Select Audio Devices .....	27
<b>4 Contacts</b> .....	<b>28</b>
4.1 Add .....	28
4.2 Edit.....	29
4.3 Filters .....	29
<b>5 Presence</b> .....	<b>30</b>
<b>6 Chat</b> .....	<b>32</b>

6.1 Chat View .....	32
6.2 File Transfer .....	32
6.3 Group Chat .....	33
6.4 Chat Recording .....	33
<b>7 Audio and Video Calls .....</b>	<b>34</b>
7.1 Call From Computer .....	35
7.2 Call From Phone .....	35
7.3 Answer Call .....	35
7.4 Contact Name Lookup for Incoming Calls .....	36
7.5 Missed Call or Communication .....	36
7.6 Full Screen in Video Call .....	36
7.7 Multiparty Sessions .....	36
7.8 Call Waiting .....	37
7.9 Call Transfer.....	37
7.10 Message Waiting Indication and Visual Voice Mail (Preview) .....	37
7.11 Call Park and Retrieve .....	38
7.12 Call Pull .....	38
7.14 Meet-Me Moderator Controls .....	38
7.15 Forced Logout .....	38
7.16 Echo (test) Service .....	39
7.17 Headset Support .....	39
7.18 Team Telephony .....	40
7.19 Executive-Assistant .....	40
7.20 Presence Rules and Silent Alerting .....	40
7.21 Call Center Agent Login .....	41

# DESKTOP USER GUIDE

7.22 Remote Control Event Package .....	41
<b>8 My Room .....</b>	<b>42</b>
<b>9 Search .....</b>	<b>44</b>
<b>10 Full Enterprise Directory .....</b>	<b>46</b>
<b>11 Communications History .....</b>	<b>47</b>
<b>12 Security Classification .....</b>	<b>48</b>
<b>13 XMPP Security.....</b>	<b>49</b>
<b>14 Web Button .....</b>	<b>50</b>
<b>15 UC-One Add-In for Microsoft S4B .....</b>	<b>51</b>
<b>16 Emergency Call Address Change Service .....</b>	<b>52</b>
<b>17 Password Change .....</b>	<b>53</b>
<b>18 Accessibility Compliance .....</b>	<b>54</b>
<b>19 Preferences .....</b>	<b>55</b>
19.1 Credentials .....	55
19.2 General.....	55
19.3 Audio .....	56
19.4 Video .....	56
19.5 Proxy .....	57
19.6 Add-ins .....	57
<b>20 Call Settings.....</b>	<b>58</b>
20.1 BroadWorks Anywhere .....	58
20.2 BroadWorks Remote Office .....	58
20.3 Forward Calls .....	59
20.4 Do Not Disturb .....	59
20.5 Hide Number .....	59



20.6 Simultaneous Ring Personal .....	59
<b>21 Sign Out</b> .....	60
21.1 Sign Out of Communicator .....	60
21.2 Exit Application .....	60
<b>22 Multi-Device Support</b> .....	61
<b>23 Installation</b> .....	62
<b>24 Uninstallation</b> .....	63
<b>25 System Requirements</b> .....	64
<b>26 Troubleshooting</b> .....	65
<b>Appendix A: Keyboard Shortcuts for Desktop</b> .....	67
<b>Appendix B: Third-Party Software and Copyright</b> .....	69
<b>Appendix C: Acronyms and Abbreviations</b> .....	74

# Table of Figures

Figure 1 Main Window.....19

# 1 Summary of Changes

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

## 1.1 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.
- Made editorial changes.

## 1.2 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 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

## 1.3 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.

## 1.4 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 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
  - Microsoft Skype for Business (S4B)

## 1.5 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 D: Acronyms and Abbreviations.

## 1.6 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
- Updated audio devices list.
- Made editorial changes.
- Modified text about Plantronics Spokes installation in section 27 Troubleshooting.
- Added the Table of Figures section.
- Updated sections 3.10 My Room and 9 My Room with a note on link limitations.

## 1.7 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.

## 1.8 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, search enhancements, ECACS, and display name for incoming calls.
- Made editorial changes.
- Updated images.

## 1.9 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.

## 1.10 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.
- Modified voice mail text.
- Updated image.
- Updated text for preferences.

## 1.11 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.

## 1.12 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.

## 1.13 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 Application or Desktop.

- Added a note to share section about the web link availability.

## **1.14 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.

## **1.15 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.

## **1.16 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.

## **1.17 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.

## **1.18 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.

## **1.19 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.

## 1.20 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.

## 1.21 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.

## 1.22 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".

## 1.23 Changes for Release 10.0.4, Document Version 1

This version of the document includes the following change:

- Modified section 26 System Requirements.

## 1.24 Changes for Release 10.0.3, Document Version 2

This version of the document includes the following change:

- Modified section 26 System Requirements.



## **1.25 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.

## **1.26 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.

## **1.27 Changes for Release 10.0.1, Document Version 1**

This version of the document includes the following change:

- Added more FAQ entries.

## **1.28 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

Communicator for Desktop is a native Windows and Mac client 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.

### 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. 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`.

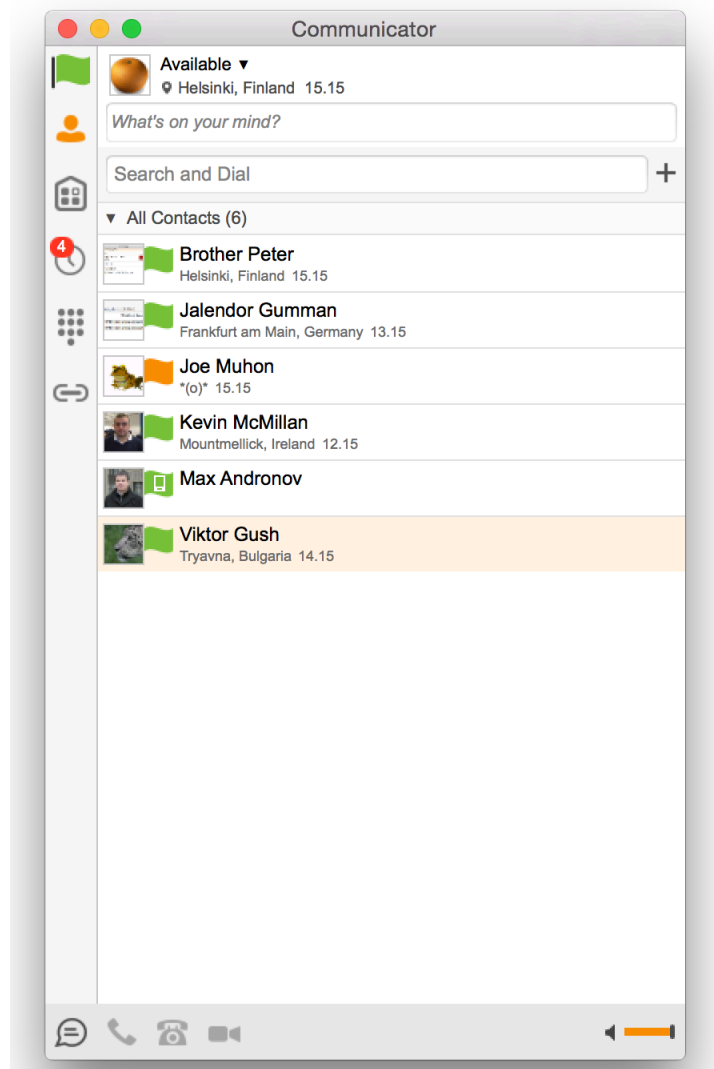
















Figure 1 Main Window

# DESKTOP USER GUIDE

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 Main window).
	<b>Web Button</b> – Provides web content inside the Main window or browser.







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

Communicator can automatically update your presence to the following:

- Busy – In Call
- Busy – In Meeting (Windows only)
- Available (desk phone)
- Available (mobile)

## 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. 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 10 active communications on Windows and 20 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.
- 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 services.

You can right-click an Active Communications item for all call management options while left-click offers additional 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. 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

1. Click the Communicator logo in the Main window title bar.
2. Select Preferences.
3. Select Audio.
4. Set a playback device (speakers).
5. Set a recording device (microphone).
6. 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.

## 4 Contacts

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

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

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

### 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).

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

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. 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 either accepted by the user or made by them. All day meetings do not trigger a presence change to Busy – In Meeting.

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

### 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 and open it again, sent chat messages are shown in the window as chat history.

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.

### 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.

## 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 Call Options menu. In the Call Options 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.

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 re-join the ad hoc session if they drop out for any reason. A consequence of this is that in an ad hoc group call, 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 multi-party 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.

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.

## 7.14 Meet-Me Moderator Controls

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

- 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 Meet-Me 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.

## 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. 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.

## 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 the receptionist/thin client to perform call management operations.

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

## 8 My Room

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

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 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.

4. 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 Search

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

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

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

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

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

- If 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.

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.

## 10 Full Enterprise Directory

Communicator allows for the 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.

## 11 Communications History

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

- Calls
- Chat
- Visual voice mail

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

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

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

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

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

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

## 12 Security Classification

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.



## 13 XMPP Security

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.

## 14 Web Button

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 window > 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.

## 15 UC-One Add-In for Microsoft S4B

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.

## 16 Emergency Call Address Change Service

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.

## 17 Password Change

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

## 18 Accessibility Compliance

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 keyboard shortcuts listed in Appendix A: Keyboard Shortcuts for Desktop.

## 19 Preferences

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

### Windows

1. Click the Communicator logo in the Main window title bar.
2. Select Preferences.

### OS X

1. Select Communicator from the main menu.
2. Select Preferences.

### 19.1 Credentials

#### My Room

Specify the conference details to be used for your My Room. If your service provider has automatic provisioning enabled, then you cannot change these details.

#### Web Collaboration

Depending on your service provider settings, web collaboration credentials may need to be manually entered and can be viewed and edited. If automatic provisioning is enabled, then you cannot change these details.

#### Protocols

If protocols such as XMPP or Xsi are available to be viewed, they appear here.

#### Device Management

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

### 19.2 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.

## Confirmations

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

Depending on your service provider configuration, you can also have confirmations for the Communicator Application Programming Interface (API), which is used by third-party applications such as Outlook Add-in or compatible headsets. You can allow such third-party applications in Preferences 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.

## 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.

## 19.3 Audio

### Output Device (Speakers)

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).

### Voice Recording (Microphone)

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.

### Alert Signal

Select the audio device and ring signal that is played when you receive an incoming call. The same signal is used for both voice and video calls. You can also select your own ring signal.

### Sounds

Select which events cause a notification sound. To disable the sound, uncheck the check box. Select a sound event and then click Play to hear the sound.

## 19.4 Video

### Capture Device

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).



## 19.5 Proxy

### Proxy Settings

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.

## 19.6 Add-ins

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

## 20 Call Settings

Communicator supports the following service management features allowing supplementary services to be managed using the native Communicator Call Settings window:

- BroadWorks Anywhere
- BroadWorks Remote Office
- Forward Calls
- Do Not Disturb
- Hide Number (Calling Line Identification Presentation [CLIP]/Calling Line Identification Restriction [CLIR])
- Simultaneous Ring Personal

You can also use the call settings with a Main window 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.

### 20.1 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.

Enjoy 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 New Location button. Use the Alert all locations simultaneously check box to activate parallel ringing.

The Diversion inhibitor check box prevents a call 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).

### 20.2 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 Edit icon and specifying a phone number to be used as the Remote Office number.

## 20.3 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.

## 20.4 Do Not Disturb

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

## 20.5 Hide Number

You can hide or display your number when calling or communicating with other parties or contacts. Hide your number by clicking the Enable check box. To show your number, set this to "Disable".

## 20.6 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. This service is an older variant of BroadWorks Anywhere.

## 21 Sign Out

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

### 21.1 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.

### 21.2 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).

**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.

## 22 Multi-Device Support

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 optional message history preview feature is in use (native desktop only). 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.

## 23 Installation

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 fallback.

## 24 Uninstallation

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.

## 25 System Requirements

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

For HD video, the following is recommended:

- HD camera
- HD resolution support in display



## 26 Troubleshooting

### 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?

All day meetings do not trigger a presence change to Busy – In Meeting.

To trigger the presence update, the meeting must be self-generated or accepted (tentative or fully accepted). The presence update is only triggered by appointments and meetings that are either accepted by the user or made by them.

### 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 in 21.3.0) 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.
CTRL+F4	Cmd-W	This closes the selected window (except for a contact card and the About 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 Communications window, this sends a chat message (if the Chat view is visible). When in the contact list, this opens a chat with the selected contact. When in the Communications History, 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 Preferences.
F1	Cmd-?	This opens Help.
CTRL+A	Cmd-A	This selects all text in the Chat view.
-	Cmd-H	This hides Communicator.
-	Alt-Cmd-H	This hides other windows other than Communicator.
CTRL-N	Cmd-N	This opens the Add Contact window.
Shift-CTRL-N	Shift-Cmd-N	This opens the Add Group 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.

# DESKTOP USER GUIDE

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 team telephony window.
CTRL-T	Cmd-T	This enables always on top.
Shift-CTRL-M	Shift-Cmd-M	This opens the Main 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: Third-Party Software and Copyright

The following third-party software is used in Communicator.

### WebRTC

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## Blowfish

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

UUID - RFC4412

/\*

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## Appendix C: Acronyms and Abbreviations

API	Application Programming Interface
CPU	Central Processing Unit
DTMF	Dual-tone multi-frequency
ECACS	Emergency Call Address Change Service
FAC	Feature Access Code
FAQ	Frequently Asked Question
FMC	Fixed-Mobile Convergence
HD	High Definition
LDAP	Lightweight Directory Access Protocol
LGPL	Lesser General Public License
MWI	Message Waiting Indication
RAM	Random Access Memory
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