Communicator Desktop 6.6

Installation

Please download Communicator from our official website www.gtephone.com. After the download is finished, click on the icon to start the installation.
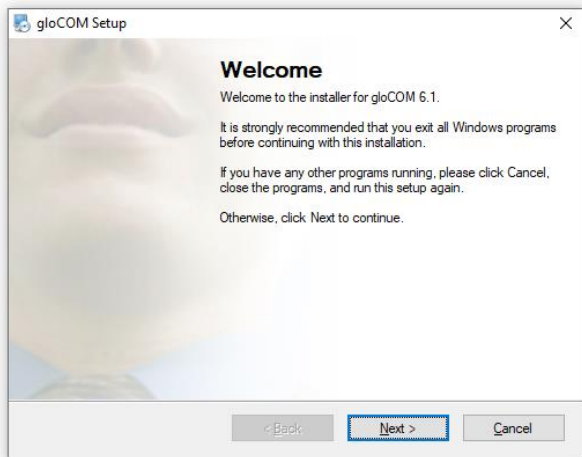
The welcome window starts the installation process. Click on the *Next button* to proceed with the installation or click on the *Cancel button* to exit the installation wizard.
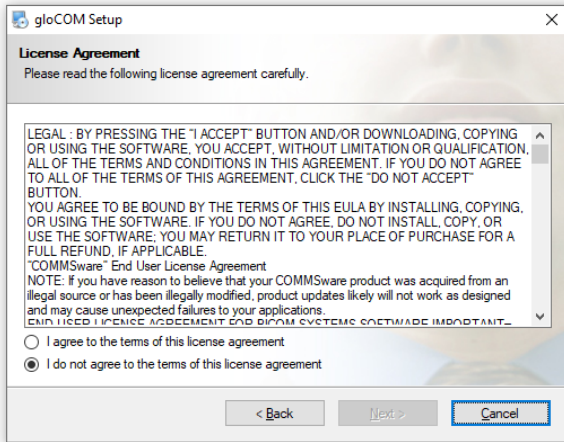
Read the license agreement and select *I agree* if you accept the *License Agreement*. Click on the *Next button* to proceed with the installation or click on the *Cancel button* to exit the installation wizard.
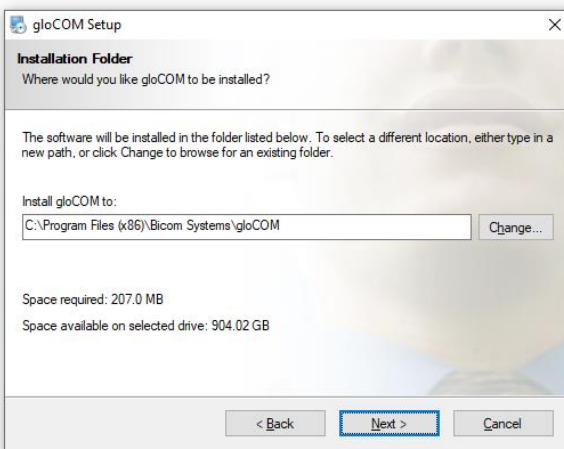

The Installation Folder window sets the default location where the Communicator installation will reside. By default *C:\Program Files\Bicom Systems\Communicator* is offered. To select a different location, click on the *Change button*. When done, click on the *Next button* to proceed with the installation or click on the *Cancel button* to exit the installation wizard.
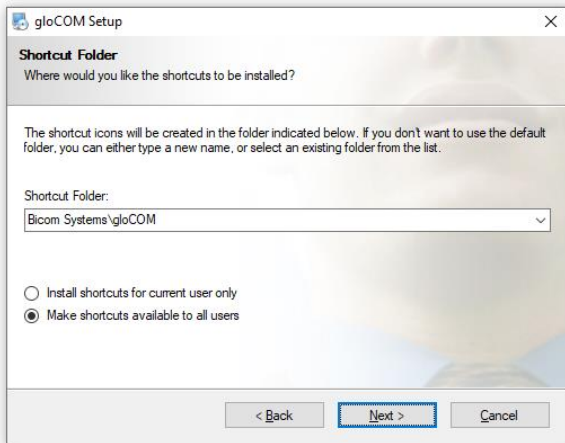
The Shortcut Folder window sets how the Communicator shortcut will be displayed on the *Windows Start menu*. Select the preferred shortcut under the *Shortcut Folder* select box and click on the *Next button* to proceed with the installation, or click on the *Cancel button* to exit the installation wizard.

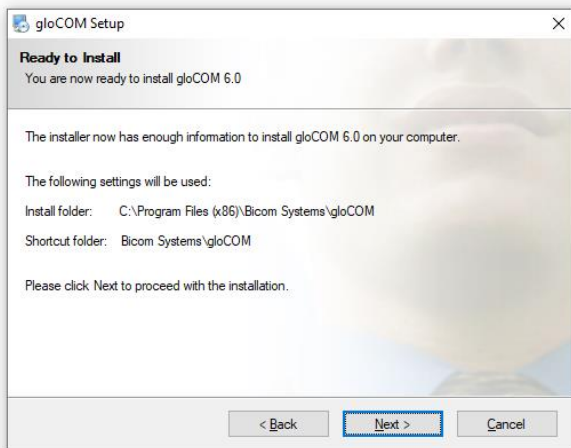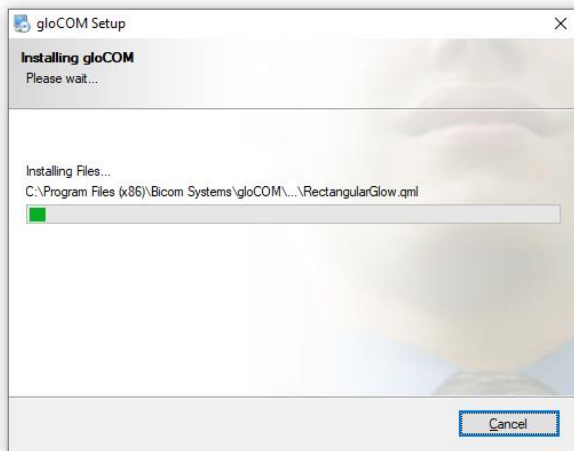*The Ready-to-Install* window summarizes the *Installation wizard steps* and displays all of the selected options. If you agree with these, click on the *Next button* to proceed with the installation or click on the *Cancel button* to exit the installation wizard.

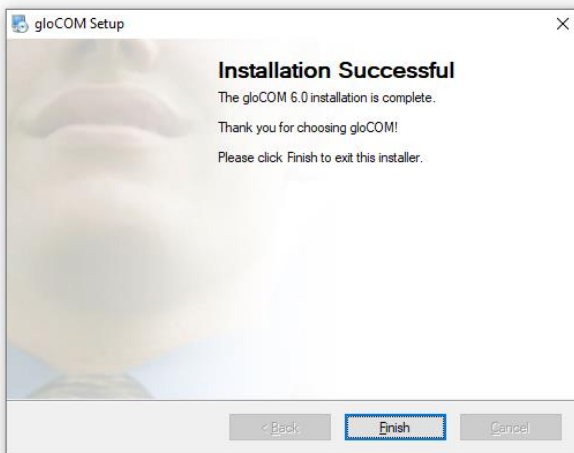*The Installing Communicator* window shows the installation in progress.

After this step, you'll see the *Installation Successful* window. Click on the *Finish button* to close the window and finish the installation.

MSI package Installation

In order to install Communicator from an MSI package, the following are the prerequisites and must be installed before MSI package :

1. Microsoft Visual C++ 2015 Redistributable (X86)
2. Microsoft .NET Framework 4 (or above) (optional, if the user wants to use functionalities like Outlook plugin, Skype For Business integration etc...)
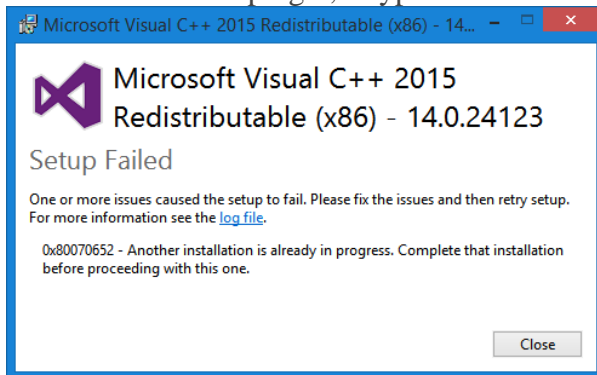
If there is no Visual C++ installed users might get installation errors.

IMPORTANT: Windows Terminal Server installation

Configuring Communicator
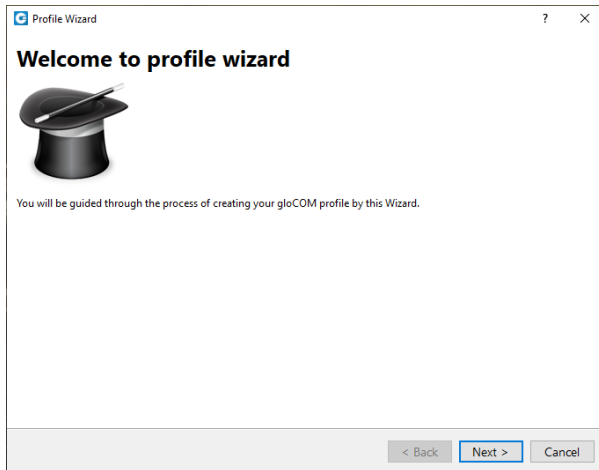
After the installation process, you need to configure Communicator. Click on the *Communicator icon* and the *Profile Wizard* will appear. To continue with the configuration click the *Next button*.
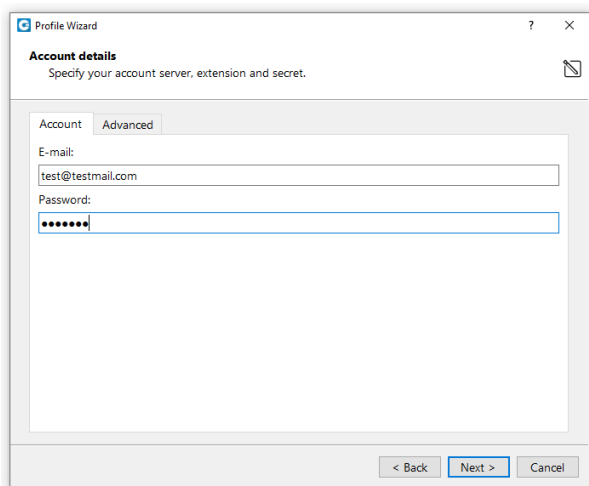
1. Account details

- Make sure you have received your account details from your system administrator or account manager. The received details must include:

Account

- E-mail, for example: example@Global Telecomsystems.com
- User password, for example: 93sU2e_2%

Advanced

- *Server address:* The user can enter the DNS domain or the server address (for example: voip.test.com or 134.23.211.23). In the case of the DNS domain, the application will perform a DNS SRV lookup, and it will try to connect to each server that the application obtains based on their priorities. In the case of the server address, the application will try to connect directly to the given address.
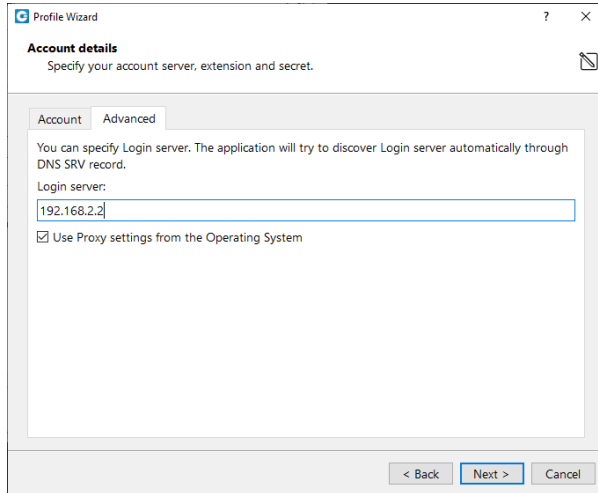
Your administrator can set up a DNS domain for SRV lookup on the server-side. SIP registration will be done for all obtained records, and the first one that succeeds will be in use. This way, failover can be performed for scenarios with more than one SBC. In that case, if the primary SBC goes down, the second one will be in use.

From Communicator 6.0, instead of an extension and secret, users will provide their e-mail assocciated with extension and User password.
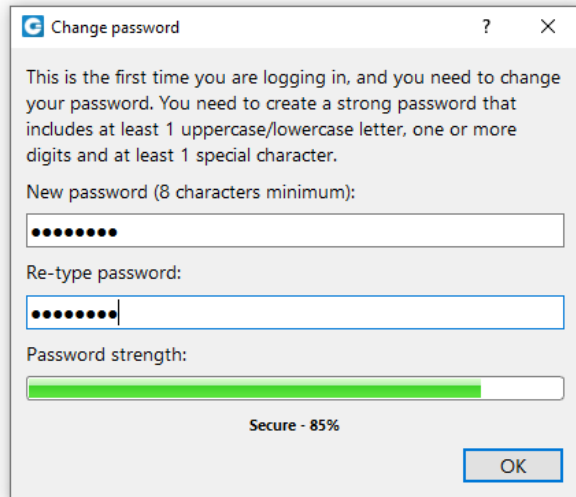
After you click Next, Communicator will try to connect to the specified server with the user's account details. If the account details are wrong, a red warning will appear. Otherwise, a *Change Password* pop-up window will appear telling you to change your password since this is the first time you are logging in. *Your password has to be at least 8 characters and 85% secure*. Users are required to change this password on login and once changed it is hashed and unknown to all administrators of the system.

2. Communicator edition
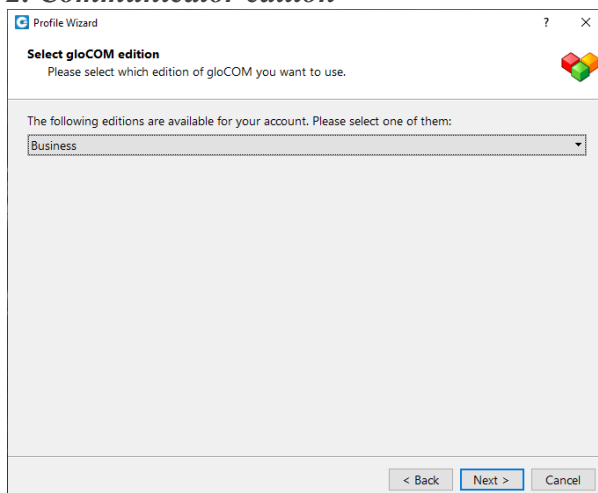
- Select Communicator edition. You may choose between *Office, Business, Agent (Call Center), or Supervisor (Call Center)*.

3. Setup office and mobile phone
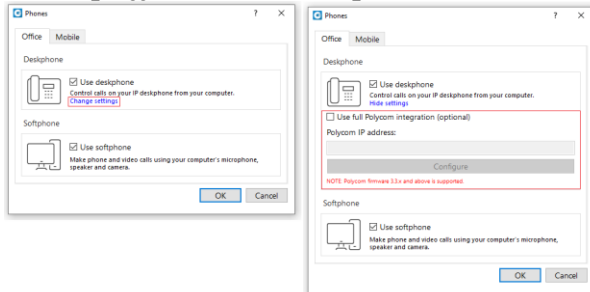
- Setup your Office phones. If you choose softphone, you will be able to place and receive calls using your computer. If you choose desk phone, you can control calls on your IP desk phone from your computer. Selecting the checkboxes for both desk phone and softphone will allow users to switch between devices when initiating a call and also to pick which device they would like to answer incoming calls on.

If you use Polycom phones, click on Change settings. Provide the phone's IP address and click Configure. This will help Communicator to identify and configure Polycom phones.
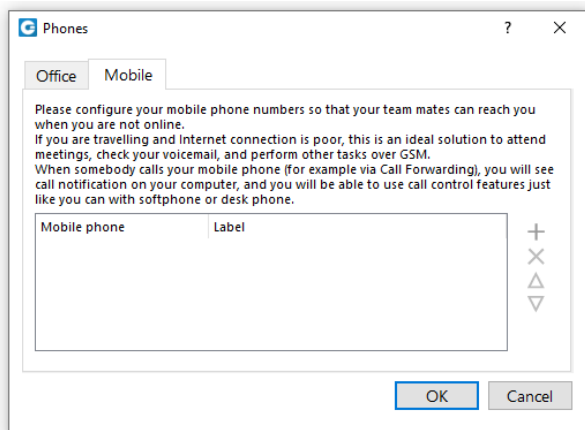
- In Communicator, users can assign *Mobile Numbers* that they would like to receive calls on when not at their desk. Click the *Mobile tab and click + icon to add Mobile phone number and it's label.*

The entered Mobile phone number can be with or without the plus(+) sign.
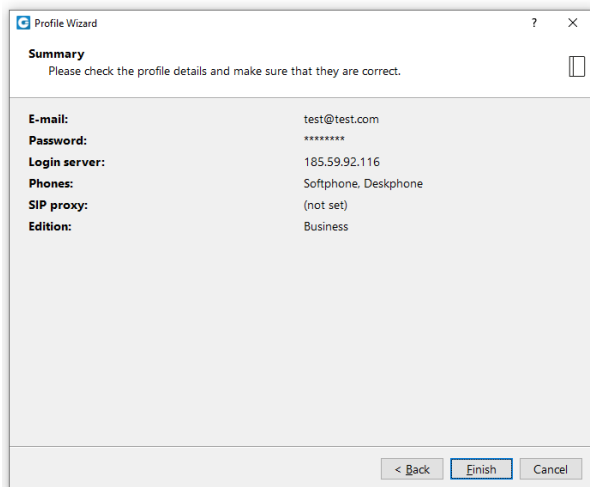
Click Next and a configuration summary window will appear. Please check the profile details and make sure they are correct.

Click Finish and you will be automatically logged in with your account. Now you are ready to use Communicator with all its features.

Working with Communicator

Log In
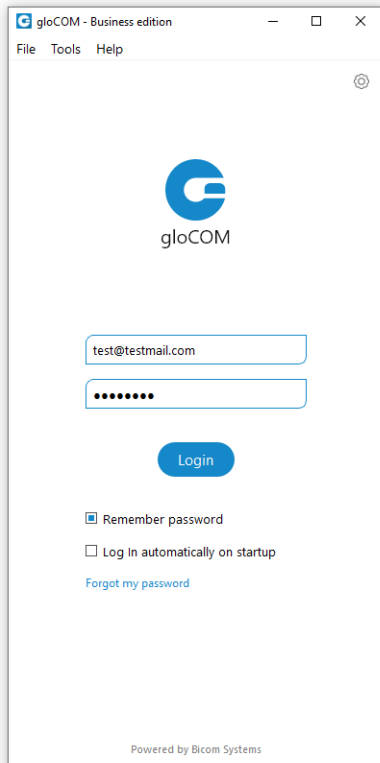
- **E-mail:** Provide the e-mail address that is assigned to your extension.
- **Password:** Enter the password that you created during the Communicator configuration.
- **Remember password** Check if you want Communicator to save your password.
- **Log In automatically on startup:** When this option is turned on, Communicator will log in automatically. Every time Communicator is started, it will automatically log in.
- **Forgot my password:** If a user has forgotten their password, they can recover it by clicking the *Forgot my Password link*. The user will receive a password recovery link via email.

Please bear in mind that one can use only one email address associated with a single extension. Using the same email address for multiple extensions is not supported.

- **Login Failure message:** In case of invalid credentials, a message will appear displaying the following: *Login Failed: Username or Password is Incorrect*.
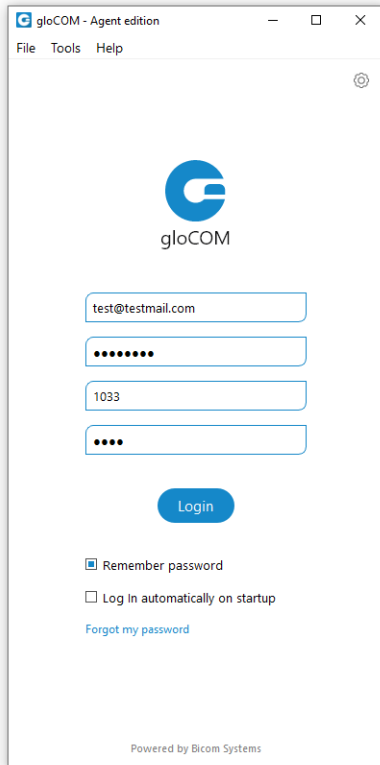
Login options for Agent/Supervisor edition

- **Agent number:** Enter the Agent number received from your PBXware administrator.
- **Agent pin:** Enter the Agent pin received from your PBXware administrator.
- Enable/disable Agent login details (only for Supervisor edition).

PBXware administrator defines the Agent number and the Agent pin through the PBXware GUI.
In the Agent and the Supervisor edition (if Agent options are enabled), a valid Agent number and PIN must be entered in order to log in to the application.
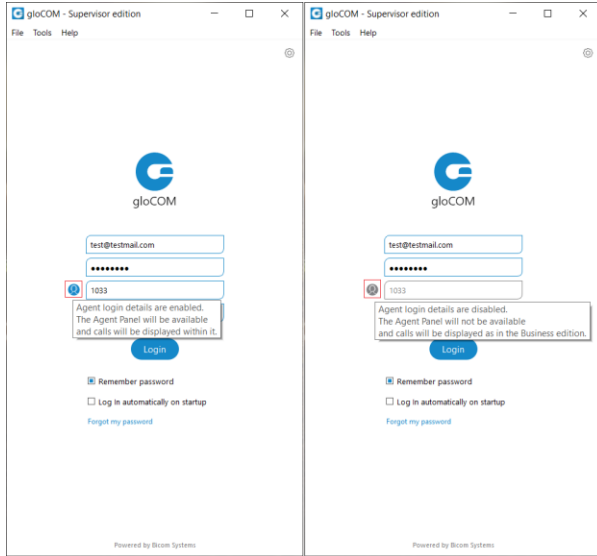
Toolbar
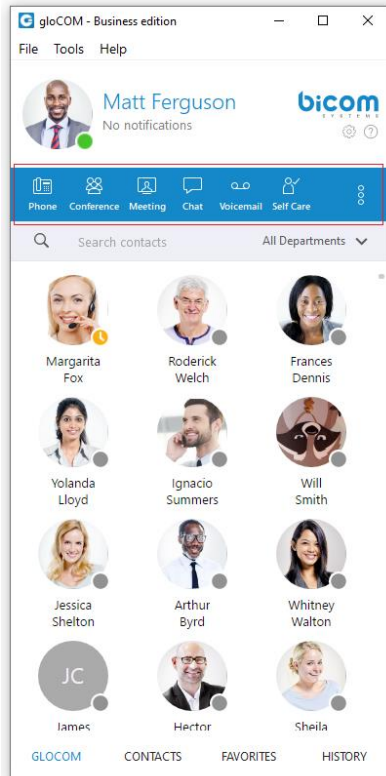
- **User image:** Represents the user's profile image that can be changed at any time. Clicking on it brings a *Personal Information* window. Click the avatar image and select the new image from a computer as a new avatar image. Communicator now supports higher resolution avatars, allowing users to set up resolution between *256x256 and 512x512 pixels*.
- **Username:** Represents the user name displayed within the application.
- **Notifications:** Displays any notifications (unread messages, missed calls, pending meeting invites, new voicemails), otherwise displays *No notifications*.
- **Phone:** Opens a softphone window next to the Communicator main window.
- **Voice Conference:** Opens a Voice conference window next to the Communicator main window.
- **Chat:** Opens a Chat window with all user's conversations.
- **Voicemail:** Opens a Voicemail window next to the Communicator main window.
- **SMS:** Opens a SMS window with all user's conversations.
- **Fax:** Offers the choice to send a fax or view received faxes. Based on the user's choice, an additional window will open next to Communicator.
- **Personal Dialer:** Opens a Dialer window next to the Communicator main window.
- **Surveillance Camera:** Opens up a *Surveillance Camera preview*. This option will work only if the user has their surveillance camera set up on the IP address in *Tools --> Preferences --> Video --> Surveillance Camera*.
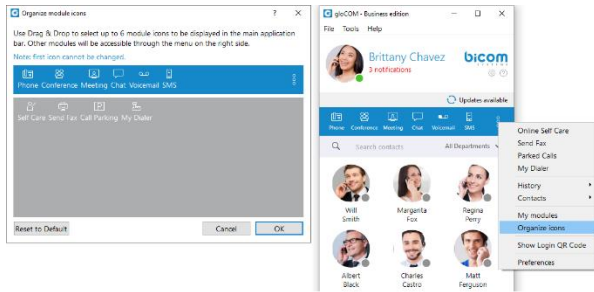
- **Online Self Care:** In order to login to *Online Self Care*, the user needs to point their browser to: http://$IPADDRESS/ (For Example: http://192.168.1.1/).
  - o **Email:** The email address assigned to the extension (ex. The provided email address is used as a username for logging into *Online Self Care* (e.g. email@example.com)) ([a-z] [0-9] [@_.-]).
  - o **Password:** Password assigned to the extension ([a-z] [0-9] [@_.-]).
- **Parked calls:** Once a call is parked, it can be picked up by anyone at any location by dialing the parked extension. In the *PBXware* there is a default parking lot defined in *Access Codes*. When a user presses the *Park button* inside the call window they are presented with a drop-down so they can choose a lot to park.
- **Show Login QR Code:** *Show Login QR Code* as a part of the Communicator Desktop allows users easier login to their mobile app by scanning *QR Code* generated by the Communicator Desktop app.
- **Preferences:** Opens a *Preferences* window. Refer to the *Preferences chapter* for detailed instructions.
- **Help:** Redirects to our official website: www.Global Telecomsystems.com. Additional documentation and guides are available on our official website www.Global Telecomsystems.com If you still have any questions, please feel free to contact our support department.
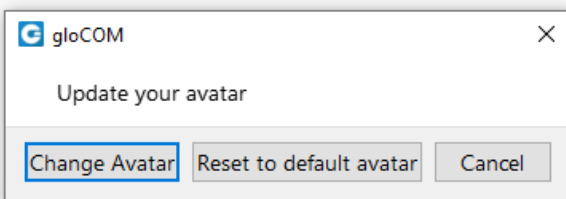
- **Reset Profile picture to Default:** Allows users to reset their profile picture to the default value (no profile picture). Clicking on the avatar image within the *Personal Information* dialog opens a pop-up window with the following options: *Change Avatar*, *Reset to default avatar*, and *Cancel*. Clicking the *Reset to default avatar* option resets the profile image to its default value.

If the user has not set their avatar image, clicking the default avatar image within the *Personal Information* dialog opens *Windows Explorer (Finder on macOS)* window, which allows them to select their avatar image.

If the SMS feature is not included in the license, you will not see the SMS module within the Communicator toolbar.

Personal Dialer
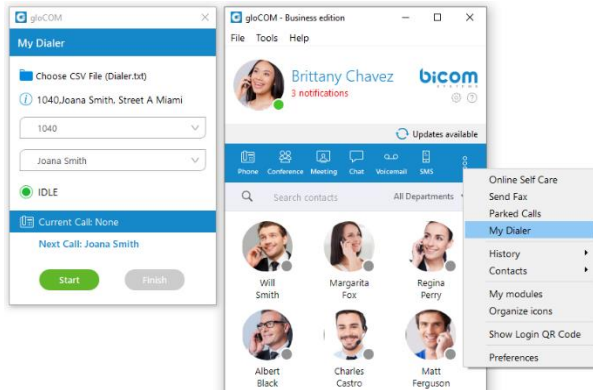
Personal Dialer enables users to load a CSV file inside Communicator and to dial numbers from that file one after another. This is useful for people who dial the same list of numbers every day, so they don't have to copy-paste each number. When you open the *Personal Dialer module*, you are presented with this window:

After loading a file first line from the file is shown in the *info* section, so a user can have a preview of the file structure. Then they have to select the phone number column, so Communicator knows what to dial. Optionally they can choose an identifier column which is useful for labeling numbers with a name.

For example in the file:

- 101, Joana Smith, Street A Miami
- 102, James Tartos, Street B London
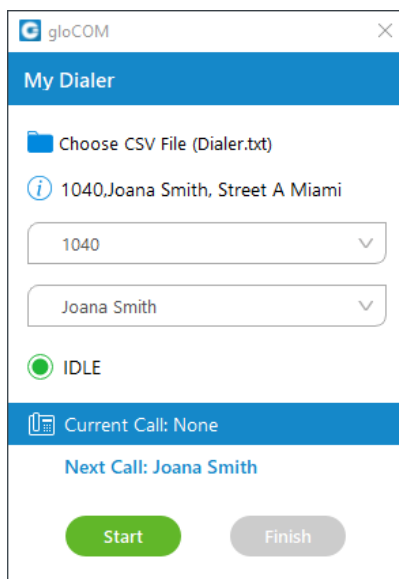
The first column would be a number, and the second would be an identifier (person name, company name, etc.). This identifier is used in the *Current Call* and *Next Call* labels so a user can have an idea of who is going to be dialed next. After he presses the *Start*

button Communicator proceeds to call the first number from the list if there are no other calls at the moment. Numbers are being dialed one after another, but a user can pause the dialer at any time if they want to. Dialing is finished after the end of the list is reached, or if a user finishes dialing.

Destinations and Communicator Modules
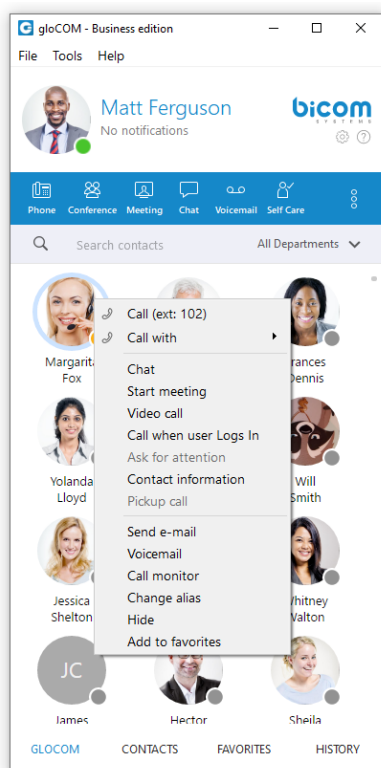
Communicator can place a call to any system destination, for example: extensions, queues, conferences, voicemail, system calls, or parking. Through PBXware GUI an administrator can hide non-Communicator extensions so they are not displayed in the user list. Calls can be placed with a drag-and-drop motion from one extension to another, or directly from the phone display to the extension, for example. Right-clicking on a contact name offers more possible actions regarding the selected extension.

This way the user can:

- Make a call from Communicator

- Chat with the selected contact
- Start a meeting with the selected contact
- Make a Video Call from Communicator
- Call the selected contact On Available
- Ask for attention
- See more information about the contact
- Pickup call
- Send an email to a contact
- Leave a Voicemail
- Monitor calls
- Change the contact's alias
- Hide contact
- Add the selected contact to *Favorites*

Placing Phone Calls
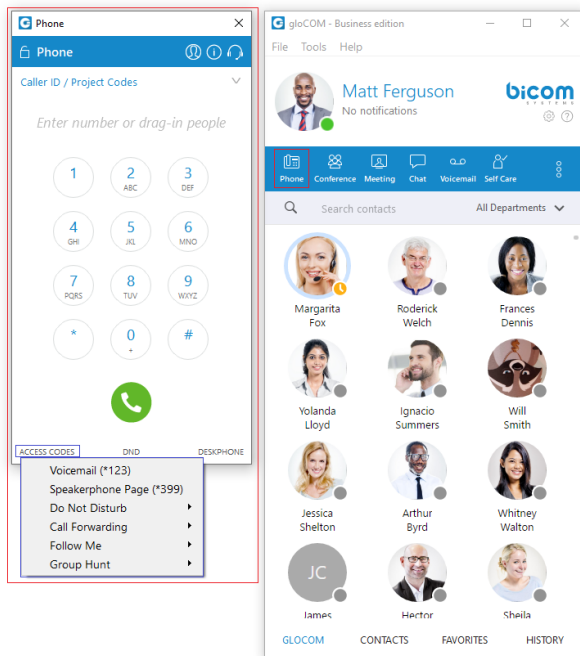
1. Open Phone module
- Click on the Phone module icon to show the Phone module.

2. Dial entering the phone number
- Use the Phone module dial keypad or keys on your keyboard to enter the phone number you want to dial.
- Click on the Dial button to place a call.

1. PCI compliance

The user is on a phone call with an agent, and the caller needs to perform a payment, he needs to say his credit card obviously. Agents *turn on* an option in Communicator that will detect DTMF from the caller, and enter them into a text field by *simulating keypress* with DTMF digit. This way caller does not *send credit card* by voice, but rather through DTMF, straight into the field on a website for payment. Inside the call window, there is an icon for activating this feature. After activating, DTMF that other side inputs are written wherever your cursor is positioned. You can stop receiving remote DTMF by either pressing the icon again, click on the *Stop Remote DTMF button* or by ending the call.

2. Show entered DTMF

This feature enables you to see entered DTMF in the call window, so you can make sure you have entered the correct digits.

3. Dial with Drag and Drop

- With your mouse click and hold any contact from the contact list, then drag the selected contact from the Communicator list to the phone module area, and Release (Drop) the contact.
- Click the Dial button to place a call.
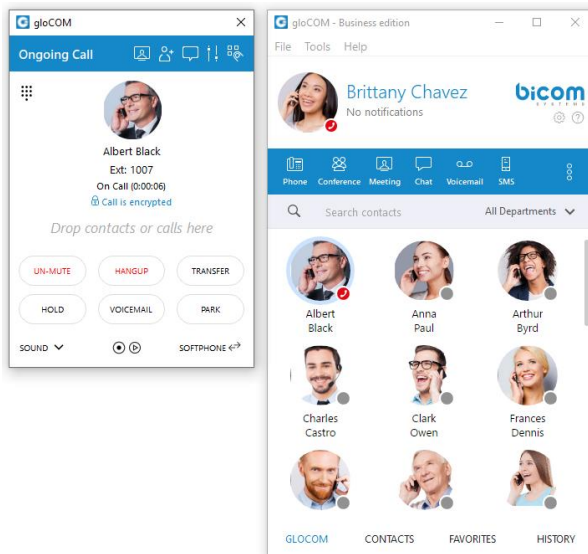
Live call

4. Transfer options:

- *Blind/transfer to a phone number:* Type in some number (i.e. mobile phone) and transfer the call to it.
- *Transfer to another ongoing call:* If a user has 2 or more active calls, he can transfer the calls from one to another.

One simple scenario is:

A Communicator user is talking to John Doe. He receives a call from Allison Smith while speaking to John Doe. The Communicator user is now able to add Allison Smith to the existing call with John Doe and all 3 participants will now hear each other.

When trying to transfer a call via Communicator, when choosing a contact from your list you can now see the google and outlook contacts in a dropdown list. Also, users can press enter to confirm the transfer.

5. Call encryption

During an ongoing call, there is an indicator that shows call encryption if a call is encrypted. Call encryption settings are configured on the server by default, but the user can override them within the Communicator app by going to *Preferences → Phone → Advanced*.

There is a checkbox that indicates the use of the default encryption set by the PBX. By unchecking it, the user can change options between TCP, UDP, and TLS. The user is required to log out and log in after changing these options.

The indicator should only be present when the TLS encryption is enabled and if the softphone is in use (in all other cases, the indicator will not be displayed). Clicking it will bring up a pop-up message explaining the encryption.

6. Echo Cancellation

Echo Cancellation as a part of the Communicator Desktop app is a method used to improve voice quality by preventing an echo from being created or removing it after it is already present. The time required for *Echo Cancellation* to start removing echo is up to 10 seconds. It is important to note that the *Echo Cancellation* only works for softphones.

7. Switch phone

During a live call, you can use the *Switch Phone button* to initiate ringing across all registered devices or a specific device (softphone, desk phone, and mobile app), so the user can continue the call on another device. A perfect example would be switching from your desk phone to your mobile when you need to leave your office but would like to continue your call. The same applies to conference calls.
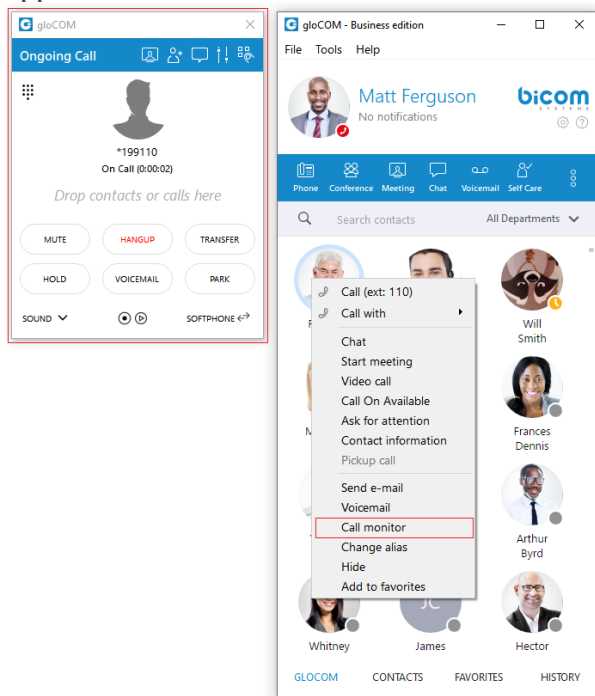
8. Call Monitor

If your administrator enables *Call Monitor* on your extension in *PBXware Enhanced Services*, you will be able to listen to any call-in in real-time. When a call is placed, right-click on the user that is on call and choose *Call Monitor*. You can escalate from silent monitoring to *barging in* to speaking with all parties.

Communicator brings a unified call history between Desktop, Web and Mobile applications. Call history is stored for up to a month on the server and synced between all user devices. It means that the user will be up to date with their recent calls all the time. The application makes sure that the user's call history is synced on every login and that they have recent calls available on their device.

ES	Call Monitoring	⊗

Monitoring

Please note: Entering 'ALL' will allow to monitor all extensions on system.

Extension:	100,101
Quiet Mode:	Yes **No** Not Set
Permission:	Access Granted ▾
Monitor Options:	Listening ▾

✔ Save changes   ← Go back
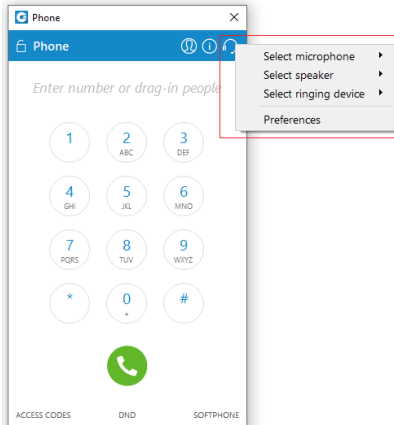
Phone

The phone module area where information about possible missed calls is shown.

- From the phone module you can set up an office and mobile phone by clicking the settings icon next to missed calls information.
- Select your audio device by clicking the *Headset icon*. The drop-down menu with the following options will appear:
    - *Select the microphone device:* Allows you to select which device you want to use as an input device.
    - *Select the speaker device:* Allows you to select which device you want to use as an output device.
    - *Select the ringing device:* Allows you to select which device you want to use as a ringtone device.
    - *Preferences:* It points to the *Preferences → Phone → Audio* devices section where you can also select which input, output, and ringtone device you want to use or to test your audio devices.

Also, you can change your audio device during a live call by clicking the *Sound button*.

**Default ringtones are different for inbound and outbound calls when using a softphone.**

- A green (or eventually red) circle shows the Phone module connection status. If green is shown, the Phone module is connected and the user can place calls. If a red circle is shown, the Phone module is not connected and the user is unable to place a call, in which case the user should contact their system administrator.
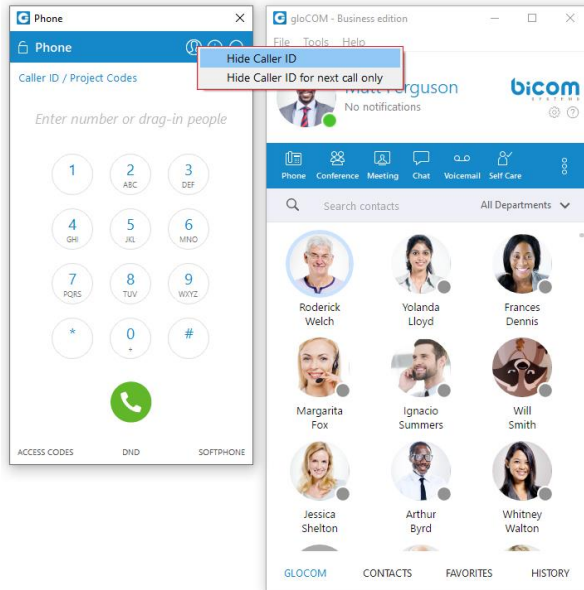
- In the Phone module, you can see which phone mode is set by default. Click on the dropdown menu, and choose between *Softphone, Deskphone, and Mobile App*. Next to this dropdown, there is a *DND icon* with the option to set your status to *Do Not Disturb*.
- Phone module area where contact is shown after the Drag-and-Drop action.
- Phone module area where a dialed contact's phone number is shown.
- Speaker volume tuner. Adjust the speaker volume by moving the slider up or down. Do not increase volume more than needed because it can induce hearing loss.
- Microphone volume tuner. Adjust the microphone volume by moving the slider up or down.
- Phone module dial keypad. Used for entering phone numbers.

Users are able to block caller ID directly from Communicator. Two options are available: *Hide Caller ID* and *Hide Caller ID for the next call only*.

When a user presses and holds down any key inside the Phone Dialer except 0, it will display the pressed number or sign. However, when the user presses and holds down the 0 key, it will display the + (plus) sign.
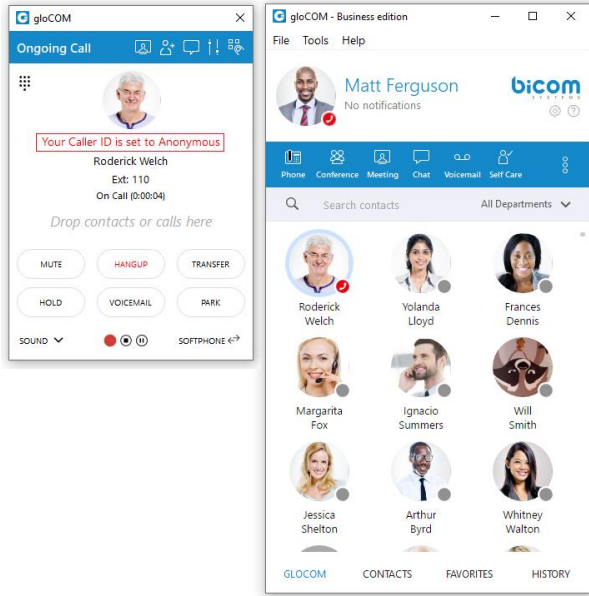
Voice Conference
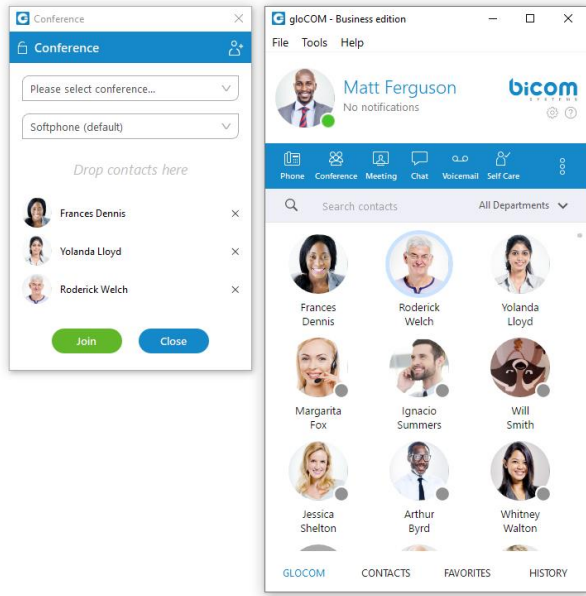
- Plus sign used to invite a contact using his landline or mobile number.

- Select a box to choose from a conference room .
- The Voice Conference module area where contact is shown after Drag-and-Drop.

- To remove a contact from a list, click ✕ .
- Click on the Start button to start the Voice Conference.
- Click on Close to close the Voice Conference.
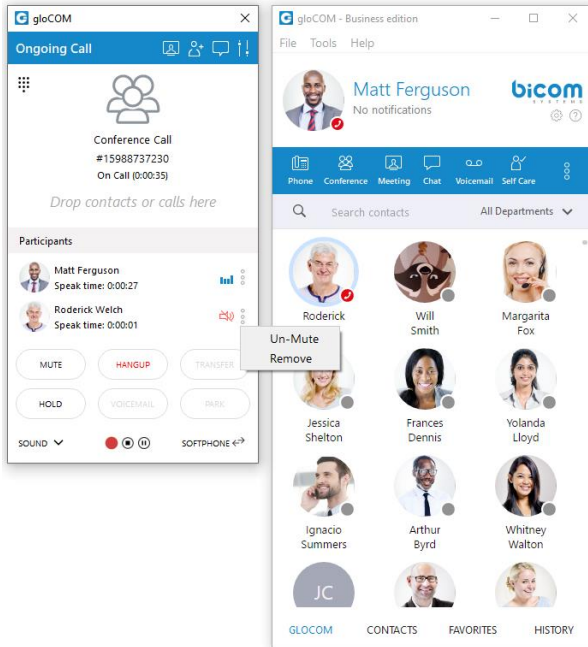
Conference can be created from the dropdown list, and *Instant* and *Predefined* conferences can be selected.

- **Instant conferences:** User can create a conference by adding one or more people to an ongoing call. With this option, you can add extensions or any number available from your contact list. If you missed the conference call, you are still able to join the conference from the *Call History tab* provided that a conference still exists. There are two ways to do that: double-click on the conference number or right-click on the conference number and then choose a call or call with.
- **Predefined conferences:** Users can join predefined conference rooms and add other participants.
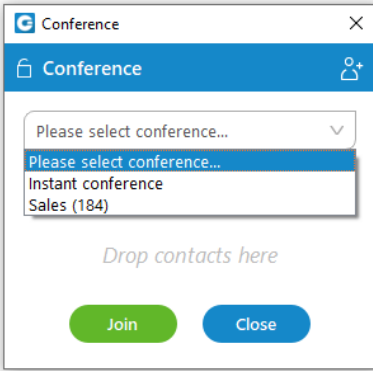
Meeting
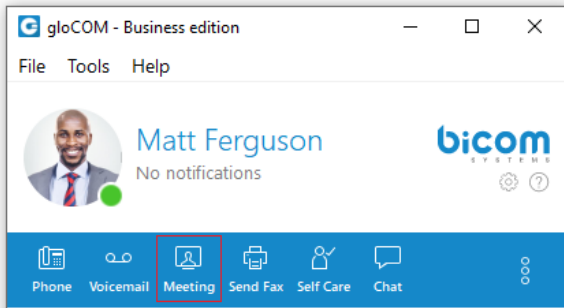
Communicator meeting is a Communicator module that allows the user to launch video-meetings without the hassle of switching applications and keeping all of your Communicator contacts. Communicator meeting enables the meeting with multiple users simultaneously with key features such as: video conferencing, audio conferencing, chat, screen sharing, and local recording. Communicator meetings can be private (invite only) or public (anyone with the number or link can join). In order to use Communicator meeting, the user must first acquire Communicator and the Communicator meeting add on.

Granting necessary permissions

If you have a problem with using a microphone or camera with Communicator meeting on Mac OS please check security options described in this section.

Communicator needs permission to:
- Camera for video communication.
- Microphone for audio communication.
- *Screen Recording* and *Accessibility* for screen sharing and remote control.

The user can enable these options by going to: *Settings → Security* and *Privacy → Privacy*.
If the necessary permissions for camera and/or microphone have not been granted, the user will see a dialogue asking them to grant the permissions. There will also be a red exclamation mark next to the icons in the option bar.
Here you will find the options to enable your camera and microphone.

You will have a pop up that looks like this to confirm you are giving permission.

"gloCOM" would like to access the camera.

Need camera access for video conference.

Don't Allow   OK

Security & Privacy

General   FileVault   Firewall   Privacy

Location Services

Contacts

Calendars

Reminders

Photos

Camera

Microphone

Accessibility

Full Disk Access

Allow the apps below to access your camera.

gloCOM

Click the lock to make changes.   Advanced...   ?
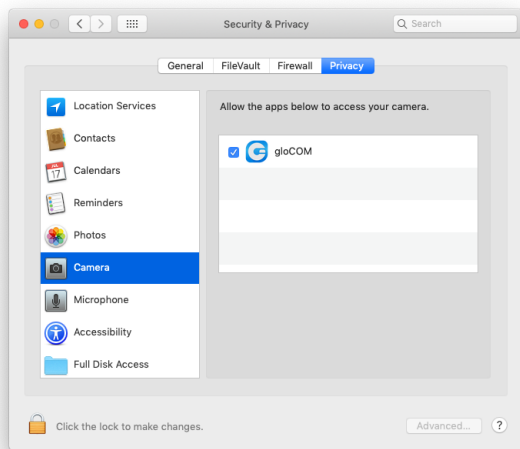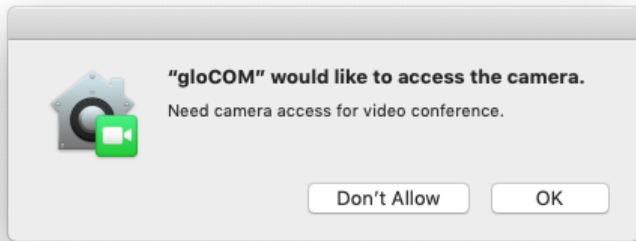
When they are enabled you can disable access at any time by unchecking the tick box.
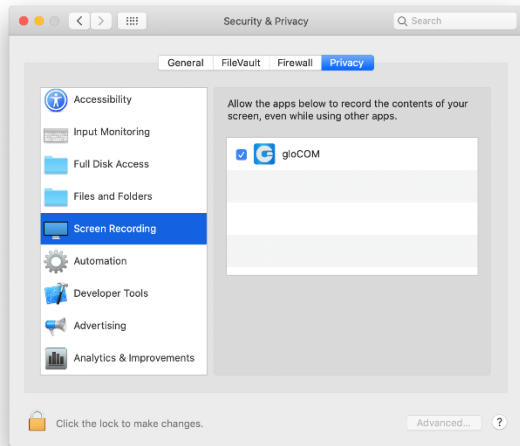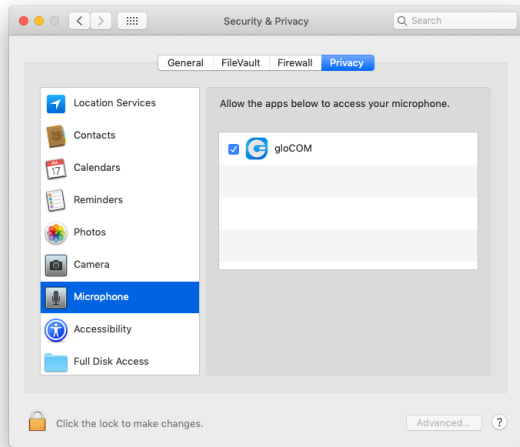
Starting A Meeting
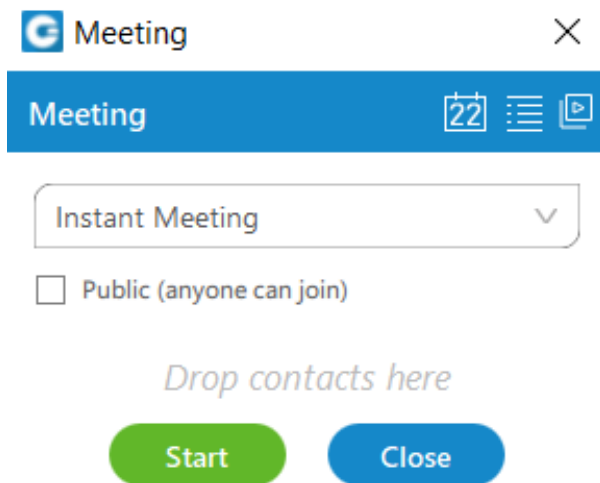
To launch Communicator meeting you must first have Communicator open, then simply click on the icon labeled *Meeting*, this will open up a small window that will allow you to drag contacts in. Once you have all the contacts that you want you can instantly *start* the meeting. If you wish for anyone to access this meeting then tick on the *Public checkbox*.
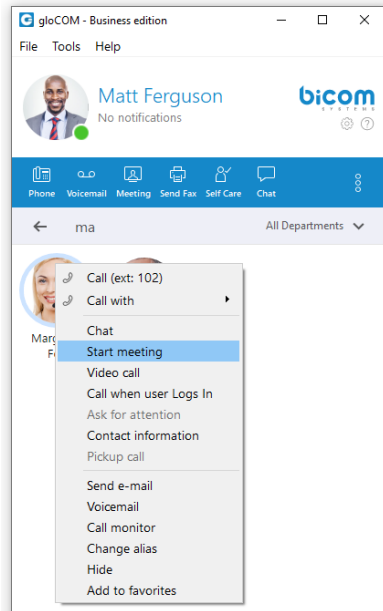
There are also alternative methods of starting a meeting. The user can find a contact in the list and right-click on their name, this will give the option to start a meeting instantly. This is useful to avoid having to navigate the meeting menu and to start one on one meetings quicker.
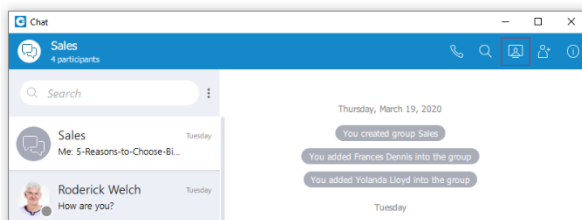
One final method to start a meeting is from a chat. This can be done for both one on one and group chats. Just navigate to the conversation and find the *Meeting icon* in the top-right.

Meeting List
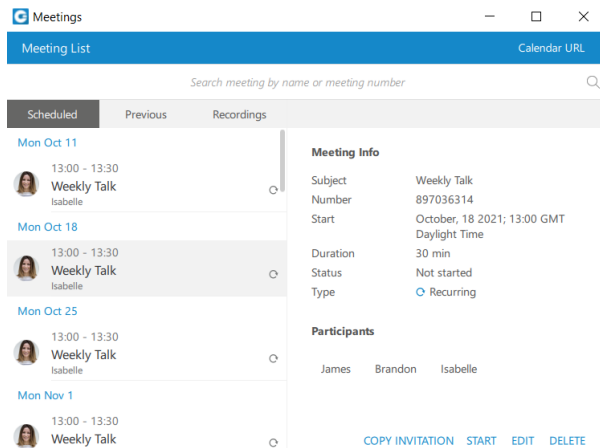
If the user wishes to view any of the ongoing, scheduled or previous meetings, they can open the *Meeting List*. To do this, open the Meeting window and click the *Meeting List icon* in the top-right. There will be a busy indicator in meeting details until all data is available.

The meeting list will give you the following information:
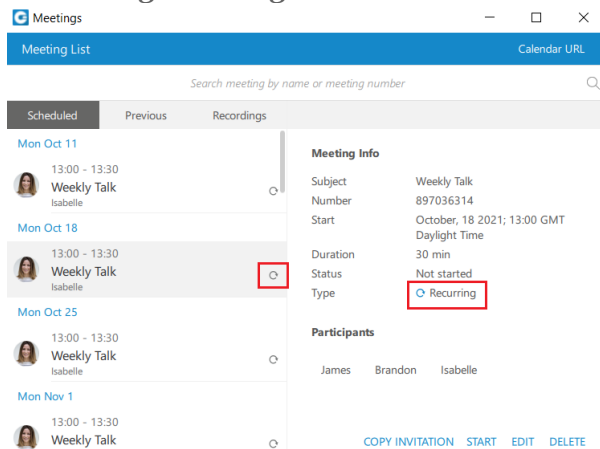
- Start and end time (The time of day it will occur)
- Date (Which day you will have the meeting)
- Name/subject (What the given topic for the meeting is)
- ID number (The randomly assigned number to distinguish meetings)
- Duration (How long the meeting will be)
- Status (The state of the meeting e.g. finished or upcoming)
- Participants (Who is supposed to attend the meeting)

Scheduled Meetings
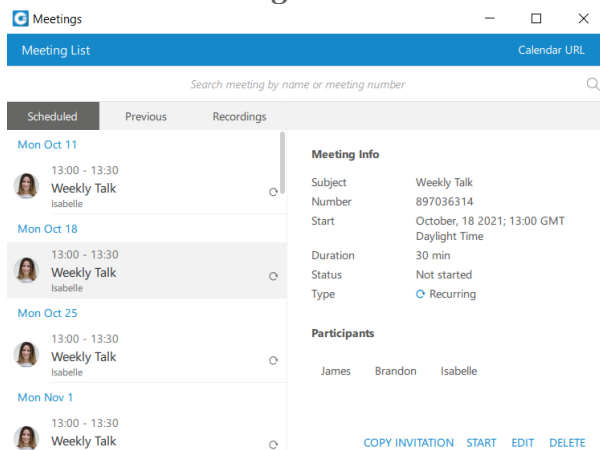
Scheduled meetings are all meetings scheduled in the future. There is also a special category of *In Progres* meetings that contains all currently active meetings the user has been invited to.

Recurring Meetings

A *Recurring meeting* is a meeting that will repeat every set time (every day, week or month), e.g. every week on Tuesday you have a sales meeting.
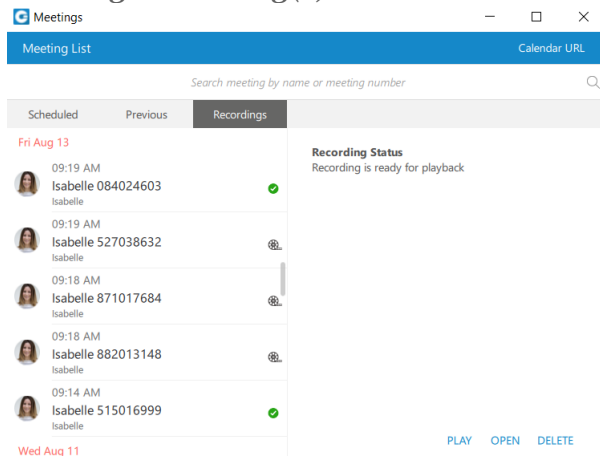
You may edit recurring meetings to suit your needs if you need to reschedule.

Previous Meetings
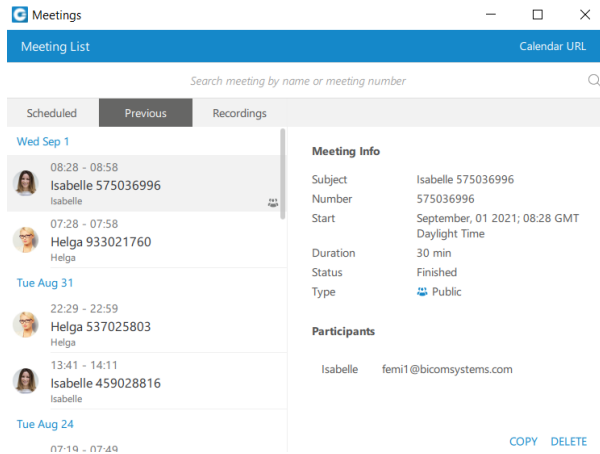
Under this tab, the user can find all meetings that have ended.

Meeting Recording(s)

When recording meetings, the application stores all the necessary information to generate a recording later on. This is done to prevent the recording process from interfering with a meeting in progress, because converting a recording requires significant computer resources. To find meetings that you can create recordings for, the user should open the *Meeting List* and then the *Recordings tab*. They can now select a meeting and click *Convert* to start the conversion process. They can also *Open* the recording location on the computer, or *Delete* the recording.
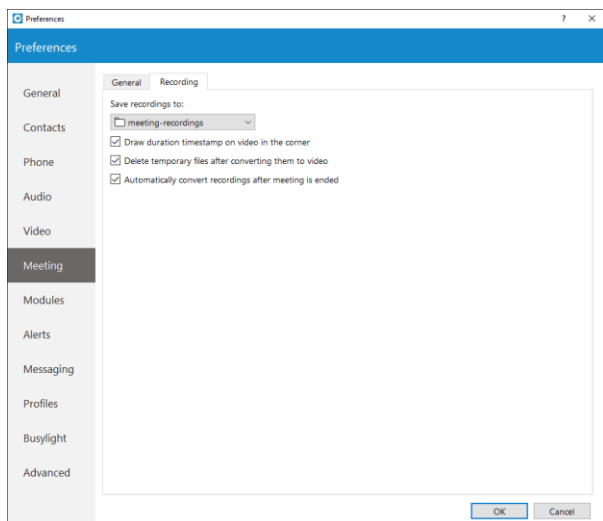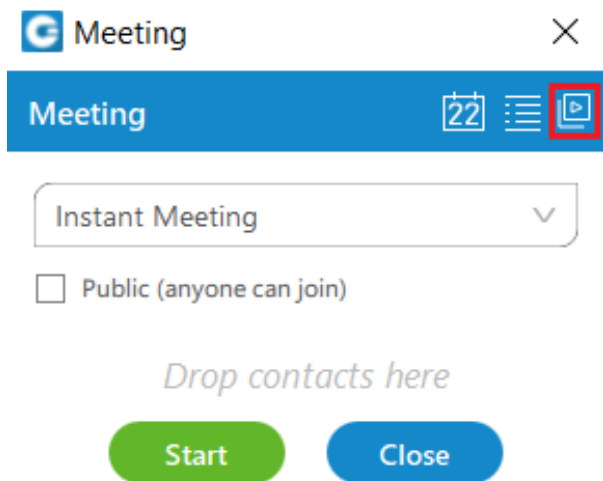
Alternatively, if the user wishes to automatically convert every meeting recording, the user must go to *Preferences → Meeting → Recording* and check *Automatically convert recordings after meeting is ended*.

Schedule A Meeting
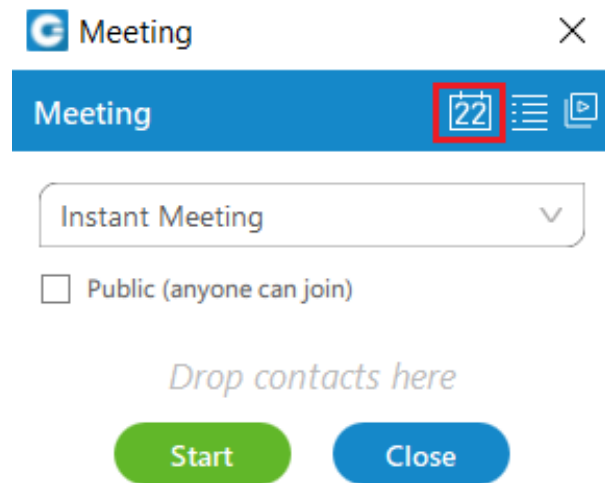
You are also able to schedule a meeting beforehand. To be able to schedule a meeting click on the button to the left of the *meeting list*.
These are the options available to edit:
- Time (the time of day it will occur)
- Date (which day you will have the meeting)
- Duration (how long the meeting will be)
- Time Zone (this will display the time zone your meeting will be scheduled in)
- Subject (what the given topic for the meeting is)
- Participants (who is supposed to attend the meeting, you can invite them via contacts or email)
- Whether it is recurring (if it will repeat e.g. every Thursday at 3 pm) and how long it will recur for (e.g. stop after 10 meetings)

Schedule meeting   ✕

**Schedule**

Subject   [   ]   [Contacts] [Email]

Start   [Aug, 31 2021 ▾] [14 : 00 ⌃⌄]   🔍 Search   ⛗

Duration   [0 hr   ▾] [30 min   ▾]   ○ 👤 Alice

Time Zone   GMT Daylight Time   ○ 👤 Andrew

Recurring   ☐   ○ 👤 Barry

Description   [   ]   ○ 👤 Brandon
                 [   ]   ○ 👤 Casey
                 [   ]   ○ 👤 Cassey
                 [   ]   ○ 👤 Charlotte
Participants   [   ]   ○ 👤 Elijah
                 [   ]
                 [   ]

Public Meeting   ☐   [Schedule] [Cancel]

Schedule meeting   ✕

Schedule

Subject   [   ]   [Contacts] [Email]

Start   [Aug, 31 2021 ▾] [14 : 00 ⌃⌄]   🔍 Enter email   [Add]

Duration   [0 hr   ▾] [30 min   ▾]

Time Zone   GMT Daylight Time

Recurring   ☐

Description   [   ]
                 [   ]
                 [   ]

Participants   [   ]
                 [   ]
                 [   ]

Public Meeting   ☐   [Schedule] [Cancel]

Schedule

Subject
Email
Start
Duration
Time Zone
Recurring
Description

Recurring

Repeat every   1 ⌄   day ⌄

End   ◯ By   Sep, 07 2021 ⌄

           ◯ After   1 occurrences ⌄

           ⦿ Never
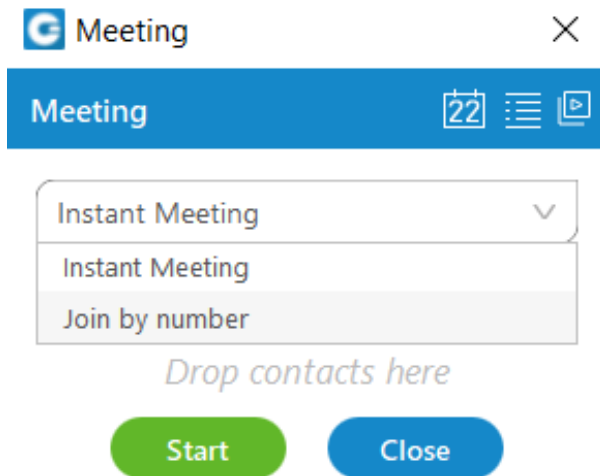
Recurrence   Every day

Save   Cancel

Participants

Public Meeting

Schedule   Cancel

Join By number

There is an additional option to *Join by number*, in which the user enters an already existing meeting number to join the meeting. To access it, the user clicks on the drop-down list in the *Meeting* window and selects *Join by number*. They can now enter the meeting number supplied to them by the organizer.
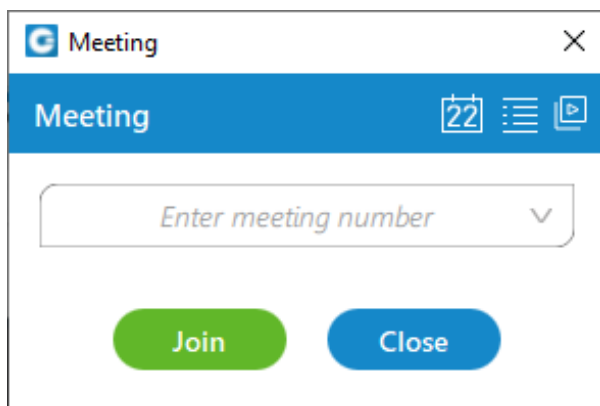
Meeting Interface

The user can invite as many participants as they want to the meeting.
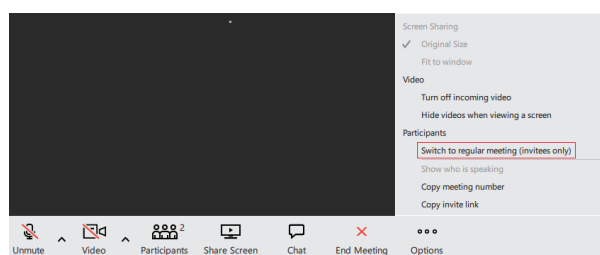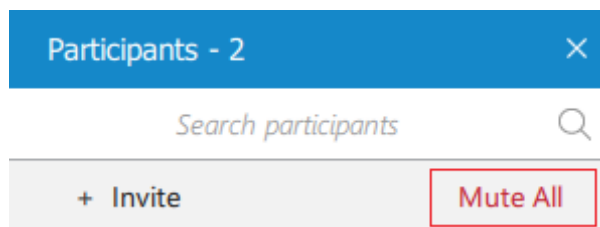

The meeting interface consists of:

- Local Recording record audio, video and and screen sharing to a computer. The user can click the record button located in the bottom left to record the meeting, the recording can also be paused and stopped, the user must be joined by computer for their audio to be recorded. If the user joins in any other way, ex. via deskphone, their audio will not be in the recording
- Mute your own microphone (Disable/Enable the audio coming from your device)
- Disable/enable your own video (Turn on or off the video shown from your camera)
- View the participant's list (See the participants in the meeting, if someone is missing you have the option to reinvite them. This will give the participant a new invite message to join the meeting.)
- Share your own screen (Broadcast your screen to the participants of the meeting)
- Open the chat window for the meeting (The meeting window will expand with the chat on the right, here you can view messages of the participants and input your own messages. You can close the meeting chat by clicking on the chat button again.)
- Leave the meeting (Ability to leave when you have the necessary feedback)

Ask to share screen

Mute

Remove from audio

Remove from meeting

Pin video
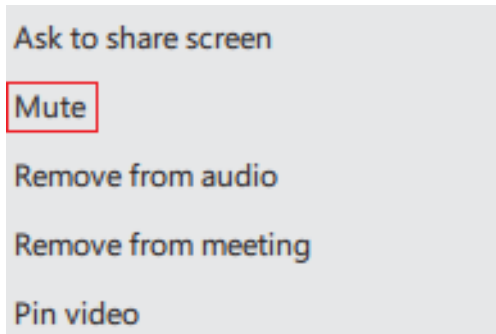
- Mute participants as the meeting organizer allows the user to Mute participants:
  - *Mute participants as organizer:* The meeting organizer can mute other participants from the carousel or the participant list.
  - *Mute all participants as organizer:* The meeting organizer can mute every other participant from the participant list.

Participants - 2   ✕

Search participants   🔍

+ Invite   Mute All

Screen Sharing
✓ Original Size
   Fit to window
Video
   Turn off incoming video
   Hide videos when viewing a screen
Participants
   Switch to regular meeting (invitees only)
   Show who is speaking
   Copy meeting number
   Copy invite link

Unmute   Video   Participants   Share Screen   Chat   End Meeting   Options

- Toggle meeting privacy between regular and private during an ongoing meeting. The organizer can toggle the meeting from private to public and public to private.
- And additional options
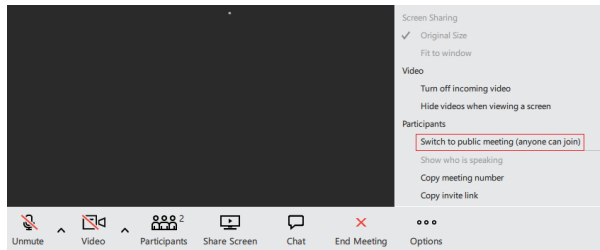
There is also an option to change the layout of other participants in the meeting (bottom right corner). The user can switch between *Speaker and Grid layout*. *Speaker layout* puts one video stream in the focus. That video stream is either the person currently speaking, or the one user pins. This is also the default view when there is a screen sharing session active.

If you click on the more options button on a user you will be granted the following options:

- Ask to share screen (prompts the participant to share their screen for the meeting to see, helps the participant achieve it faster).
- Mute (removes the ability to hear that person, useful for if they have a bad microphone).
- Remove from meeting (kicks a participant ideal for if they no longer need to be in the meeting).
- Pin video (makes their video the main video on display for you).
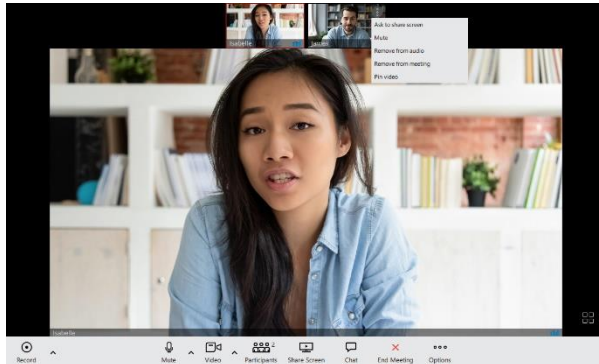
The grid view in the meeting will automatically change the number of video streams based on the number of participants in the meeting.

It follows the following conditions:

- Up to 45 participants = grid size 12 (user + 11)
- 46 - 50 participants = grid size 9 (user + 8)
- Over 60 participants = grid size 6 (user + 5)

Participants will be sorted to have those who spoke last to be among the first video streams.
The Meeting is now able to run 100 active video participants in one meeting.

Selecting Audio Input and Output
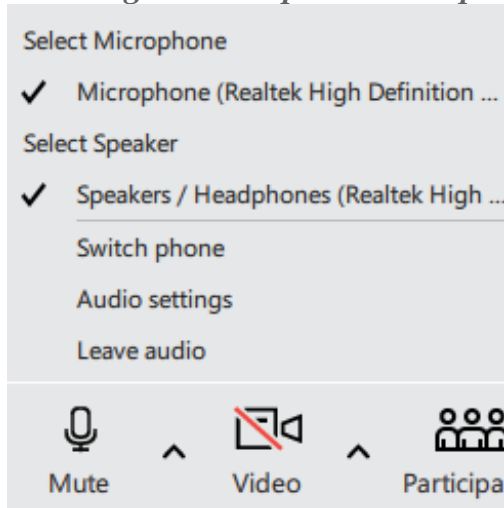
When the user clicks on the arrow next to the Mute button they will be given the following options:

- Select Microphone (select which device they want to pick up your audio)
- Select Speaker (select which device they want the audio to play through)
- Switch phone (ability to switch the audio device they are using e.g. softphone to desk phone)
- Leave audio (ability to leave the audio channel to only view the video)

In addition to this, the user can Mute themselves (*press the Mute icon*) to not let anyone else hear them. If the user is currently muted and attempts to speak, a prompt will appear to inform the user they are muted.

You are muted notification will appear when a user attempts to speak while muted.
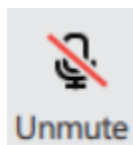
Selecting Video Device
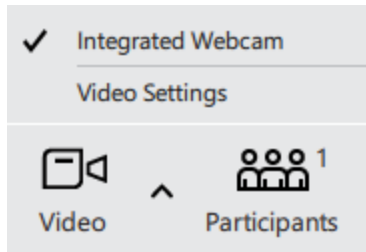
Once you click on the arrow next to the *Video icon* you will be given the option to select which device you want to capture video. This should display all the devices that you have connected and ready to use. You also have the option to click on the *Video* icon to remove the video you are displaying.
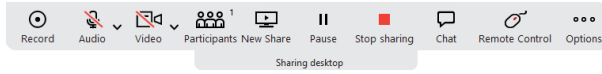

Screen Sharing
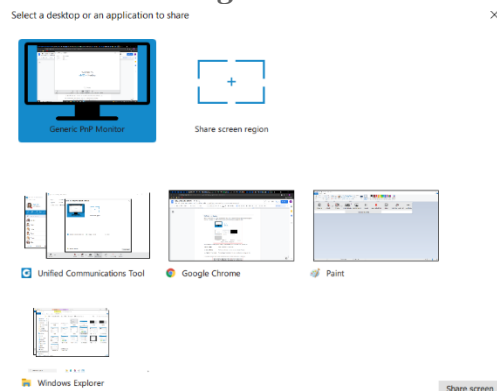
If you wish to share your screen during the meeting, simply click on the *Share Screen button* or request someone to prompt you with one. Then your screen should look something like this.
You will be given several options when you wish to share your screen with other participants:

- Whole screen (Share everything on your screen),
- A select window (Only one application you have open, e.g. Google Chrome) or share
- A region of your screen (An area of your screen that you can choose the zones for e.g. top left).

Once you have selected one click on share screen and it will be broadcast to the meeting.

Once you start sharing your screen, you can access the icons at the top of your screen. Here you have all of the previous options, in addition, you have control to:

- Pause sharing (Momentarily stop screen sharing)
- Stop sharing (Permanently stop screen sharing)
- Remote control (Once you give control to a participant they will have the ability to use your computer e.g. move a mouse and input from a keyboard.)

Under options, you have the added functionality to:

- Original size (Change the meeting application to the original size)
- Fit to window (Change the meeting application to the size of the window)
- Hide video panel (Hide the options of the meeting panel from the top of the screen)
- Turn off the incoming video (Remove the video of other participants from reaching you)
- Copy meeting number (Faster method to copy the meeting number)

Chat

Communicator brings a unified chat between Desktop, Web and Mobile applications. Chat history is stored on the server and is always synced between all your devices. This means that if you need to leave the office but you were having an important chat discussion with your colleagues you can seamlessly continue chatting using your mobile application. Also, in case you change your PC or laptop your full chat history will be synced the first time you log in on the new computer.

Full history sync
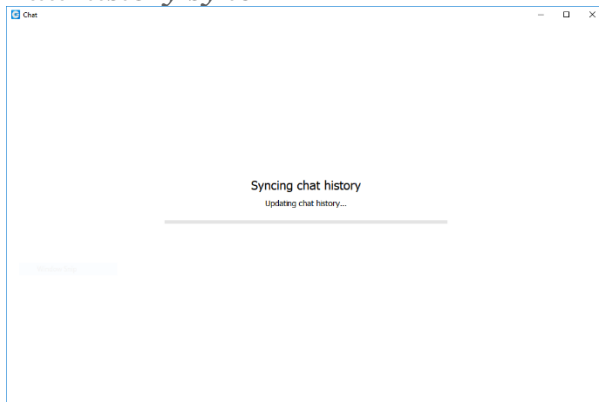
After every log in the application makes sure that your chat history is always synced and that you have all messages available on your device.

 During the sync there is an indication on the chat module icon in the main window to inform the user that the sync is currently in progress.

If you open the chat window during sync you will see an informative message, with a progress bar indicating the sync progress.

If chat sync has failed there is a warning in the chat window with the option to retry the sync by pressing the *Retry button*.

⚠ Chat history syncing failed (Failed initial chat server request: Chat server is not connected) Chat server not connected. ↻Retry
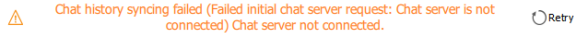
In case that chat sync has failed because chat server was down at the time you logged in, the application will automatically start the sync process again, once it detects that the server is back up.

Chat server unavailable

If chat server is down you cannot send nor receive messages until it gets back up.

 While the chat server is down there is an indication on the *Chat module icon* in the main window to alert the user.

If you open the chat window while the server is down, there is also an informative message that the chat server is not connected.

⚠ Chat server not connected.
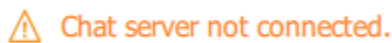
As soon as the application detects that the chat server is back up the warning is dismissed and you can continue chatting where you left off.

Starting conversations
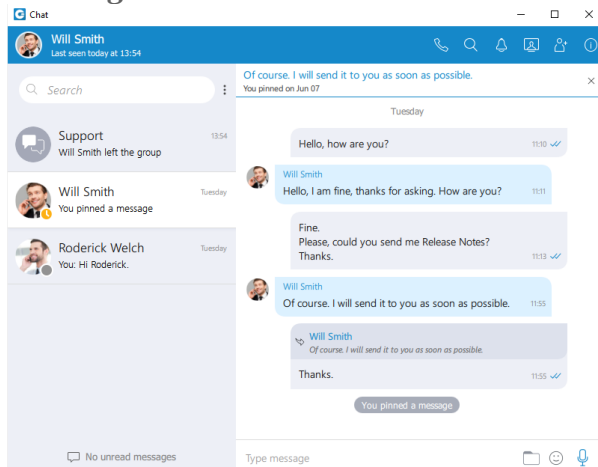
To open the *Chat window* click on the *Chat module icon* in the main window.
This will bring up the chat window and show all of your conversations. There are a few ways to
start a conversation, or to open the existing conversation with another user:

- Click on the chat icon when hovering over a user in the main window (*only for Grid View*).
- Right-click on a user in the main window, and choose the option *Chat* from the menu.
- Double click on a user in the main window (*if your default double click action is set to Chat inside the Preferences*).
- Select multiple users in the main window, right-click, and choose the option *Group chat* from the menu to create instant groups from the main window.
- Search for a user inside the chat window and click on the desired user.
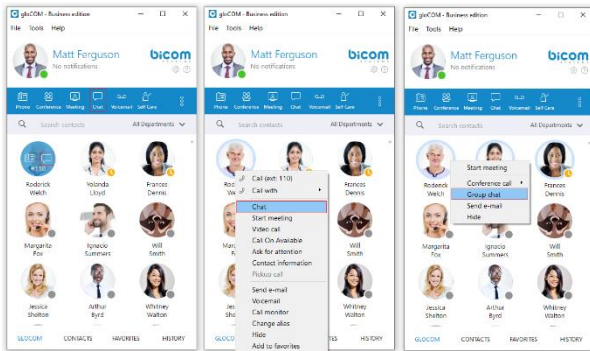

Top blue bar
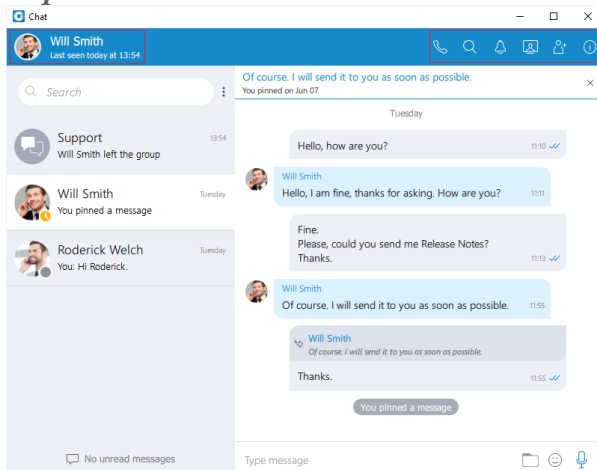
On top of the chat window area there is a blue bar that contains information about the currently selected conversation, and also provides various actions available for that conversation.

On the far left of the top blue bar, there is an avatar of the currently selected conversation. Next to it, there is a user's name (or a group name in case of a group conversation). Clicking on the user's name opens up the *Contacts Information* dialog for the selected user. Clicking on the group's name or the participant's label opens up the *Info drawer*. Below the user's name, there is information about the user's presence and status, e.g. is the user currently online, what is the user's status message, is he currently away from the Desktop, etc. In the case of a group chat, there is a label indicating the number of participants in the conversation.
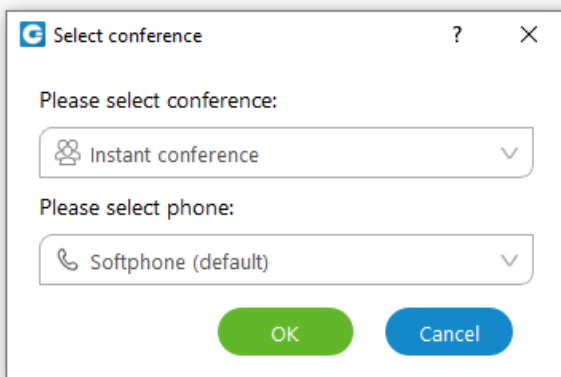
On the right side of the blue bar there are buttons for executing actions available for the currently selected conversation.

- Call the currently selected user (create a voice conference in case of a group conversation).

- Search for messages from the current conversation.

- Ask for attention - the user in the current conversation will be notified that you need their immediate attention. Not available for group conversations.

- Create a meeting with all chat participants.

- Add more users into currently selected conversation

- Open the chat info.
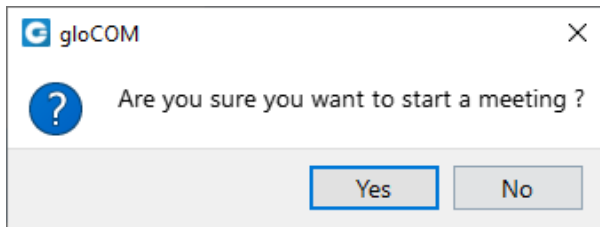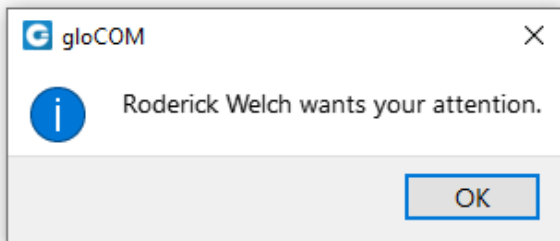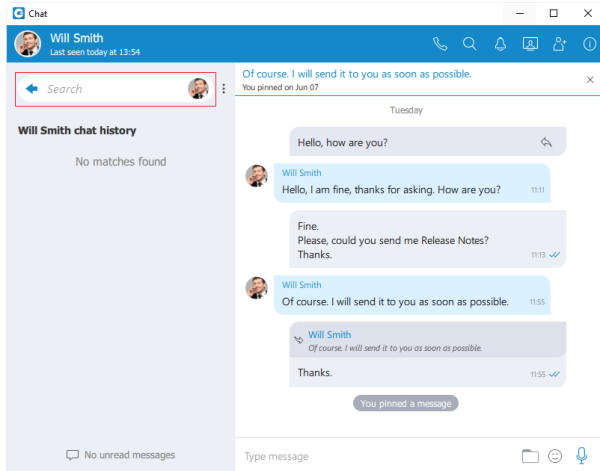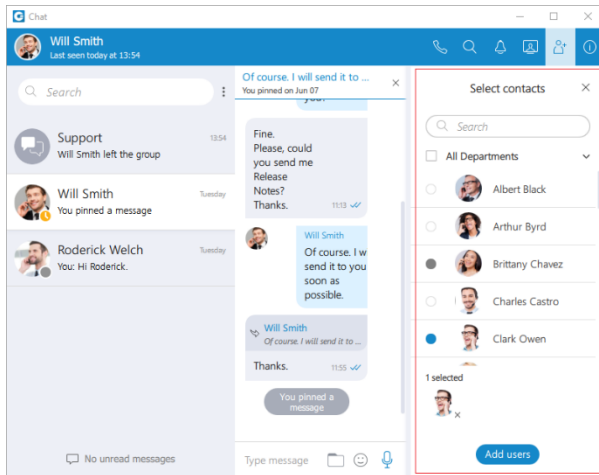
When adding users into the currently selected conversation you can filter users list by searching for a user's name or extension. You can also filter by department, or even add a whole department into the conversation. Added participants cannot read previous messages in the conversation.

To collapse the users list and show a list of departments click on the name of the currently expanded department. To select all users from the currently expanded department, click on the checkbox next to the department name.
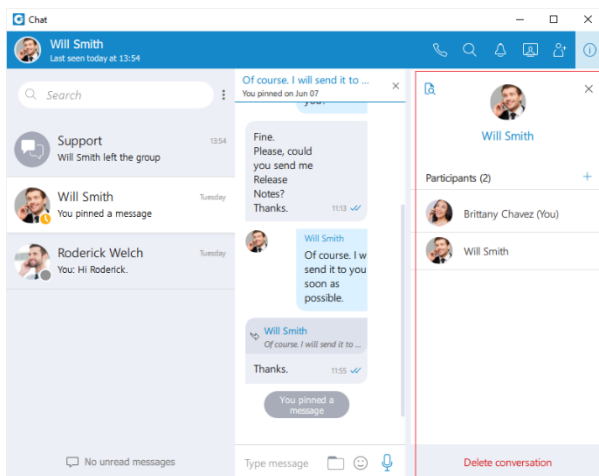
Chat Info

Single chat conversations
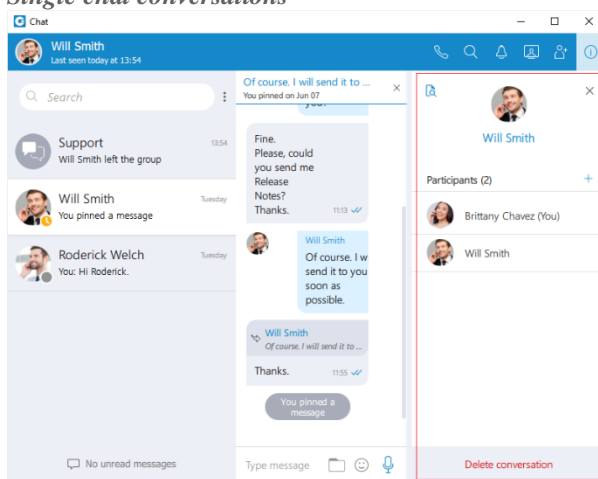
Info drawer shows all participants within the selected conversation. Furthermore, it allows users to add more participants to the selected conversation by clicking on the + sign located on the right of the *Participants label*. This way, the user can easily create a group chat conversation from a single chat conversation. Additionally, by hovering over each participant, the user can see information about their presence and available actions.

While hovering over a participant, the following action is available:

- Call the hovered participant.

 The *Show Files icon* at the top of the *Info drawer* shows all shared files within the selected conversation.

 The *Delete conversation button* at the bottom of the *Info drawer* allows the user to delete the selected conversation.

Group chat conversations
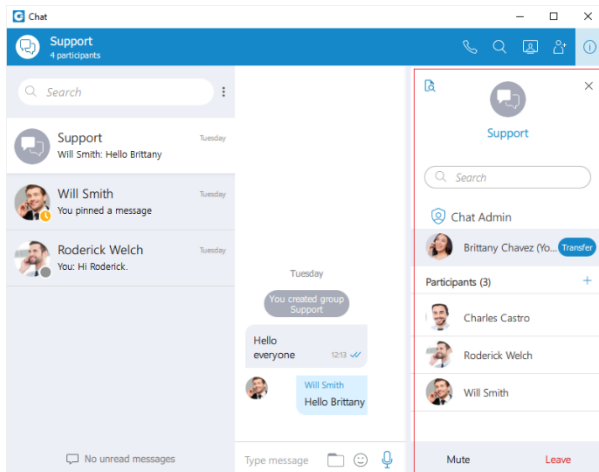
Info drawer shows the group name, all participants of the selected group conversation, and the group administrator. As a group administrator, the user can change the group name, remove participants from the group, and select a new group administrator.

To change a group name, the user needs to click on the group's current name, type in a new name, and press the `Enter` key on their keyboard.

Furthermore, the user can add new participants to the selected conversation or filter participants of the conversation. Additionally, by hovering over each participant, the user can see information about their presence and available actions.

While hovering over a participant, the following actions are available:

- Call the hovered participant.

- Open the single chat conversation with the hovered participant.

- Remove the hovered participant.
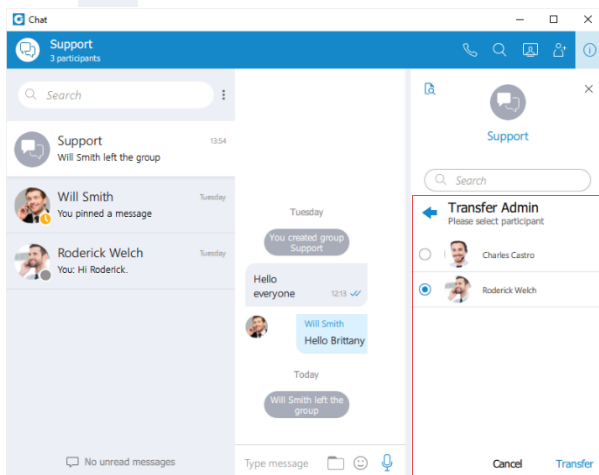
 The *Show Files icon* at the top of the *Info drawer* shows all shared files within the selected conversation.

 To mute the selected conversation, click on the *Mute button* at the bottom of the *Info drawer*.

However, to leave the selected conversation, click on the *Leave button* at the bottom of the *Info drawer*. The popup message will show up, asking the user to select what they would like to do. *The user can select one of the following options:*

- *Leave:* It will leave the group and keep the chat history.
- *Leave & Delete:* It will leave the group and delete all chat history.
- *Cancel:* It will cancel the leaving process.
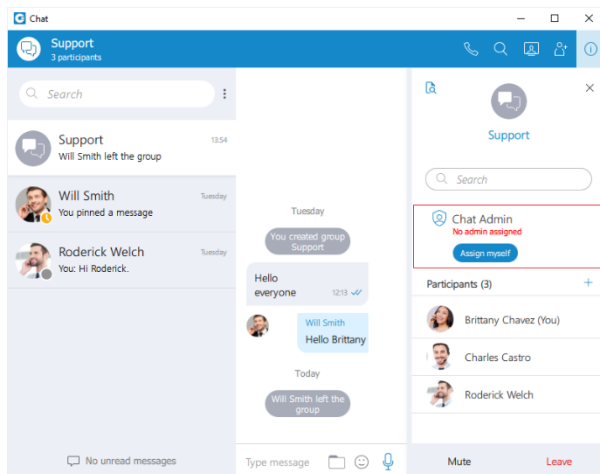
And finally, as a group administrator, the user can select a new group administrator by clicking on the *Transfer button* next to their name and selecting a new group administrator. To confirm the transfer process, the user needs to press the *Transfer button* at the bottom of the *Info drawer* or press the *Cancel button* if they want to quit the transfer process.

If the group chat does not have an administrator, the user can become an administrator by clicking the *Assign myself button* below the *No admin assigned* label.

Files overview
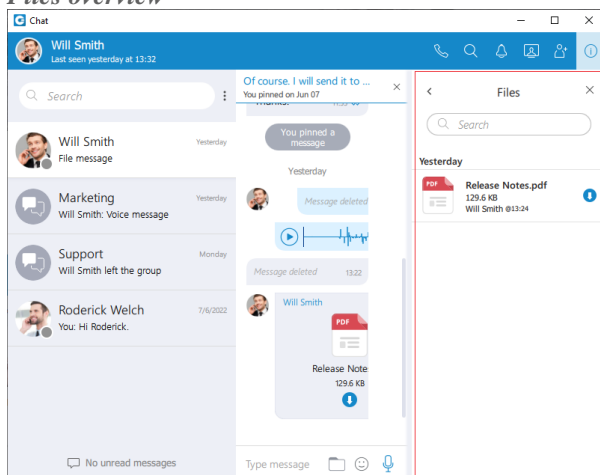
You can click on the [icon] icon to see all sent and received files inside the conversation.

You can search for a particular file by its name. Clicking on the file thumbnail or the file name opens the file if it is available, or offers to download it if the file has not been downloaded yet. File name, file size, sender, and time are shown for each file. Depending on the file direction (incoming/outgoing) and file status (uploading/uploaded/ready to download/downloading/downloaded) the button on the right of the file name provides certain actions:

- Click to download the file.
- File is already downloaded, click to show the menu and choose from *Open, Show in Windows Explorer for Microsoft Windows (Show in Finder for macOS) and Save As* options.
  - *Open* option opens the file in the default application
  - *Show in Windows Explorer/Show in Finder* option opens the folder containing the file and selects the file which is useful for locating the file on the file system.
  - *Save As* option is used to create a copy of the file in the desired location with the desired name.
- Show progress of currently uploaded/downloaded file.
- Click to cancel current uploading/downloading. Visible when you hover the progress circle.

Options (3 dots) menu
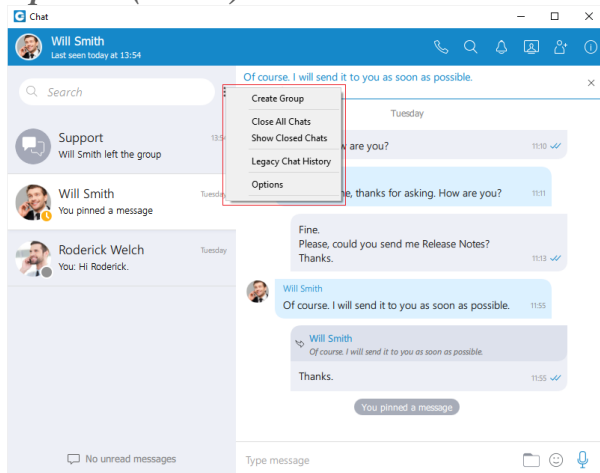
The menu contains the following options:
- Create Group
- Close All Chats
- Show Closed Chats
- Legacy Chat History
- Options
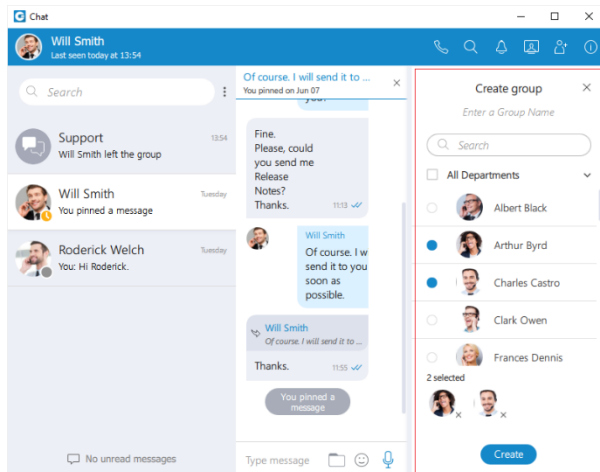
Create Group option is used to create new groups (as the group creator you are automatically the group administrator). When creating a group you have to provide the group name. You can change the name of the group at any time after the creation in the group info drawer. Filtering and selection of users are the same as described in the *Add Users* section. You can filter users by name or by extension and you can also select 1 or more departments. The created groups are permanent, meaning that you are going to stay a member of the group after you close the application, unlike the behaviour in versions prior to 6.0. You can also have multiple groups with the same participants but with a different group name. For example, you could create groups *Sales reports* and *New Release* with the same participants, but use both groups for different topics, so the totally unrelated matters are not mixed up in a single conversation.

Close All Chats option is used to close all your conversations easily without having to close each one manually.

Show Closed Chats option is used to see all of your closed conversations so you can find them and move them back to active.

Legacy Chat History option is used to show chat history from previous versions so you would not lose all of the messages you had in your chat history prior to the update to Communicator version 6.0. This chat history is kept only for those purposes since old chat messages cannot be migrated to the new chat.

Options option is used to quickly navigate to *Chat section in the Preferences* window.
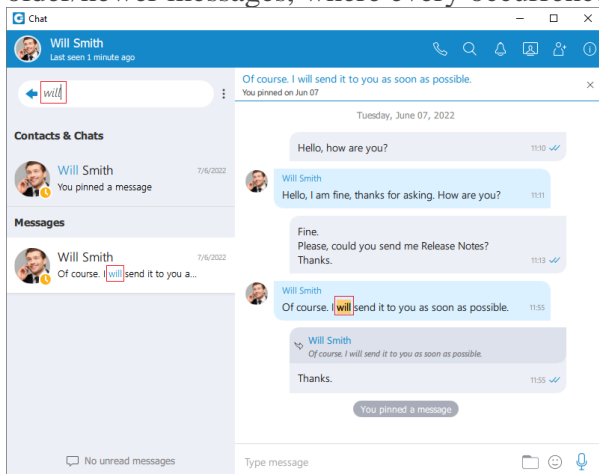
Search and Chat History
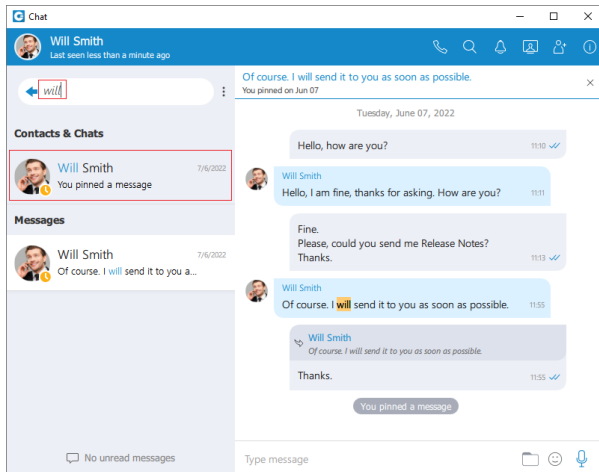
The *Search field* on the top left of the chat window, right below the blue bar, has multiple purposes:

- Start a new conversation or open an existing conversation by searching for a user's name, a user's extension or a group name, and click on the desired item in the list
- Chat history

Unlike the versions prior to Communicator 6.0 chat history is now integrated into the chat window so you don't have to open another window to search for a message. When you type in a term in the search field, the application is going to find all users or existing conversations that match the term, and also find all messages that match the term. Users and existing conversations are positioned on the top, followed by all messages that match the term, sorted from the most recent one to the oldest one.

If you click on any item in the *Contacts & Chats* section, the application is going to open the selected conversation and clear the search field.

On the other hand, if you click on an item in the *Messages* section, the application is going to open the conversation, focus the desired message and load a few messages around it to give you the context of the conversation at that point. From there, you can scroll up/down to load older/newer messages, where every occurrence of the searched term is going to be highlighted.

Once you have found what you were looking for, you can delete the term in the search field to exit the search mode or click on the ← button on the left side of the search field. This enables you to search your entire chat history without ever leaving the chat window.

If you type in more than one word in the search field, the application is going to find all messages that contain both of those words in any order.

For example, searching for "Hello Bob" matches all of these:

- Hello, how are you Bob?
- Bob? Hello? Are you there?
- Hello Bob, do you have a few minutes?
- hello Bob, how are you?
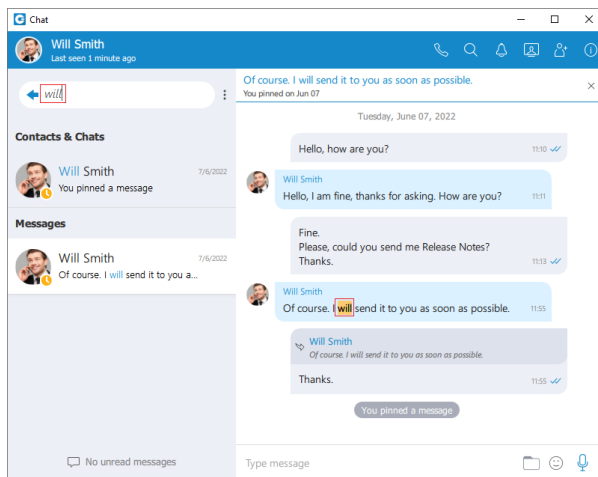
But maybe you just wanted to find the last two messages, where words *Hello* and *Bob* are right next to each other and in the right order (where the word *Hello* comes before *Bob*). In that case you have to put quotation marks around the term.

For example, search for "Hello Bob" matches just these:

- Hello Bob, do you have a few minutes?
- hello Bob, how are you?

As you can see in the examples above search in the chat window is case insensitive.

Conversations list
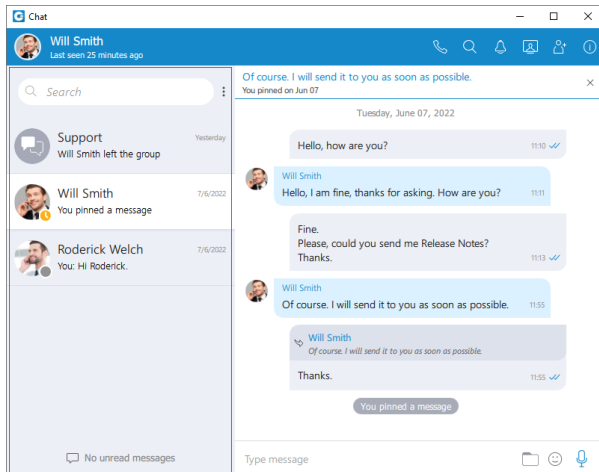
On the left side of the chat window, right below the search field, there is a list of all your conversations sorted by their most recent activity. These conversations are persistent, meaning that they will appear in the chat window even after you restart the application. To remove the conversation permanently you have to delete the conversation which can be done from the info drawer. In case you just want to close the conversation you can hover the conversation and press the *x icon* that appears in the top right corner of the conversation. This way you can keep visible only those conversations you are interested in currently. If you want to close all of your conversations you can do so by clicking on the *Close All Chats* option from the global dots menu in the chat window. Any activity in the closed conversation will move it back to active (any new messages, new participants added etc.) so you never miss the latest messages and events. You can find any of your closed conversations by searching for them in the chat window. You can also have an overview of all closed conversations by clicking on the *Show Closed Chats* option from the global dots menu in the chat window. From there you can move any conversation to active just by clicking on it, or you can move multiple conversations to active without leaving

this mode by clicking on the icon that appears on hover in the top right corner. Click on the *Back to active chats* label to return to your active conversations list.

Conversation with a user which has been deleted from PBXware will be marked with a prefix *(Deleted)*. You can no longer send messages to this conversation, but it is still useful because of the chat history and all existing messages with that user before deletion.
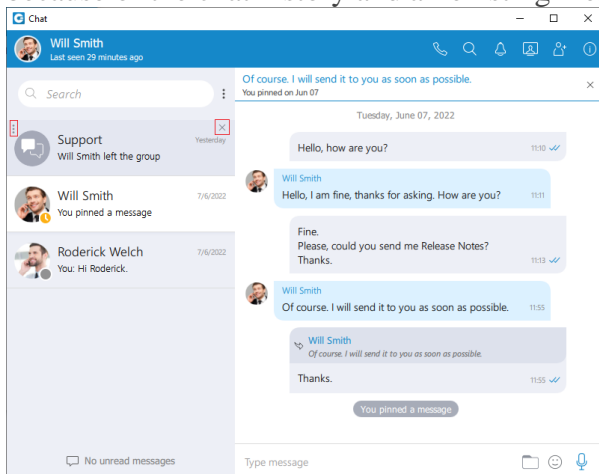
When you hover a session, besides the *x icon* there is a dots icon in the top left corner of the conversation. Clicking on this icon opens up a menu containing the following options:

- Search
- Call
- Pin Chat
- Mark as Read/Unread
- Mute (only for group conversations)
- Close All Except This Conversation

Also, right-clicking on the chat conversation in the conversations list brings up a context menu with these options.

Search option allows you to search for messages from that conversation. This is useful to search only for messages from a specific user unlike global search which searches for messages from all conversations. There are two ways to get out of this mode: by clicking on the back

icon located on the left side of the search field, or by pressing the ESC key.

*Call* option allows you to call the user or to create a conference call in case of a group chat.

Pin Chat allows you to pin the most used conversations on the top of the conversation list. The last pinned conversation is always on the top of the conversation list. You can unpin the

conversation in the same way as pin, and also by clicking on the pin icon that appears if a conversation is pinned. The user can rearrange pinned conversations according to their needs by using the drag and drop options. This allows them to define priority for pinned conversations.

Mark as Read/Unread allows the user to explicitly mark the conversation as Read/Unread. If they mark the conversation as Unread, the Unread indicator will show up for that conversation. It informs the user to look at this conversation again and take some actions if needed. Any action inside the chat conversation with the unread status will remove the Unread indicator. Also, opening the conversation or explicitly marking it as read will remove the indicator.

Mute option is used if you want to stop receiving notifications for a group chat maybe because there are too many messages exchanged and it distracts you. You can unmute a group chat in the

same way as mute, and also by clicking on the speaker icon that appears if a conversation is muted. You can also *Mute/Unmute* a conversation from the *Chat Info* screen.

Close All Except This Conversation option allows you to close all conversation except this one. This is useful if you have only one conversation you are currently engaged in, so you want to hide all others so they don't distract you.
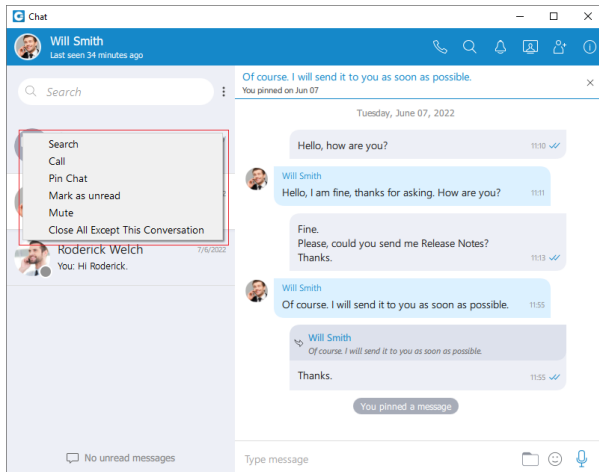
*For each 1 on 1 conversation in the list you can see:*

- User's avatar with his status icon
- User's name
- Last message in the conversation
- Time of the last message in the conversation
- Number of unread messages (if any)

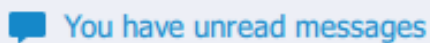*For each group conversation in the list you can see:*

- Group chat icon
- Group name
- Last message in the conversation
- Time of the last message in the conversation
- Number of unread messages (if any)

While in search mode conversations list will change its items according to the searched term which is explained in the *Search and Chat History* section.

Unread messages indicator
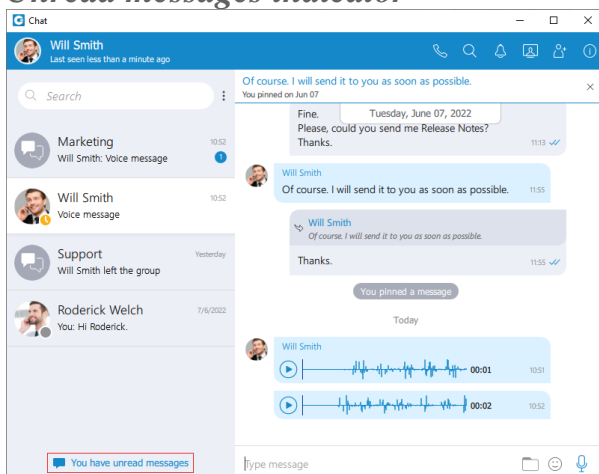
At the bottom left of the chat window there is an unread messages indicator to inform the user if there are currently any unread messages. This is useful in cases where you've scrolled down and you don't see your most recent conversations, or if you are in search mode.

If there are any unread messages the label and the icon are emphasized in blue color to draw the user's attention.

Click on a label to open up a menu showing a list of all conversations with unread messages indicating the number of unread messages in the parenthesis. Also, there is an option to mark all messages as read.

Marking all messages as read will effectively send seen to all those conversations even though you haven't read those messages yet. Clicking on any other option besides *Mark all as read* opens the selected conversation. This can be used as a quicker way to find conversations with unread messages instead of looking for them in the conversations list.

If there are no unread messages, the label is not emphasized and serves only as an indicator, without any functionality.

Messages view
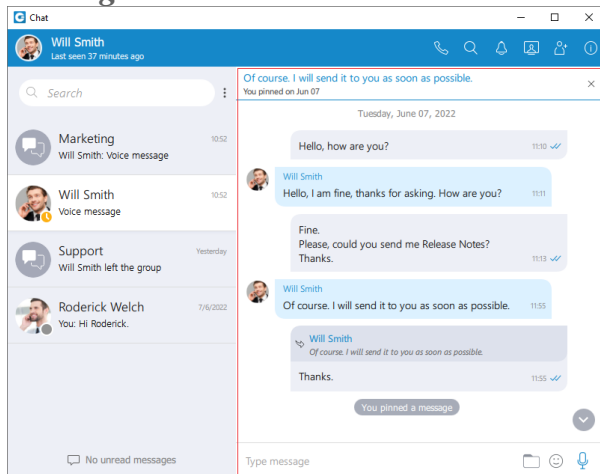
On the right side of the chat window you can see the messages of the currently selected conversation.

In case there are no unread messages in the conversation, the application will load last 20 messages and place the scrollbar on the bottom. If you want to load older messages, you just scroll up until you reach the top. This way you can scroll all the way to the beginning of the conversation.

In case there are unread messages in the conversation, the application will load all unread messages plus 20 additional older messages. The scrollbar will be positioned on the first unread message with the **New Messages** indicator so you know where should you continue reading the messages.

> **The keyboard's up and down arrow keys can be used for scrolling messages through chat/SMS conversations.**

The typing indicator is presented above the input field of the message window and within the conversation list so you can see when somebody is typing to you. In the case of a group conversation, if more than one participant is typing at the same time, the typing message will take the form *N participants are typing* where N is the number of typing participants.
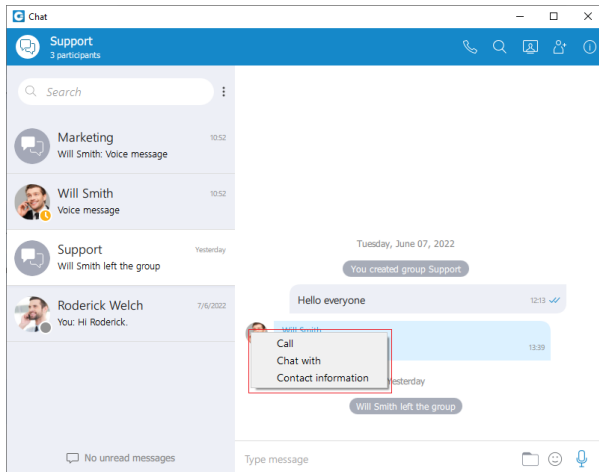
While you are inside of the group conversation, left-click on the participant's name or avatar inside the messages window will show a popup menu with three options:

- *Call:* Call the participant directly.
- *Chat with:* Start a one to one conversation with the participant.
- *Contact information:* Show the contact information.

While scrolling up in the currently selected conversation, a scroll indicator appears in the bottom right corner of the messages view so you can easily move to the end of the conversation. If you receive a new message while searching/viewing the older messages, the scroll indicator will show the number of messages received. Clicking on the scroll indicator will take you to the first received message.

Message states
*For outgoing messages there is an indicator explaining the current state of the message:*

- *Sending:* The message is on its way to the server.
- *Sent:* The message is sent and has reached the server.
- *Delivered:* The message is delivered to the other user(s).
- *Seen:* The message has been read by the other user(s).
- *Failed:* The message could not reach the server.

Text selection and context menu
You can select text inside of messages by pressing and dragging your mouse across the messages area. Click anywhere on the messages area to unselect all messages.
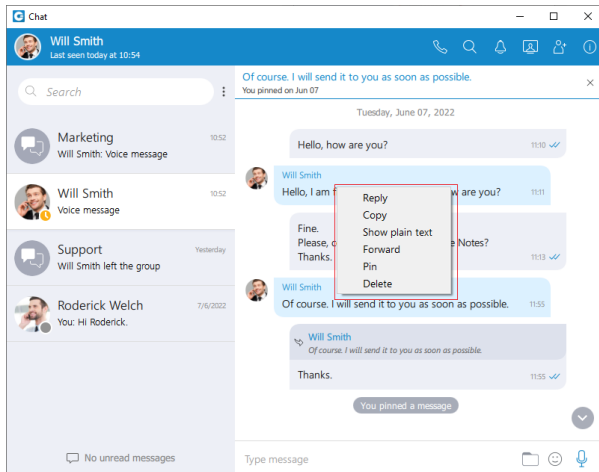
While there is any selected text in the messages area, right-clicking brings a context menu with the *Copy* option to copy all selected messages in the clipboard. You could also press `CTRL`+`C` on Windows, or `Command(⌘)`+`C` on macOS to copy all selected messages in the clipboard.

If you right click inside a message bubble (gray or blue rectangle) while there is no selected text, a context menu appears with the *Reply*, *Copy Message*, *Show plain text*, *Forward*, *Pin Message*, *Info (only for groups)* and *Delete Message* options.
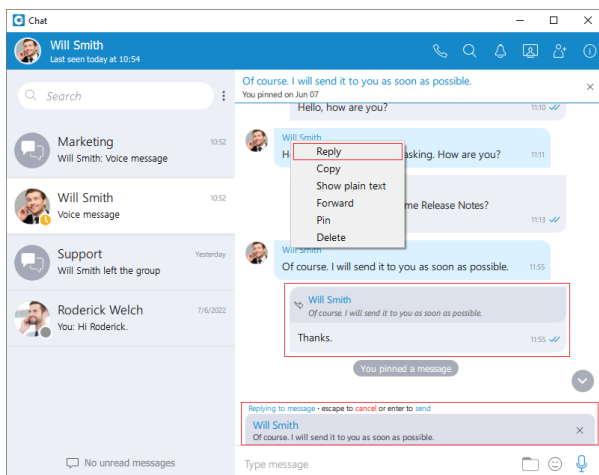
Reply option allows the user to reply to a specific message. To reply to a message, hover over it, and click on the reply button, or right-click on the message, and from the drop-down menu, select the *Reply option*. As a result, the message that the user wants to reply to will appear above the input field. Clicking on the replied message inside the chat will take the user to the original message.

Copy option is used to copy all message content to the clipboard.

Show plain text option is used to disable all message formatting (links, emojis, etc.), to see the original message source. If you right-click on the message again after you've pressed the *Show*

plain text option, there is a *Show rich text option* to revert it and to see the formatted message with links and emojis.
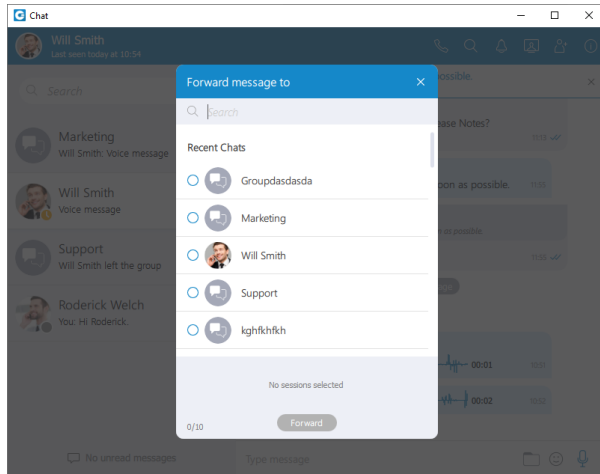

Forward option is used to forward messages and files from one conversation to another. You can forward the message or file up to 10 conversations at once.
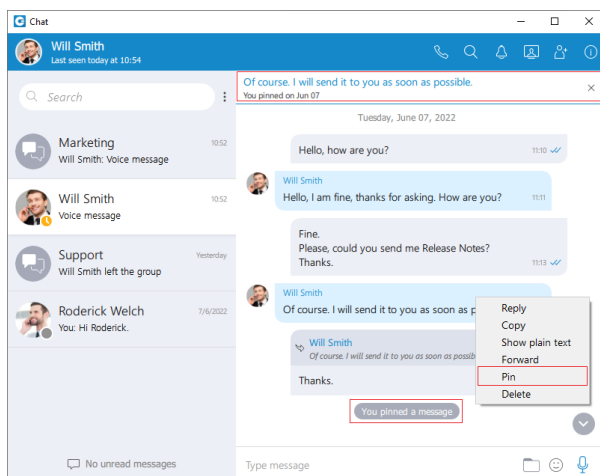
Pin/Unpin options are used to pin/unpin an important message or file message to the top of the conversation window. Anyone can pin/unpin the message inside the conversation. You can pin one message at the same time. By clicking on the pinned message, will redirect you to that message inside the conversation.
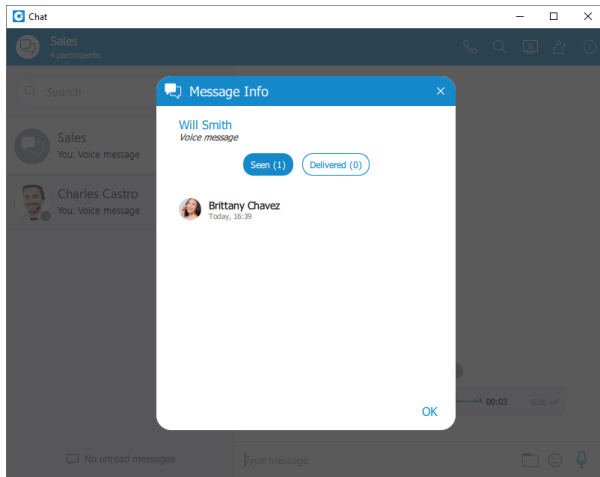
Info allows the user to see the information about the delivery and seen status of a single message within a group chat conversation.
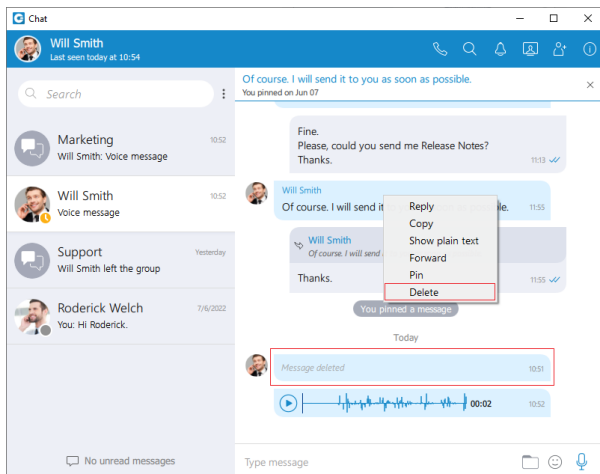
Delete allows users to delete text and file messages. To delete the desired message, users can just right-click on it, and from the drop-down menu, select *Delete option*.

After selecting the *Delete option*, the confirmation dialog will show up with two options for outgoing messages:

- Delete for myself with the following sub-content: ***This message will be deleted only for you. Other chat members will still be able to see it. Are you sure you want to proceed?***
- Delete for everyone with the following sub-content: ***This message will be deleted for all participants. Are you sure you want to proceed?***
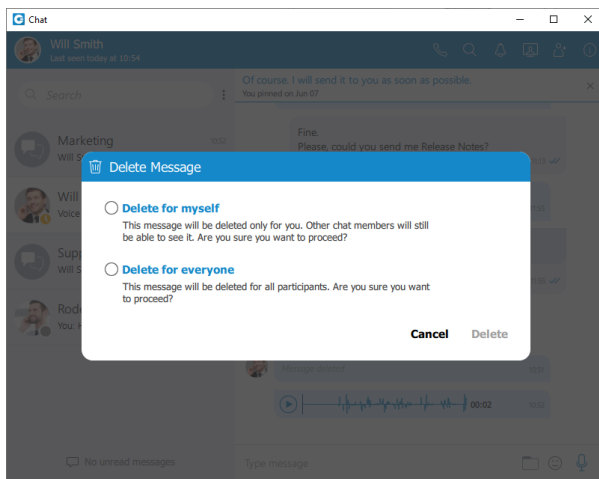
And for incoming messages, there is only one option:

- Delete for myself with the following sub-content: ***This message will be deleted only for you. Other chat members will still be able to see it. Are you sure you want to proceed?***

In addition to the options mentioned above, the confirmation dialog contains the *Delete and Cancel buttons*.

After deleting the message, the *Message deleted* indicator shows up.

File message

5-Reasons-to-Choose-Bicom-Systems.jpg
115.6 KB
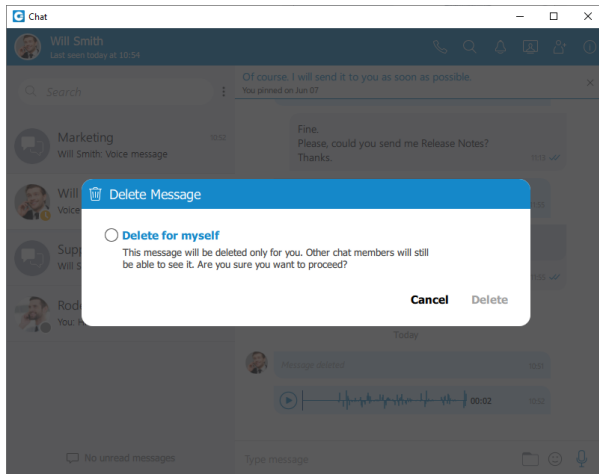
Besides regular text messages, you can use the chat in Communicator to share files.
For image and video files there is a thumbnail that is automatically downloaded. Under the thumbnail, there is information about the file name and the file size. At the bottom of the file message there is an icon used to open, download, show upload/download progress or retry file upload/download depending on the file status. This is explained in detail in the *Files Overview* section. Also, at the top right of the file message, there is a 3 dots icon. Clicking on the

icon opens a menu with options to download, open, locate the file on the file system, or create a copy of the file.
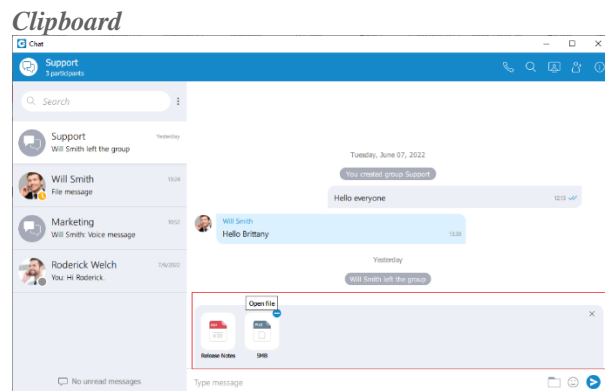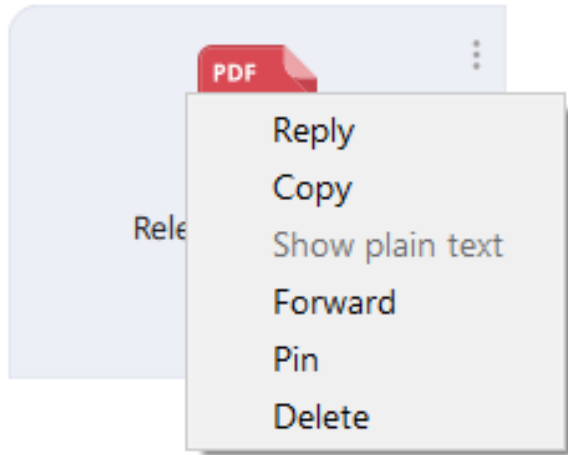
Clipboard

Communicator Desktop supports clipboard functionality for images and files. It means that the clipboard now can be used for copying/pasting images from the external app (such as image

viewer, browsers, etc.) or for copying/pasting images and files from the File Explorer (Finder on macOS) directly into the chat session. With this at their disposal, users are no longer limited to just using an image/file picker and drag & drop feature for sending images and files.
While using clipboard functionality for sending images and files, instead of sending them immediately after pasting into the chat, the application creates an attachment list that includes thumbnails within the selected chat session. Clicking on the thumbnail opens the file in the proper viewer app (image viewer for the pictures, the default video player for videos, etc.). This way, users have the opportunity to double-check selected files and images before sending.
Adding files to the attachment list while using the clipboard can be done in two ways:

- Using `CTRL`(`Cmd` on macOS) + `C`/`V` for copying/pasting files or
- Using the mouse right-clicking to copy/paste files.

Every image sent using the clipboard will be saved into the Communicator downloads directory.

Furthermore, hovering over the file inside the attachment list displays a blue circle with the white dash at the thumbnail's upper right corner. Click on it to discard the file from the list. Discarding all files from the list can be done by clicking the x button in the upper right corner of the attachment list.
While the attachment list is active and the user selects files using a file picker or drags them into the chat, they will be attached to the attachment list. Otherwise, the app will send them immediately.
In addition, while the attachment list is present within the selected chat conversation, the user can write a text message simultaneously. In that case, the app will send the text message first and then the attached files one by one.
The maximum number of files attached to the attachment list at once is limited to five (5). Once the limit is reached, a pop-up message will appear displaying the following: *Could not add files since it would violate the maximum files limit! (Max. count of all attachments: 5)*.
For larger images, the copy operation will take a while. During this time, the application will change the cursor type to loading, indicating that the file is being copied.

Input field
Type message field on the bottom of the chat window is used to send messages to the currently selected conversation. After typing a message press the `Enter` *(Return) key* on your keyboard to send a message. To type in a new line
press `Shift` + `Enter` or `Ctrl` + `Enter` (`Command` + `Enter` for macOS).

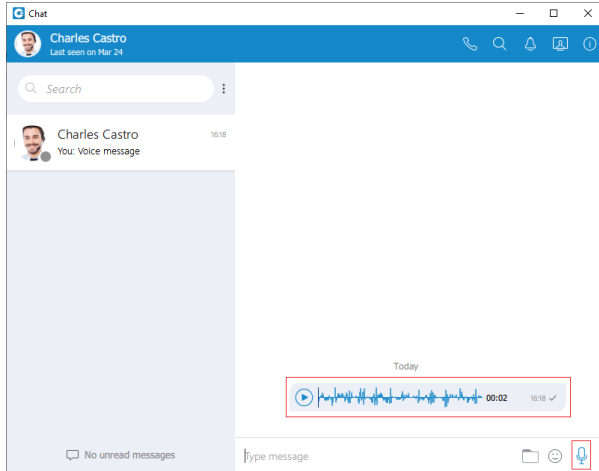Type message   📁 ☺ 🎤

The length of the message that can be sent is limited to *10 000 characters*.
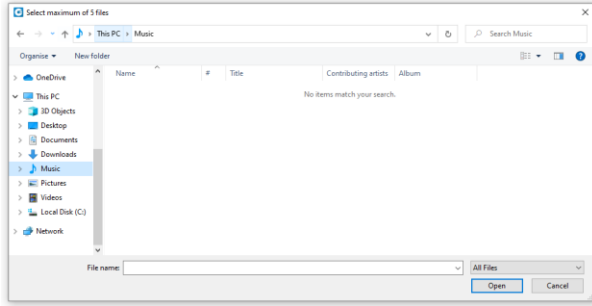
A folder icon allows the user to send files. Clicking on it opens up a dialog where the user can pick up to 5 files to be sent to the currently selected conversation. Also, the user can send files by dragging them from Windows Explorer (Finder on macOS) to the messages area within the chat window.
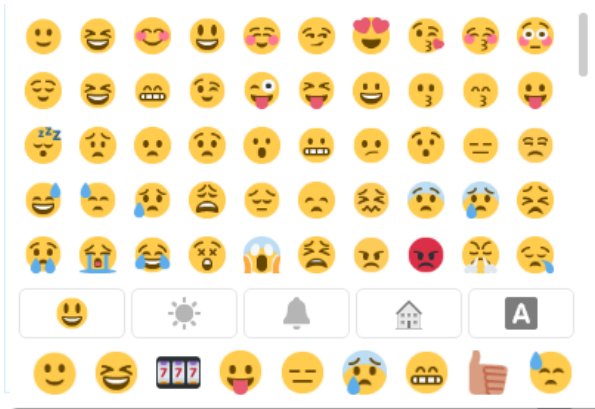
An emoji icon allows the user to send emojis. Clicking on it shows an emojis window where the user can browse through emojis separated into categories. At the bottom of the emojis window is a list of the most recently used emojis.

![microphone icon] A microphone icon allows the user to record voice messages for up to 2 minutes.

While recording, the user has the ability to use the following options:

- *Discard voice message:* It will discard a voice message.
- *Stop recording voice message:* It will stop recording. This way, the user can listen to the voice message before sending or discarding it.
- *Send voice message:* It will stop the voice message and send it immediately without the chance to listen to it.

While recording is active, sending text and file messages will be disabled until the user sends or discards the voice message.

Playing voice messages is possible within a chat by pressing the play button. It is possible to go back and forth through a selected voice message by clicking on the waveform.

Some chat features that are described above can be enabled/disabled depending on the server settings.

SMS/MMS
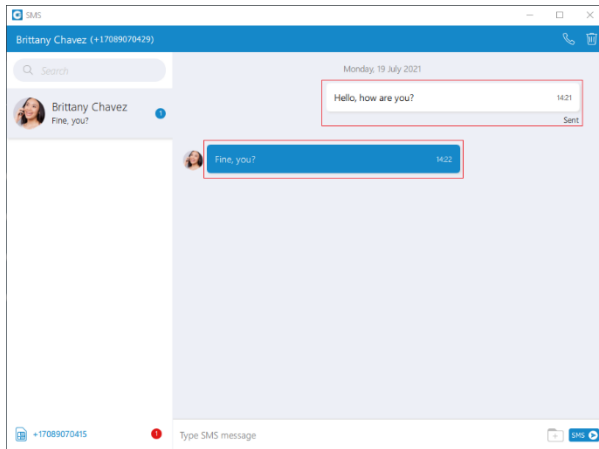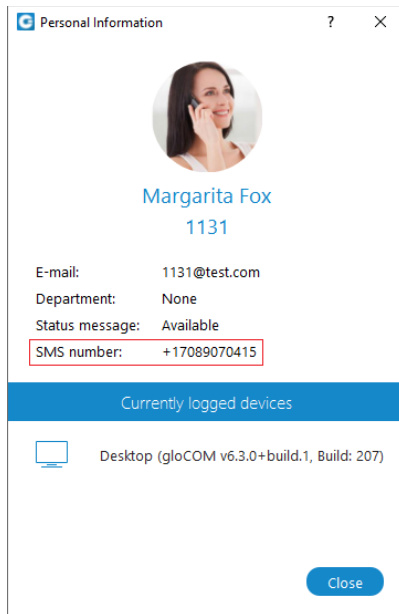
These features allow the user to send/receive SMS/MMS messages.
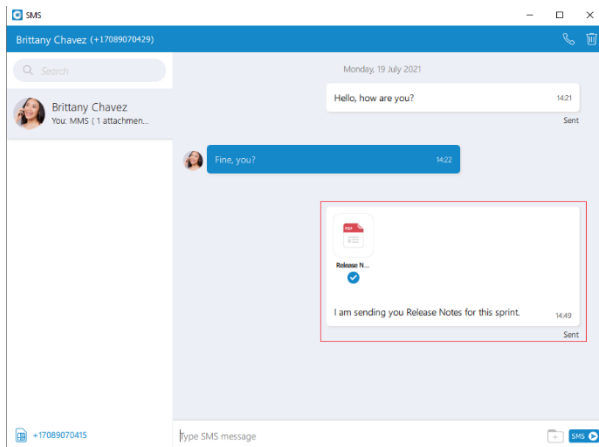
The MMS message is an enhancement to the standard SMS message. The main difference between SMS and MMS messages is that the user can send multimedia and other files in their messages. It includes media such as videos, pictures, audio clips, GIFs, and much more. The maximum size of uploaded files is *500 KB or up to ten (10) files* per message. Additionally, MMS allows for up to *1000 characters of text in a message*, which is a lot more than for a standard SMS.

Unfortunately, *SMS history is not synced* between the user devices. It means that if a user reads the messages on the Communicator Desktop, it will not be available on Communicator GO and vice versa.

SMS Number

If the user has associated an SMS number with their Extension, they need to open the *Personal Information* screen to see it.
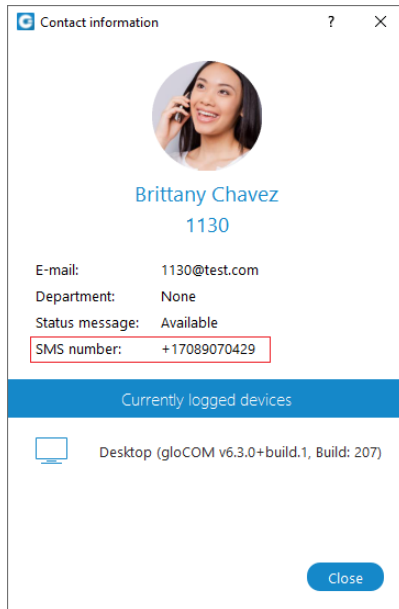
To see the SMS number of the contact, right-clicking on contact, and from the drop-down menu, select the *Contact Information*.

Start SMS conversation
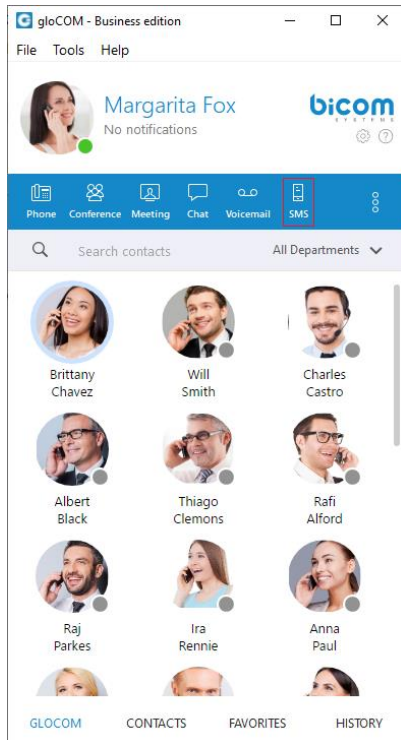
There are two ways to start an SMS conversation:

The first way is to open the SMS window by clicking on the *SMS icon* in the toolbar within the main Communicator window. The SMS window will appear. Next, enter the name or number of the contact inside the search field and click the result to start a conversation.
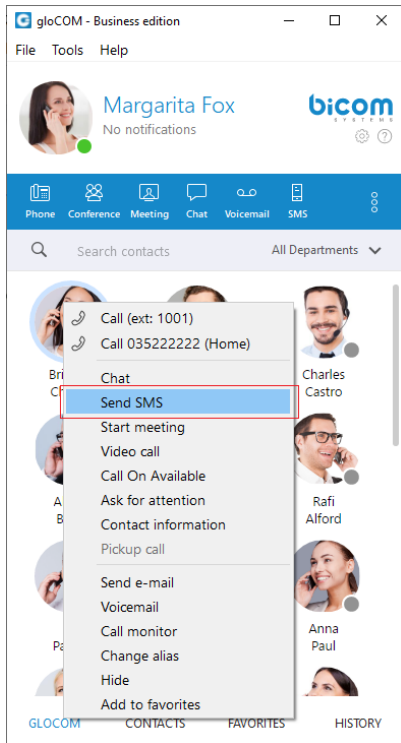
The second way is right-clicking on the contact, and from the drop-down menu select *Send SMS*.
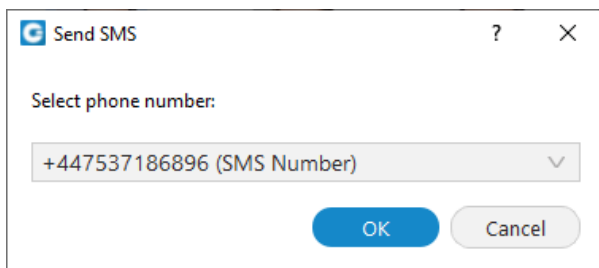
If the contact has multiple phone numbers, the pop-up window will appear with all their numbers, and the user will be able to select which number they desire to send an SMS/MMS message.

SMS/MMS Notifications
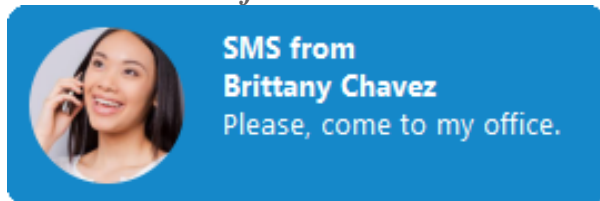
SMS/MMS notifications have the same behavior as chat notifications. When the SMS/MMS message is received, a notification pops up.
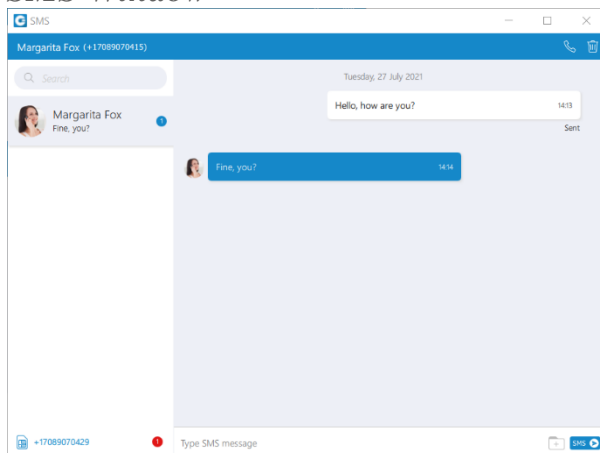
The app will display the number of unread SMS messages within a Communicator main window, taskbar, tray icon, and at the bottom of the SMS window.
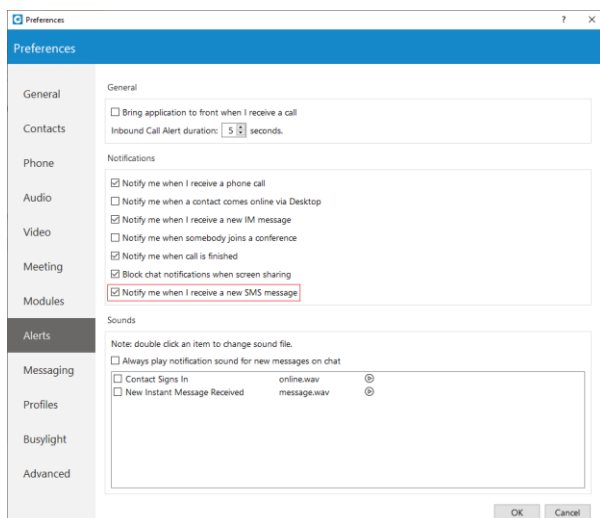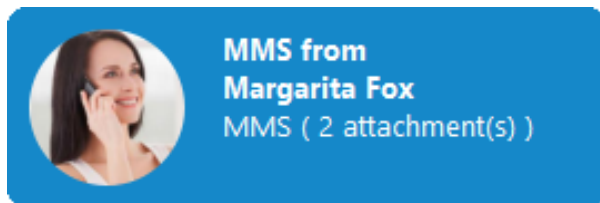
To turn off the SMS notifications, please navigate to *Preferences → Alerts* and uncheck the *Notify me when I receive a new SMS message* option.

**SMS notifications are unchecked by default.**

SMS Window

The SMS window is similar to the chat window. At the top left side of the blue bar is displayed an SMS number of contact the user is currently talking to.

*On the right side of the blue bar, there are two options:*

- Call the currently selected user.

- Delete the current conversation.

The search field is below the contact's SMS number. The user can use it for filtering contacts, conversations, and searching messages.

Below the search field is a conversation list of all user's conversations sorted by their most recent activity.
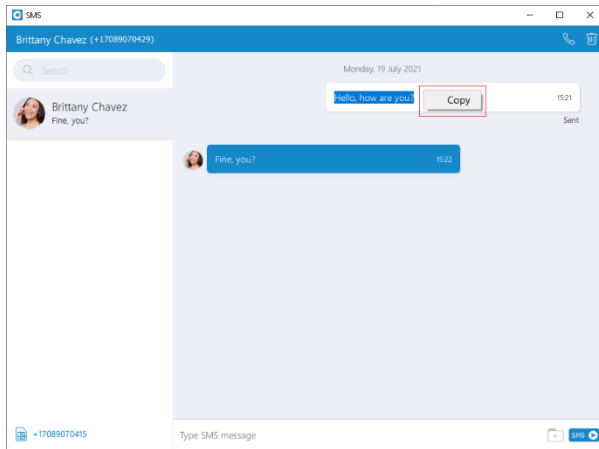
Next to it is the messages view. Right-clicking within the white or blue rectangle allows the user to copy the previously selected text. The white rectangle represents outgoing messages, and the blue represents incoming messages.
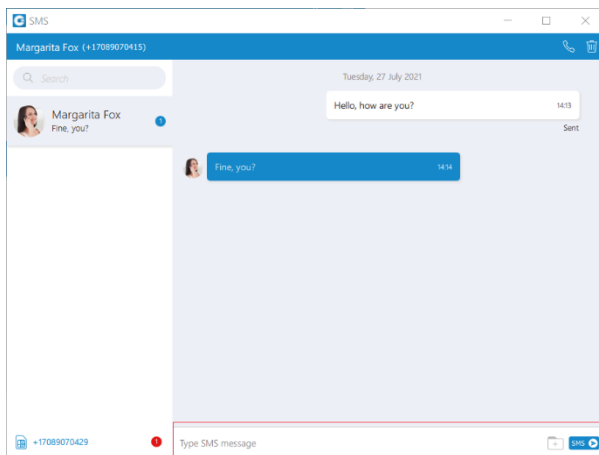
An input field is below the messages view. Click the *send SMS icon* on the right side of the input field to send an SMS message. The `Enter` key on the keyboard represents a new line.
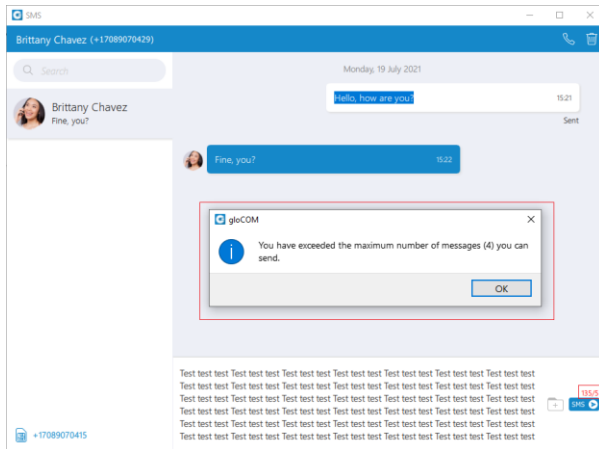
It is not possible to send more than four (4) messages at a time. Also, the character counter appears above the *send SMS icon* as soon as you start typing the message.
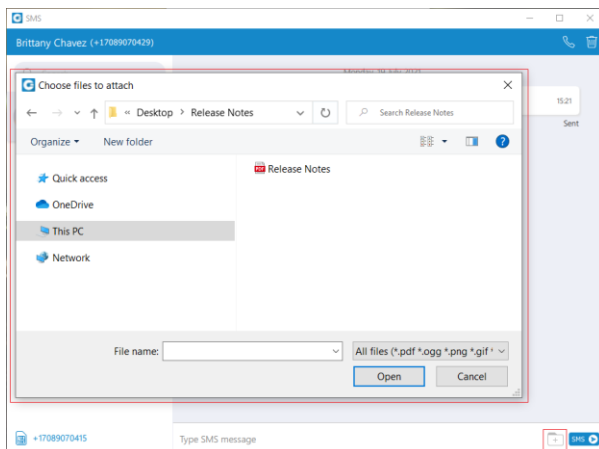
A folder icon that is used for sending files can be found next to the *Send SMS icon*. Clicking the icon opens up a dialog where the user can select up to *ten (10) files* to be sent to the currently selected conversation.

The user can upload a max of 500 KB of multimedia data.

Additionally, the user can send files by dragging them from Windows Explorer (Finder on macOS) to the message area inside the SMS window. If the amount of the selected data is larger than *500 KB* or if more than *ten (10) files* are selected, a pop-up message will appear displaying the following: *Maximum size of attached files for MMS reached.* All files that exceed the previously mentioned limits will be discarded.

Please note that supported MMS files are as follows:

- *Image Files:* jpeg, png, gif

- *Audio Files:* MP3, OGG, AMR
- *Text Files:* PDF, Vcard, txt
- *Video Files:* mp4
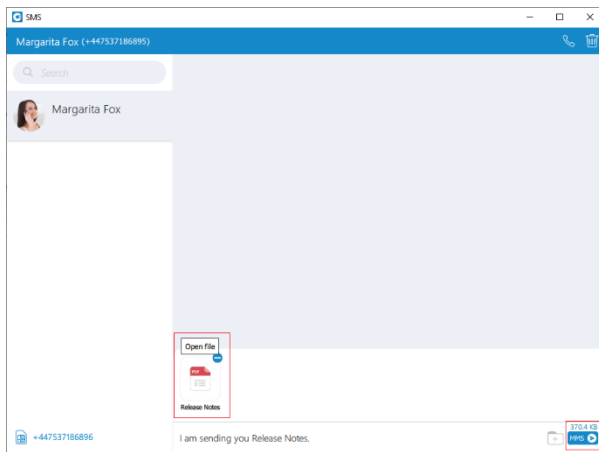
The application will compress images (*jpeg and png*) before sending, which gives the user the ability to send images larger than 500 KB. The application will preserve the quality as much as possible and adjust the resolution as needed.

If a file is selected, an SMS message becomes an MMS message, which can be seen above the *Send SMS/MMS icon* as the counter of the remaining kilobytes is displayed instead of the character counter.

After selecting the files, a thumbnail with the file name for each selected file will be displayed above the text area within the input field. Also, it is possible to remove selected files from the MMS message by hovering over them and selecting the blue circle with a white dash at the top right corner of the thumbnail.

The Communicator will automatically download all files smaller than *500 KB*. If the file is not downloaded for any reason, the user can click on it to download it.
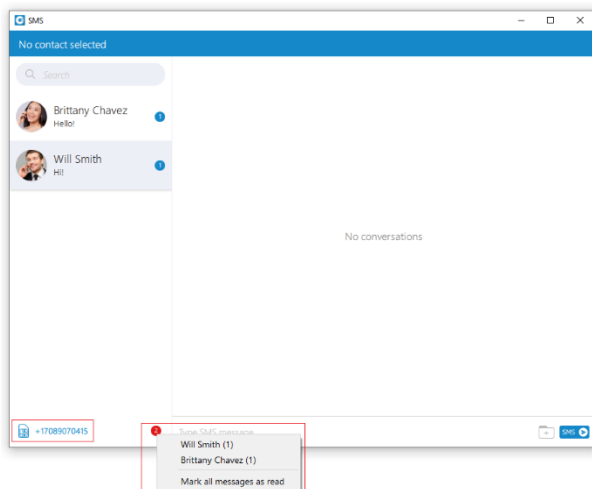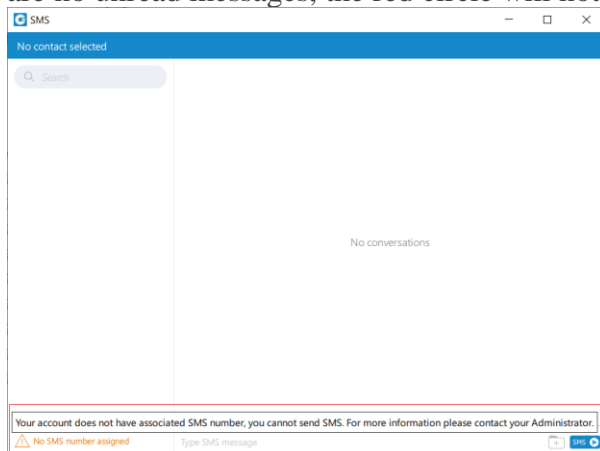

The associated SMS number (or the alert icon) is displayed at the bottom left side of the SMS window. What will be displayed depends on whether the SMS option is enabled or not.

If the user has associated an SMS number with their Extension, the SMS number will appear. It means that they can send/receive SMS/MMS messages. Click on it to copy it to the clipboard. Next to it is an unread SMS messages indicator. It informs the user if there are currently unread SMS messages. It has the same behavior as the unread messages indicator within the chat window.

If there are unread messages, the red circle will appear with the number of missed SMS messages inside it to draw the user's attention.

Click on it to open up a menu showing a list of all conversations with unread messages indicating the number of unread messages in the parenthesis. Also, there is an option to mark all messages as read.

Marking all messages as read will effectively treat all messages as read and remove the unread count indicator even though you have not read them yet. Clicking on any other option besides *Mark all as read* opens the selected conversation. It can be used as a quicker way to find conversations with unread messages instead of looking for them in the conversations list. If there are no unread messages, the red circle will not appear.

If the SMS number is not associated with the user Extension, the alert icon will appear instead of the SMS number with the message, No SMS number assigned. It means that the SMS/MMS messages cannot be sent or received.
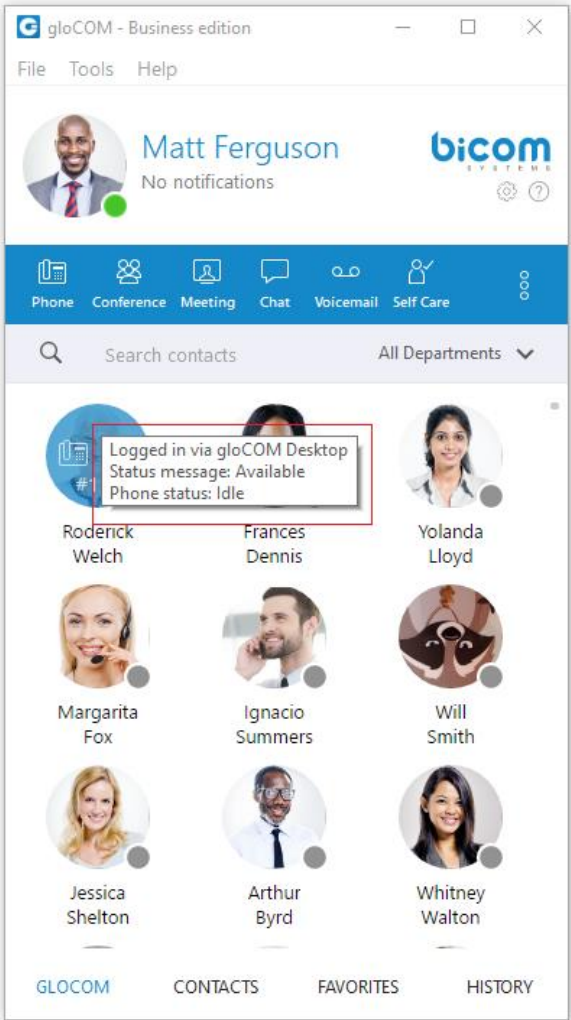
SMS Message States
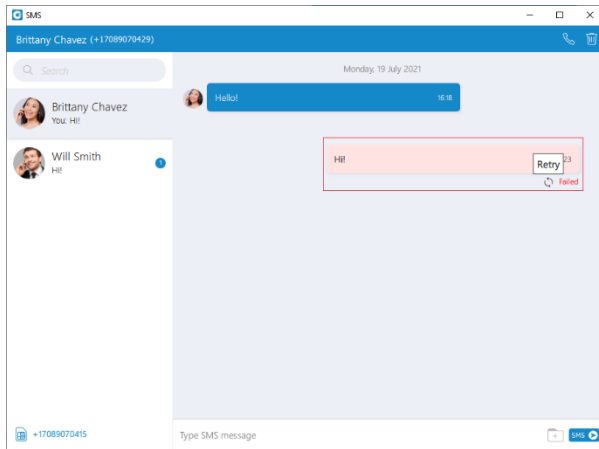
The SMS/MMS message has only three states:

- Sending
- Sent (It does not mean that the message is delivered.)
- Failed ((When the SMS/MMS message is in this state, click the Retry option to send it again.)

Presence

Communicator brings a unified presence that is synced across all of your devices (Desktop, Mobile, and Web). For a currently online user, you can see if they are connected via Desktop, via Mobile, via Web, or even all three. For users who are not currently connected, you can see when was their last activity, in order to have a better understanding of their availability. For example, if you see that the user was last seen a few minutes ago, you might assume they will probably be able to respond to your calls/messages. On the other hand, if a user has not been seen for a few days, it might indicate they have limited availability and are out of the office. User's presence and availability are represented by the icon visible in the bottom right of their avatar. Details about a user's presence are shown in a tooltip after hovering over them in both grid and list view. The tooltip contains information such as: the device that the user is connected with, their last activity, their status message, and their phone status (idle, on-call, do not disturb, etc.).
Status icon indicator can be any of the following:

- If there is no icon in the bottom right of the user's avatar, it means that they are currently online and available.

- The user is currently on a phone call.

- The user is currently online, and they've set their status to Busy.

- The user is currently online, and they've set their status to Do not Disturb.
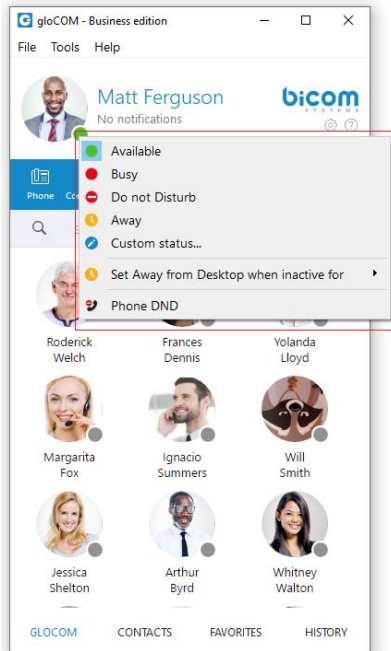
- This icon has multiple meanings:
    - The user is currently online, and they've set their status to Away.
    - The user is currently connected via Desktop, but they are Away from Desktop.
    - The user is not currently connected, but they were last active less than 8 hours ago.

- The user was not active in the last 8 hours.

Status and status message

You can choose your own status by clicking on the status icon in the bottom right of your avatar in the main window, or by clicking on the tray icon.

A menu will pop up and you can choose between:

- Available
- Busy
- Do not disturb
- Away
- Any of the statuses defined by the PBXware administrator
- Custom status

PBXware administrator can add statuses through PBXware GUI and those will appear as an option in the menu for all users. For example, an administrator could add *Lunch Break* status so users can easily inform others when they are using their lunch break and are not at their desk. Also, you can set your own custom status, and write any message to describe your current availability. For example, if you have to attend a meeting, and you are not available to respond to calls or messages, you could choose *Custom status…* from the menu, select *Busy* from the dropdown, and type *In a meeting* as a message. This informs all other users that you are busy and the reason for that is you're currently attending a meeting. This allows all users to have a better understanding of each others availability since each user can type a custom message to describe their current availability.

After you choose any of the statuses, you also have to specify status expiration. This allows you to let the application revert your status back to *Available* after a certain period of time. Using the example mentioned above, you could set your status to *Lunch Break* with the expiration of 1 hour, so when you come back to the office you don't have to remember to change your status back to *Available* since the application will automatically do that for you.
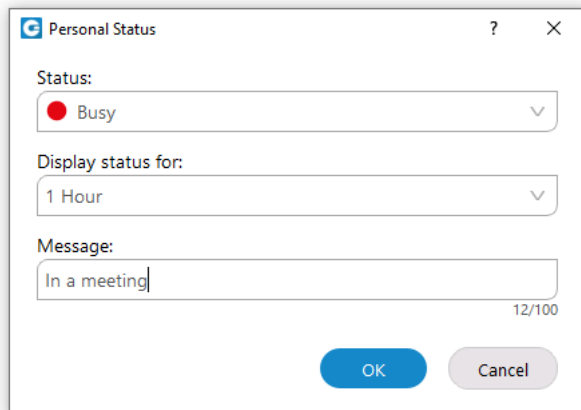
*When setting status expiration you can choose between:*

- Today
- 1 hour
- 4 hours
- 8 hours
- 12 hours
- 2 days
- 5 days
- This week
- Always

Do not Disturb status
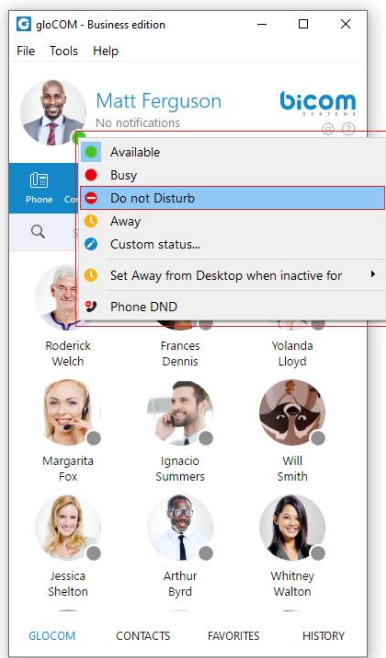
Setting your status to *Do not Disturb* (including custom *Do not Disturb* statuses) disables chat notifications, conference join notifications, and notifications informing you that someone has come online via Desktop. This allows you to easily remove distractions during an important period of the day when you need to fully concentrate on the task at hand. Note that this overrides the settings in the *Alert* section inside of the *Preferences* window.
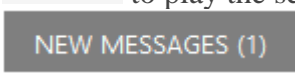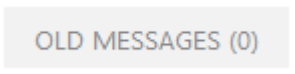
Away from Desktop
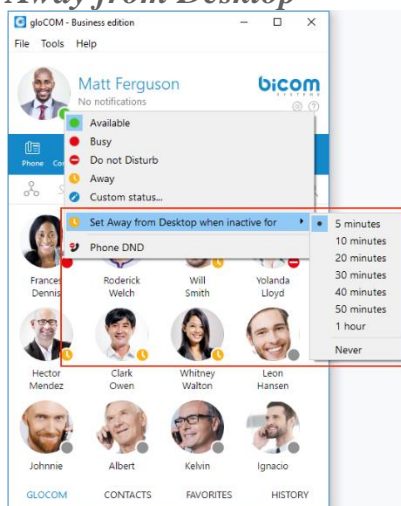
When there is no user activity on your computer for a certain period of time Communicator can inform other users that you are away from your desk. This can be configured by clicking on the status icon next to your avatar in the main window, hovering over the *Set away from Desktop when inactive for* item and choosing the desired option.

Voicemail
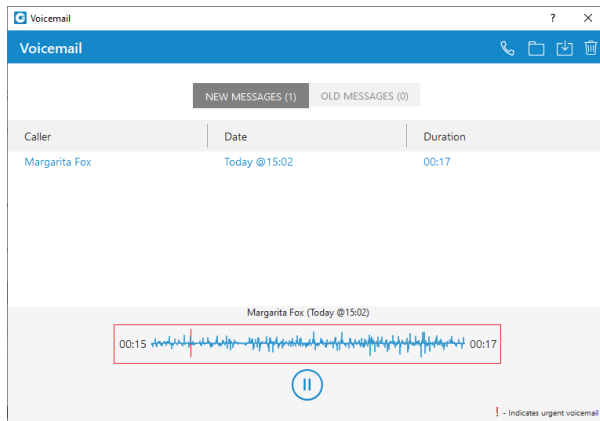
- Select a Voicemail message and click to delete it. Please note, voicemail delete is permanent.

- Click to move the selected voicemail message to the old messages directory.

- Click to place a call to a contact who left a voicemail message.

- Click to save a voicemail file to the disk.

- Click to play the selected voicemail message.

- Click tab to show new voicemail messages.

- Click tab to show old voicemail messages.

While playing voicemail messages, the waveform shows up for the selected voicemail. It is possible to go back and forth through selected voicemail by clicking on the waveform.
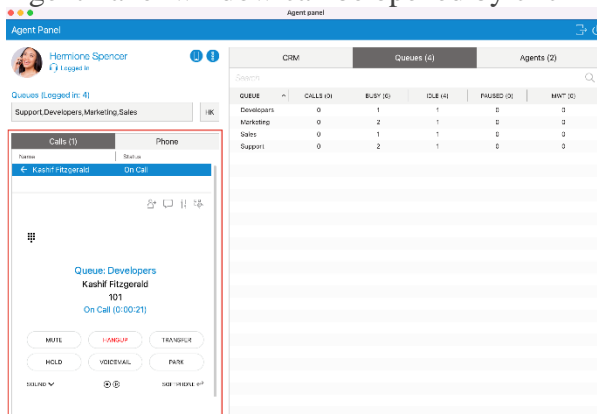
Agent Panel (available in Communicator Call Center edition)
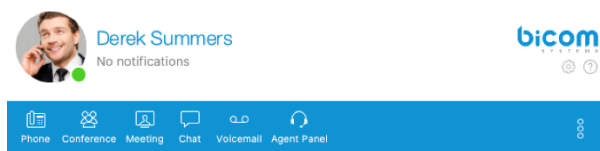
All agent-related features are now located in one window (Agent Panel), making it easier for an agent to handle multiple calls, feedback forms, CRM popup, callbacks, other agents, and queues.

Also, the phone dialer and all phone-related settings will be displayed within the Agent Panel window. This way, when an agent wants to place a call, they do not have to switch between two different windows, back and forth.

Agent Panel window can be opened by clicking on the module icon from the main window.
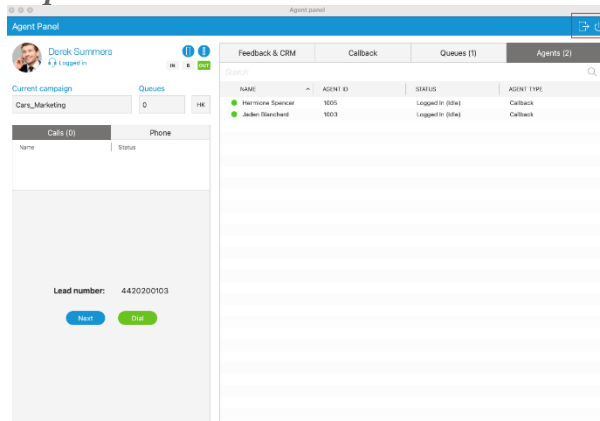

If the supervisor has not logged in as an agent, the Agent Panel window is not available.

From Communicator 6.0 there is support for Inbound/Outbound/Blended Call Centers. Agent Edition automatically changes UI and provides specific functionalities depending on the working strategy, licence and module options.
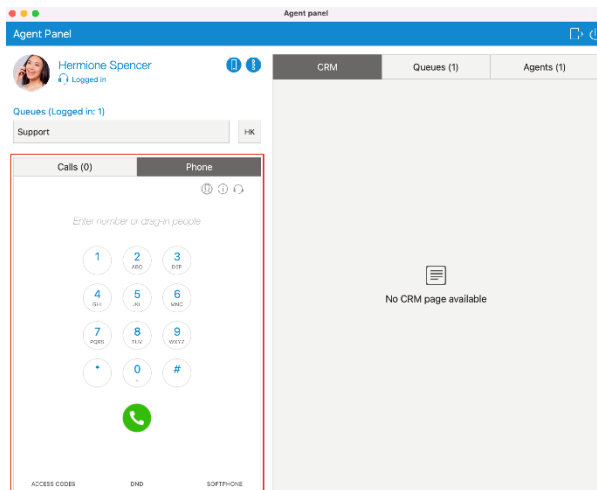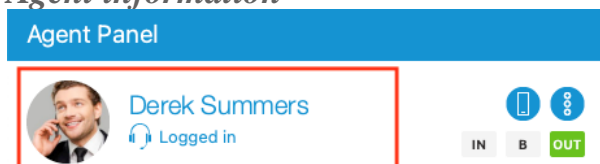
Top blue bar

On the right side of the top blue bar there are icons that provide a shortcut for the following things:

- Log out the user from the application.

- Log out the user and close the application

Agent information

On the left side of the Agent Panel window, below the top blue bar, agent information are presented. First, there is an agent avatar. The agent can set/change their image by clicking on the current avatar and choosing a new image. The avatar on the Agent Panel window is the same as the avatar in the main window.

Next to the agent image, you can see the agent's first and last name. Below the agent's name, there is a blue(or red) label that shows the current status of the agent (, , ,).
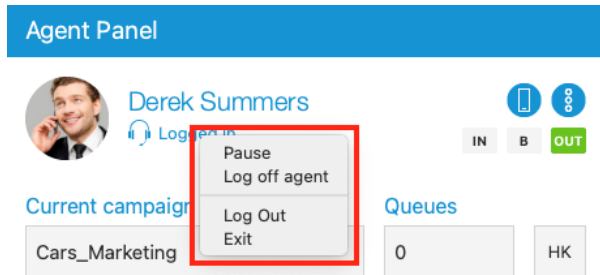
When the user clicks on the status label while the agent is logged in, a menu is shown with the following actions:

- ***Pause / Un-pause:*** Used for changing pause state of an agent. If the user is logged in and paused then *Un-pause* action will be shown, otherwise, there will be a *Pause* action. If an agent tries to pause while on a call, the agent's state changes to *Pending pause*. When the call is completed and there are no active calls the agent state automatically switches from *Pending pause* to the *Paused* state.
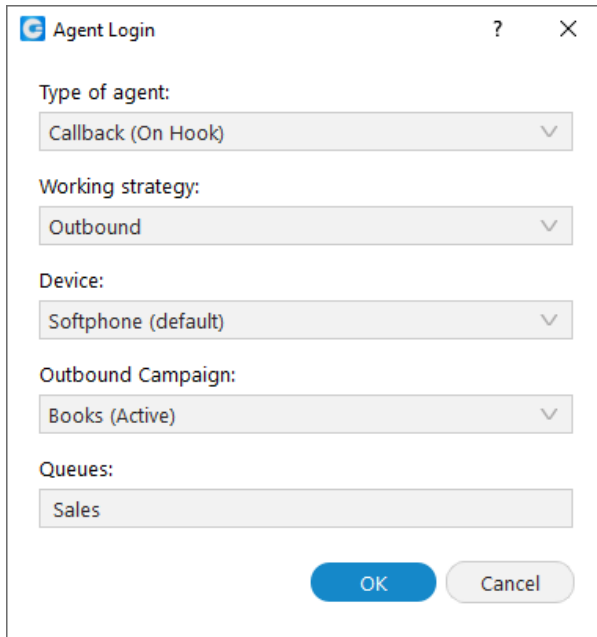
Unlike previous versions, in this one, an agent can change the reason for the pause without unpausing themselves and without fear of receiving a call from the Queue. After changing the reason, the counter will reset and start counting from the beginning (0:00:00).
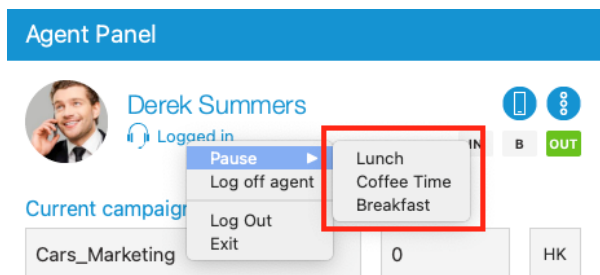
- ***Log off agent:*** Log off agent from all queues or campaigns.
- ***Log out:*** Log out Communicator user from the application.
- ***Exit:*** Log out Communicator user and close the application.

If the user clicks on the *Log off agent* option, the agent logs off, and the *Agent Login* window is automatically displayed. The color of the status label changes to red. Status text is set to *Logged off*.

Agent Login window

*The Agent Login window consists of the following options:*

- **Type of agent:** You can choose whether you want to log in as the callback or dynamic agent.
- **Working strategy:** - You can choose between outbound, inbound and blended strategy. *Inbound mode* means an agent works only in queues. *Outbound mode* means an agent works only in campaigns. *Blended mode* means the system will automatically move the agent from inbound to outbound strategy if a queue is not busy, or the system will move the agent from outbound to inbound strategy if there are people waiting in the queue. This field is visible only if you are using the Outbound Call Center (Dialer).
- **Device:** Type of device you want to use for sending/receiving calls.
- **Outbound Campaign:** The campaign in which the agent works during the login session. An agent can be part of multiple campaigns but during the login session can operate in only one campaign. This field is visible only if you are using the Outbound Call Center.
- **Queues:** List of queues of which an agent is a member, and in which he works during the login session.

When you select the desired options, click on the *OK button* in order to log in as an agent.

On the right side of the agent's name, the following actions are placed:

- - Show the main window.
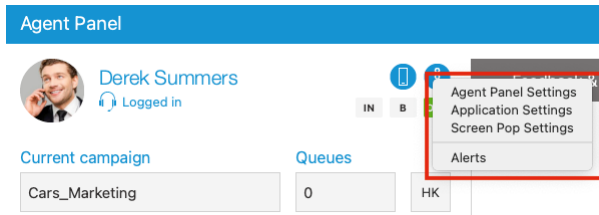
- - Show more options. When a user clicks on this action a menu with the following options appears:
    - *Agent Panel Settings:* Open *Agent Panel Settings* dialog.
    - *Application Settings:* Open the *Preferences* window with *General tab* selected.
    - *Screen Pop Settings:* Open the *Preferences* window with *Modules tab* selected.
    - *Alerts:* Ppen *Alerts* dialog.

Direction buttons
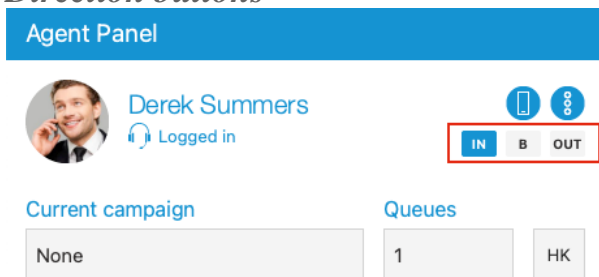
From Communicator 6.0 version an Agent can work in Inbound/Outbound/Blended Call Centers. Direction buttons have been introduced for this purpose. There are 3 types of direction buttons: . They show in which strategy is the agent currently working.If *IN button* is selected (blue color) it means the agent is working in inbound strategy. If *OUT button* is selected (green color) it means the agent is working in outbound strategy. If *B button* is selected (red color) it means the agent is working in blended mode.
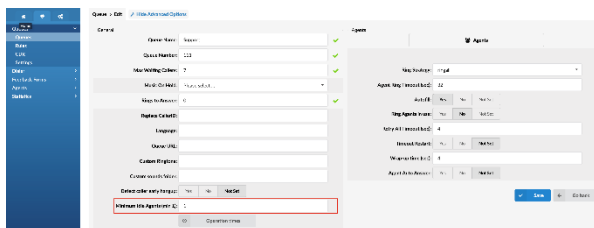
Blending can be automatic or manual. It is based on the *minimum idle agents* parameter per Queue, which can be found and updated on PBXware. Manual blending means that the agent can choose direction manually at login time or during the operation he can switch between inbound,

outbound, and blended mode by clicking on a specific button. A working strategy can be also changed by a supervisor. On every change, direction buttons are updated, so that agent has an overview of operation mode in real-time.
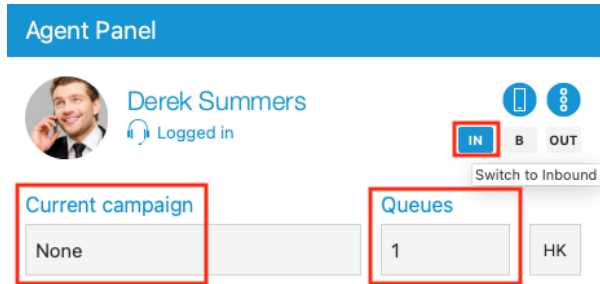
Below agent information area, we have *Current campaign* and *Queues* labels.
- **Current campaign** label shows the campaign name in which an agent is working during the login session.
- **Queues** label shows a number of queues in which an agent is working during a login session.

If an agent works in an inbound call centre then *Current campaign* label is displaying *None*. Otherwise, if an agent is working in an outbound call centre *Queues* label displays 0.
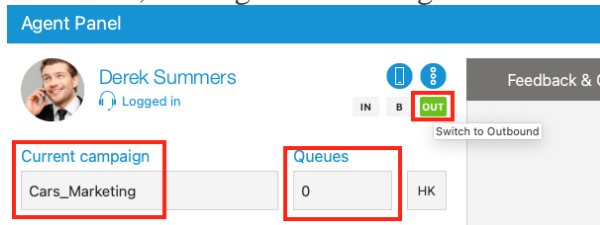

Agent can not work in a campaign and a queue at the same time.

Agent Session state

⚠ Agent login session is broken. Click here for more details.

If an error occurs with an agent login session, the following message will be displayed within the Agent Panel window.
If you want to know more details about the error, click on the label above. The error message is displayed in the following cases:
- You are logged into a queue and a campaign at the same time.
- You are not logged into any queue nor campaign.
- You are not a member of any queue nor campaign.
- You are not logged into all queues of which you are a member.
- Service was restarted.

To solve this error you need to log in again.

Call Centre status

If an error occurs with Call Centre connection status, the error message will be displayed within the Agent Panel window:

Call center module is not ready.

The text of the error message changes depending on the type of error. An error can occur if any of the modules are not connected (Agentpool or Dialer module). If you click on the error message, Communicator will log out and hang up all your active calls.
You will also be notified if the license limit for Dialer module is reached:

License limit for Dialer module reached. Please contact your Administrator.

Call handling
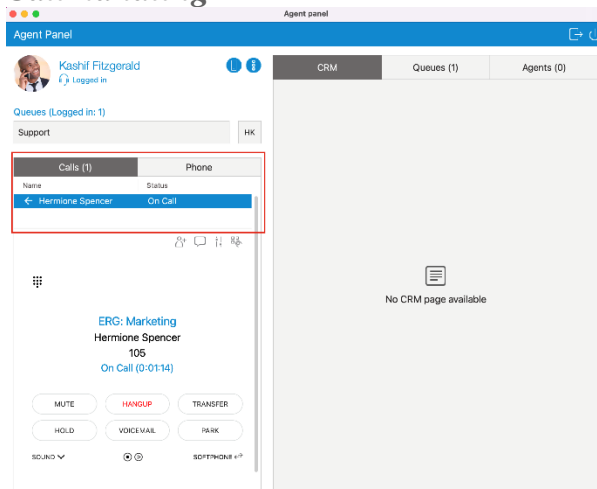
Down below, we have *Calls label* that is followed by the number of current calls that are displayed in the list below. This makes it easier to handle multiple calls. The list is showing call direction (inbound ← or outbound →), name or number of the contact, and call status (*Ring In, On call, On Hold…*). Switching between calls is possible by selecting the desired call. You can also expand this area if you want to see more calls, or you can hide it completely.
Below the calls list, there is a call widget that displays the call information and through which we can handle the call.

Dialer calls (Outbound Call Center)
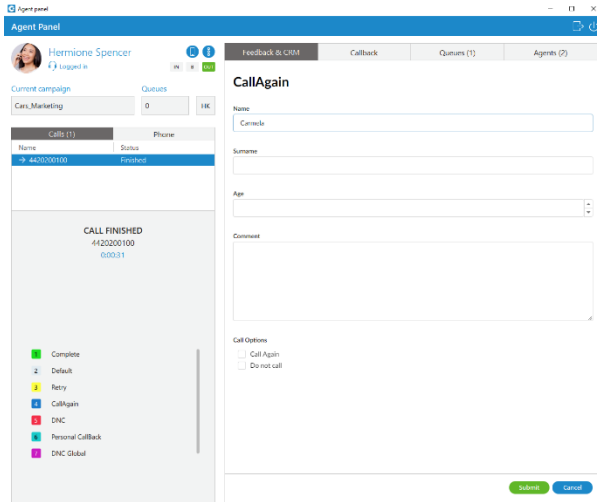
Each dialer call belongs to a specific campaign. The campaign can have different strategies. Currently, Communicator supports the following: *Power, Preview and Progressive* strategy. The appearance of the application changes depending on the type of strategy. Each campaign can have various options that the agent should submit. These options are called dispositions. Also, every campaign can have its own feedback form which will be displayed for all dialer calls. Dispositions and feedback forms need to be set on PBXware.

Unlike regular calls, the dialer call is considered completed when both dispositions and feedback form have been submitted (if enabled), and only then the call is removed from the calls list. If enabled, dispositions are displayed when the audio call is finished and remain visible until the user submits a disposition. On the other hand, if enabled, the feedback form is always visible, until it is submitted.

If the disposition is a callback type agent must select the date and time when the lead will be called again.
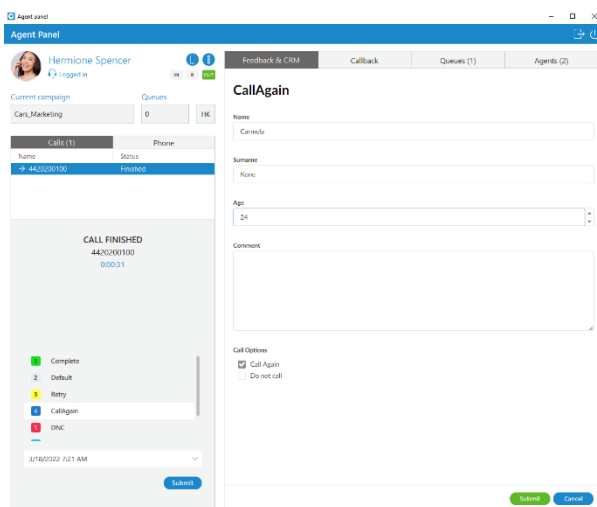
Power strategy
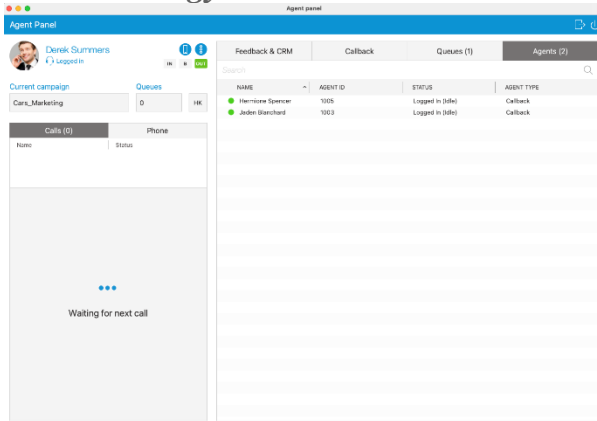
In this strategy, the agent is waiting to receive the next call from the campaign in which he is currently logged.
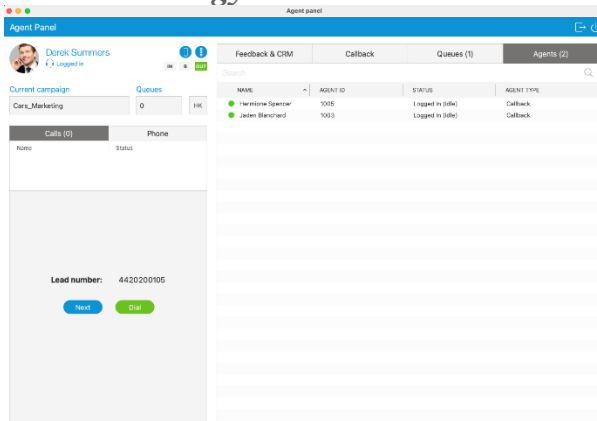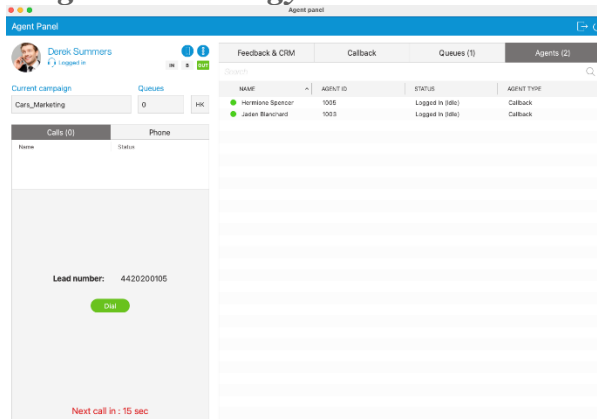
Preview strategy

This strategy allows the agent to have a preview of lead details so he can decide whether to dial lead or not. The agent can fetch the next lead from the campaigns list by clicking on

the ![Next] button. If he decides to call the lead then he needs to press

the ![Dial] button. Feedback form is displayed but cannot be edited, until the call starts.

Progressive strategy

The progressive strategy works the same as a preview. The only difference is the agent has a timeout in which he must perform dial, and there is no possibility to manually fetch the next lead. If the agent does not perform dial inside the desired time frame, the system will automatically dial the next lead. There is an option in PBXware called *Preview Timeout* that indicates how long will it take before the system dials lead automatically. This information is shown below the *Dial button*.

In all strategies, there is information message label that provides us details about the lead, campaign or notifies us about errors that might happen, timeouts etc...

Enhanced Ring Groups Calls
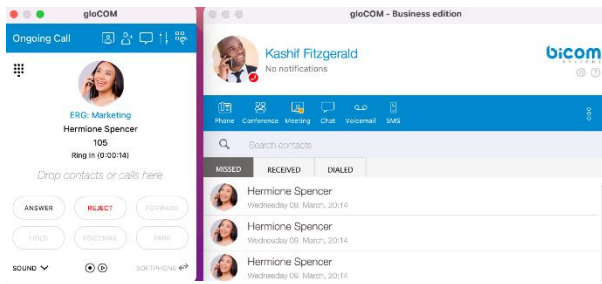
Calls from *Enhanced Ring Groups* are supported from version 6.5 on the Business, Office, Agent & Supervisor edition. For all incoming calls, the user is able to see the name of the ERG that has been calling.
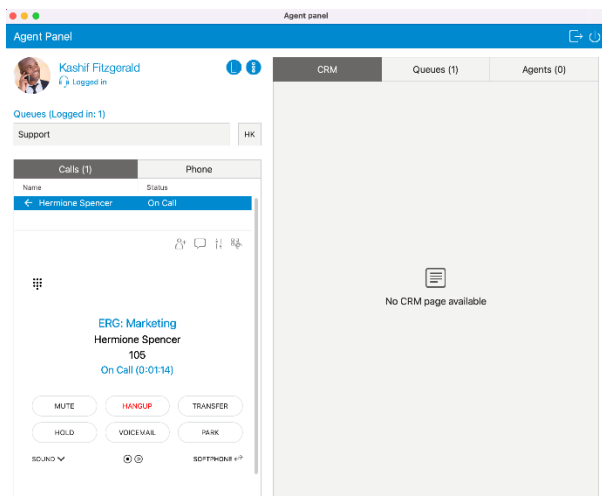
Hotkeys

When the user hovers the mouse over the button, he gets the list of dispositions and their keyboard shortcuts for the current campaign/queue, displayed in the area next to the button. As long as the button has hovered, when an agent presses a keyboard shortcut for any disposition following happens:
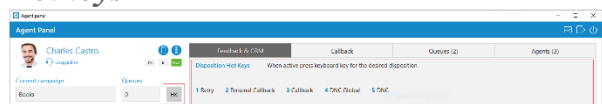

- The call is terminated
- Selected disposition is submitted
- If in preview/progressive mode next call will be dialed (applies to campaigns only)

Hotkeys are used only if we have active dialer/queue calls that are answered or completed. In all other cases if we press some hotkey nothing happens.

On the right side of the Agent Panel window, there are Feedback&CRM, Callback, Queues and Agents tabs. Communicator brings us an integrated web browser for CRM Popup, Call Popup, and Queue URL Popup and Feedback forms. It is located in the Feedback&CRM tab.

**Assume that the agent is a member of only one queue. While hovering over the button, the hotkeys area displays hotkeys for that queue. Otherwise, if the agent is a member of more than one queue at the time, hovering over the button will display a message *A dispositions list for an active queue call will be displayed* within the hotkeys area. Please, see the pictures.**

Screen Pop

Call Popup
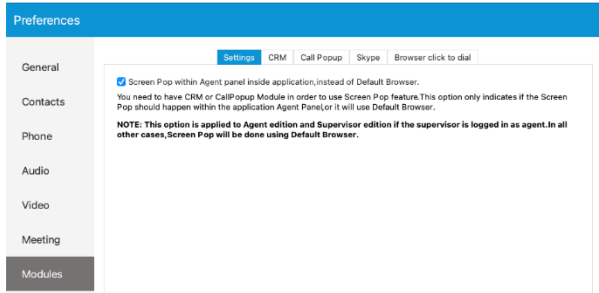
In order to use this feature, CRM and CallPopup Module need to be enabled. Inside *Preferences --> Modules --> Settings* there is an option *Screen Pop within Agent panel inside the application, instead of Default Browser* that has to be checked, otherwise, the Call Popup option will not work. If this feature is enabled the Screen Pop will happen within the application inside the Agent Panel window, otherwise it will use your Default Browser.
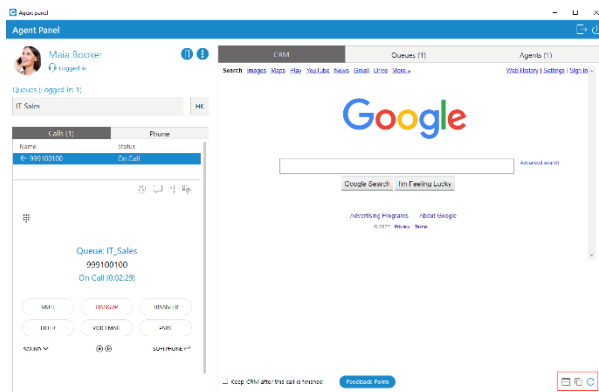
While loading the page, there is a progress bar that indicates that the page has not been fully loaded, yet. Other options like *Copy URL* and *Reload* are located in the bottom right corner.

CRM
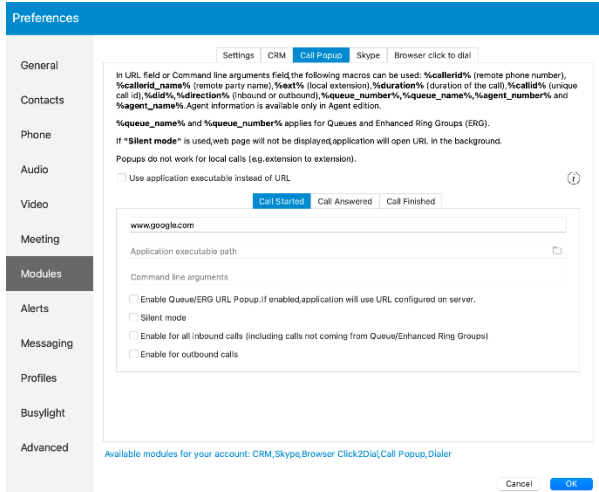
Also, it is possible to do a screen pop based on the URL set per Queue. This can be done only if the option *Enable Queue/ERG URL Popup. If enabled, application will use URL configured on server.* is checked (*Preferences --> Modules --> Call Popup*).
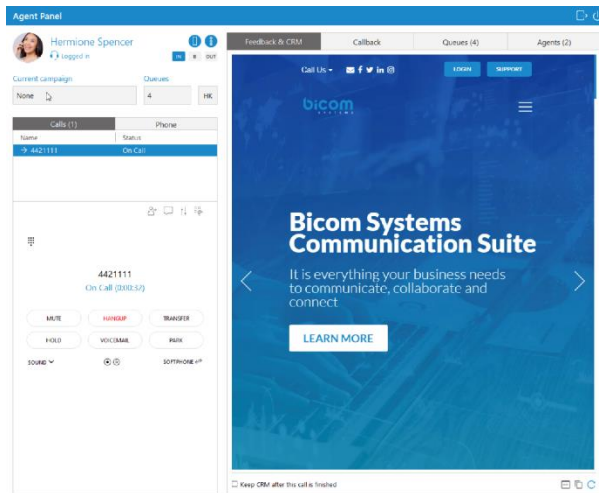
Below the CRM, an option allows CRM to remain visible even after the call is completed. If the CRM option was checked, and if the call was completed, the *Close CRM button* will be available on the left side to close CRM.

Feedback Form
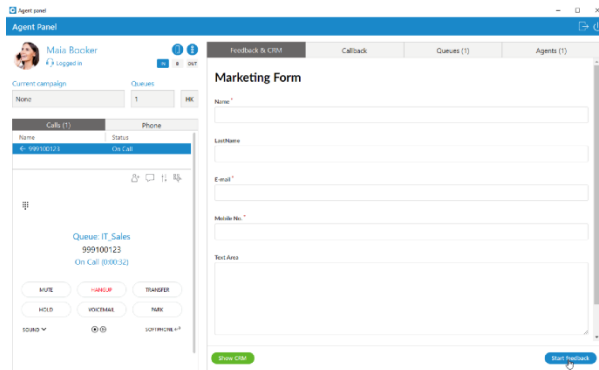
Feedback forms are used for Queues and Campaigns. They are displayed whenever there is a new call into the Queue or there is a new call from the Campaign. In order to show the Feedback form, it has to be loaded on PBXware and the option *Send Feedback Forms* must be set to *Yes*. Otherwise, a Feedback form is not available.

In order to edit the Feedback form, click on the **Start feedback** button that is placed on the bottom right side of the *Feedback widget*. When editing is done click on the **Submit**, to send all data to the server. If we click on the **Cancel** button, all entered information will be lost, and the Feedback form will be closed.
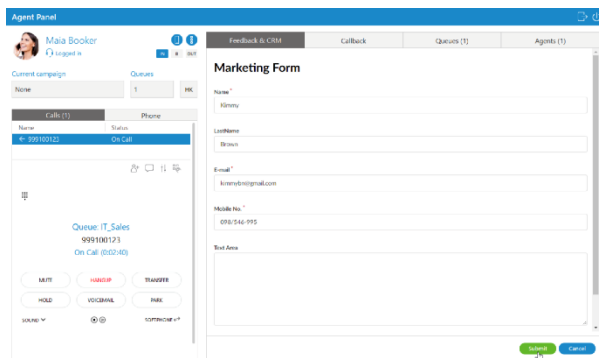

When it comes to Campaigns, in Preview/Progressive strategy there is a Feedback form visible before the call is started, but in that case is possible only to read information, not to edit. That helps an Agent to decide if he/she wants to call that contact or go to the next one.
The Feedback form stays visible even after the call is finished until the Agent submits or closes it. If the call is rejected Feedback form will not be displayed.

Personal Callback
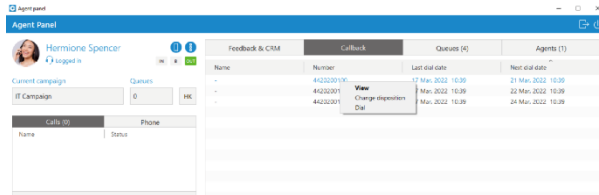
The agent can choose the disposition of the personal callback type, and he needs to have an overview of all personal callbacks in order to handle it. The list of all upcoming and expired Personal Callbacks is placed inside the Callback tab in the Agent Panel. Every personal callback is represented by a name, number, last dial date, and next dial date.

When clicking on the callback a menu with the following actions appears:

- *View:* Opens a new dialog with detailed information about lead (Feedback form). From this dialog it is also possible to dial callback and change disposition of the callback. This is a default option available with mouse double click.
- *Change disposition:* Opens a new dialog where it is possible to change callback disposition.
- *Dial:* Dial callback.
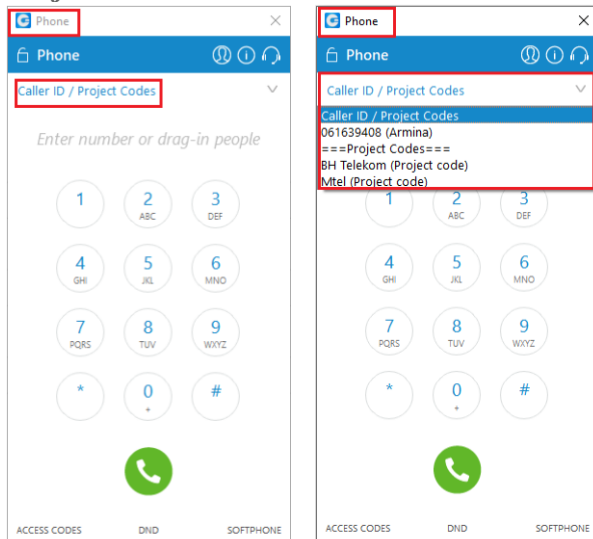
Project Codes

From Communicator 6.0 version an agent can view and select project codes for his outgoing calls. Project codes can be found inside phone dialog. They are defined in PBXware (*Agents --> Project Codes*).

Agents
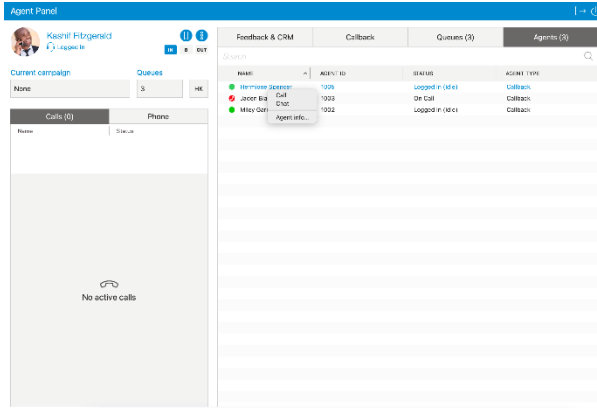
Agents tab displays all agents that you choose to be visible in Agent Settings (*Agent Panel Settings --> Agents*), and the total number of those agents. It is possible to search for agents by the agent's name or number. The following information is displayed for each

Agent: *Name*, *Agent ID*, *Status*, and *Agent Type*.

- **Name**
  Displays the Agent's Name
  (E.g. Agent 1001)
  (Display)
- **Agent ID**
  Displays the Agent's ID
  (E.g. 1001)
  (Display)
- **Status**
  Displays the Agent's status
  (E.g. Paused: Lunch break)
  (Display)

If the Agent is on a pause, the pause reason will be displayed as well.

- **Agent Type**
  Displays the Agent's type
  (E.g. Callback)
  (Display)

Clicking on a specific agent brings up an options menu:
- **Call:** Call selected agent.
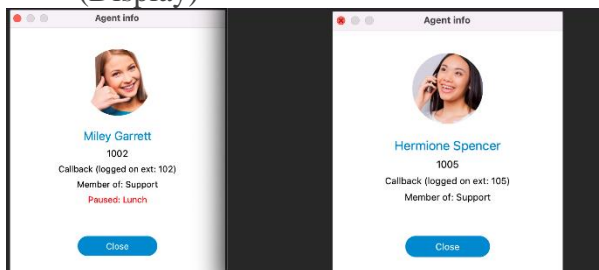- **Chat:** Start a chat with the selected agent. Shortcut for this is double click the agent.
- **Agent info:** Opens a dialog containing all information about the agent like agent name, agent number, agent login type and queues of which an agent is a member. If you are logged in as a Supervisor then additional actions appear (*Listen, Logout, Transfer, Chat, Pause, Close*).

Queues
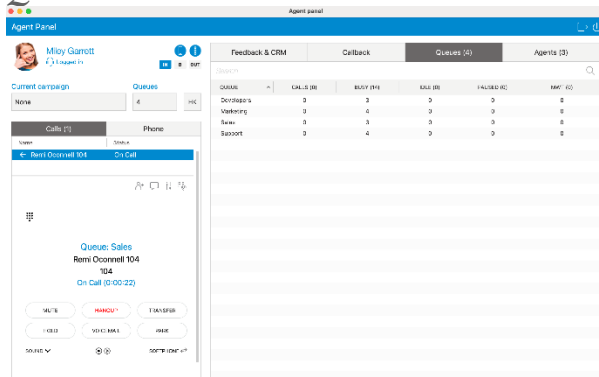
Queues tab displays all queues that you choose to be visible in Queues Settings (*Agent Panel Settings --> Queues*), and the total number of those queues. It is possible to search for queues by the queue's name or number. For each queue, the following information is shown: *Queue name, Calls, Busy, Idle, Paused and MWT.*

Queues Dispositions

It is possible to set Dispositions per Queue on PBXware. When the Queue call is finished, a list of added Dispositions is displayed so that an Agent can select one accordingly.

Each Disposition has the following information:

- *Name*

For example: and

Each Disposition can have its name. This way, the user knows what will happen if they press a specified disposition button. Using names of Dispositions is helpful on the Communicator interface when presenting a list of Dispositions to Agents.
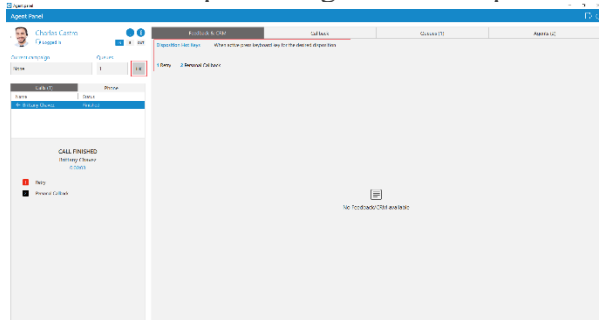
- *Hotkey*

    For example: **1 Retry** and **2 Personal Callback**

It refers to a keyboard shortcut that Agents use to improve their performance. When

using **HK** button, Agents do not have to use the interface. For example: If the hotkey of a disposition is *1*, to submit this disposition an Agent can press the number *1* on their keyboard. After pressing *1* if the disposition is submitted, the message saying *Disposition submitted successfully* will appear.
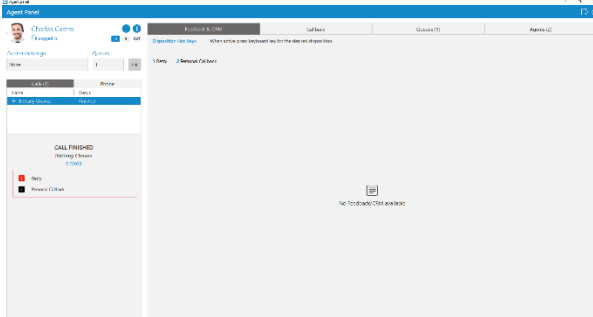
- *Color*

    For example: **1 Retry** and **2 Personal Callback**

Each Disposition can have its own color for easier visual representation. Using various colors of Dispositions is useful on the Communicator interface when presenting a list of Dispositions to Agents.

Agent Panel Settings
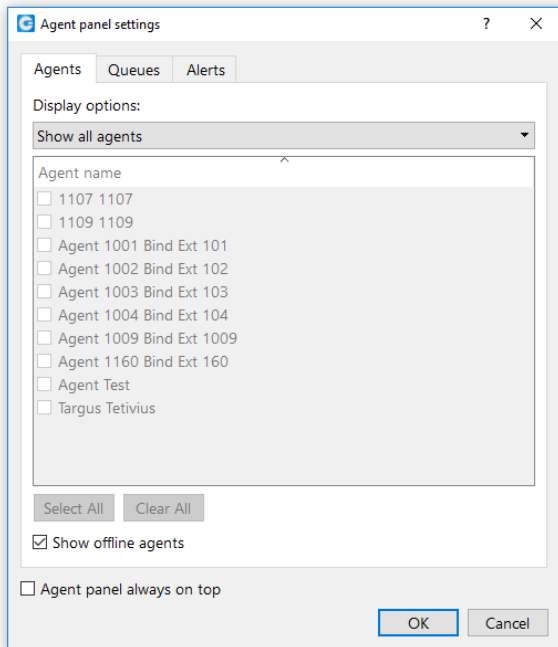
This dialog contains settings for agents, queues and alerts. Accordingly, there are 3 tabs: Agents, Queues and Alerts.

Agents

The drop-down list is used to select which agents will be visible in the Agent Panel window, inside Agents tab.

You can select the following options:

- *Show only agents from my queues*
- *Show all agents*
- *Show custom selected agents*

Also, there is checkbox *Show offline agents* that is used for showing offline agents inside the Agents tab. Below, there is another checkbox *Agent panel always on top* that is used in case you want to set the Agent Panel always on top.

Queues

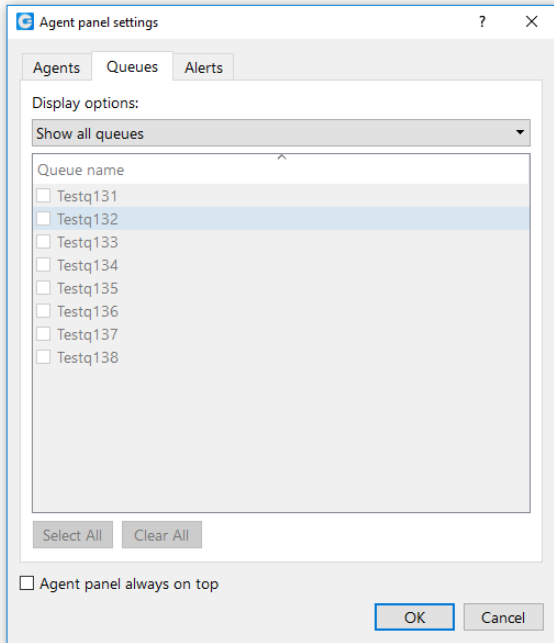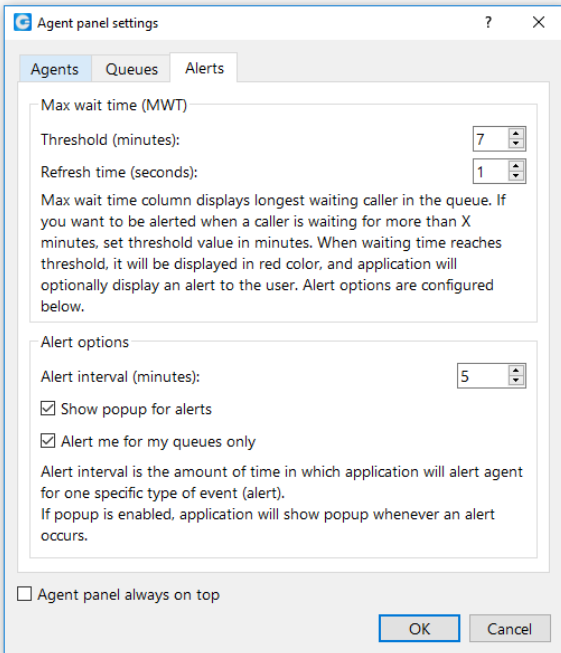The drop-down list is used to select which queues will be visible in the Agent Panel window, inside Queues tab.

The following display options are offered:

- *Show my queues only*
- *Show all queues*
- *Show custom selected queues*

Below, there is a checkbox *Agent panel always on top* that is used in case you want to set the Agent Panel always on top.
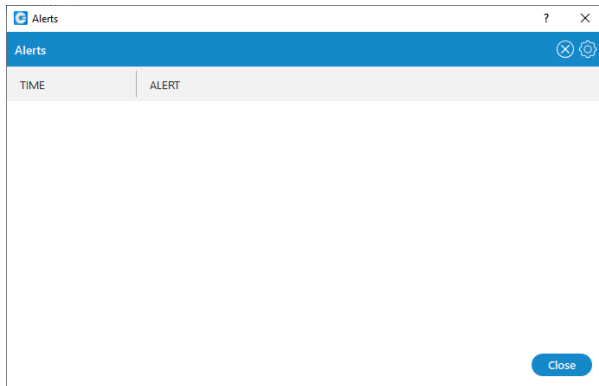
Alerts

- *Max wait time (MWT): MWT* displays longest waiting caller in the queue.
  - o *Threshold (minutes):* If you want to be alerted when a caller is waiting for more than *X* minutes in the queue, set *Threshold* on that value. When the waiting time reaches the *Threshold*, it will be displayed in red color, and application will optionally display an alert to the user.
  - o *Refresh time (seconds):* Select or enter the number which will represent *Refresh interval* in seconds.
- *Alert options*
  - o *Alert interval (minutes): Alert interval* is the amount of time in which application will alert agent for one specific type of event (alert). You can select or enter the number which will represent this interval in minutes.
  - o *Show popup for alerts:* If this option is checked, the application will show popup whenever an alert occurs.
  - o *Alert me for my queues only:* If this option is checked, you will receive alerts only for your queues.

Below, there is a checkbox *Agent panel always on top* that is used in case you want to set the Agent Panel always on top.

Alerts dialog

Alerts dialog displays a list of alerts. For each alert, the following information is shown: *Time and Alert details*.

On the top right side of the Alerts dialog there is an option to delete all alerts from the list. Also, next to the *Delete button* is placed *Settings button* in order to open the Agent Panel Settings dialog, so you can change already configured options for alerts.

Placing Video Calls
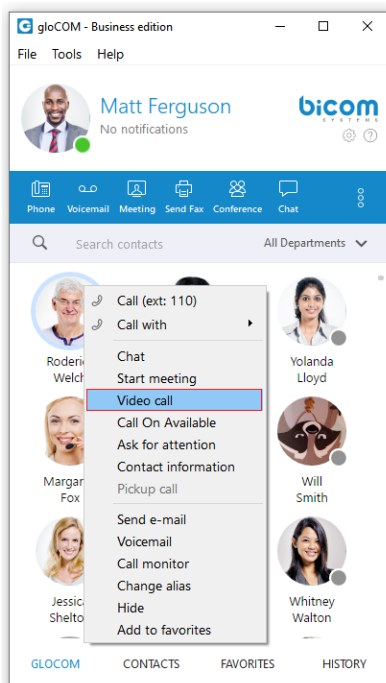
To place a video call, right click on a Communicator contact and select *Video Call* from the drop-down menu.

Sending Fax

1. *Outgoing faxes*
- Click on the *Fax module icon*, then select *Send fax* to open the *Fax module*.
- Read the information message and click the *OK button*.

PDF file:
- Enter the path or browse for a PDF file that you wish to send using the icon.

Information that you enter in the *Send Fax wizard* will be displayed on the fax cover page if you choose to send a cover page. In the *Send Fax window* you can see two sections, To and From.

TO Section
- *Name:* Enter the name of the recipient. For example, Tim Barr.

- ***Fax:*** Enter the phone number to which you want to send your fax, for example, 02033998800.
- ***Phone:*** Enter the phone number of the recipient.
- ***Email:*** Enter the recipient's email.
- ***Company:*** Enter the recipient's company name.
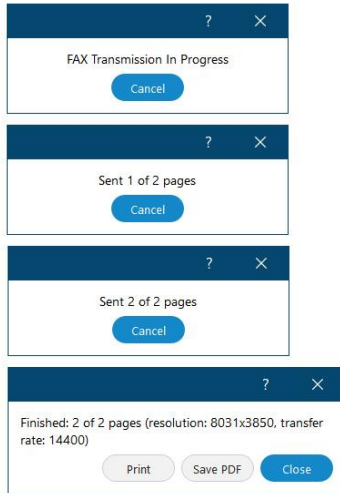
FROM Section
- ***Name:*** This field will be automatically populated with your Communicator username.
- ***Caller ID:*** Caller ID is a drop-down menu with the list of caller IDs allowed for an extension. Caller IDs are added from the PBXware GUI.
- ***Fax:*** Enter your fax number.
- ***Phone:*** Enter your phone number.
- ***Email:*** Enter your email.
- ***Company:*** Enter your company's name.
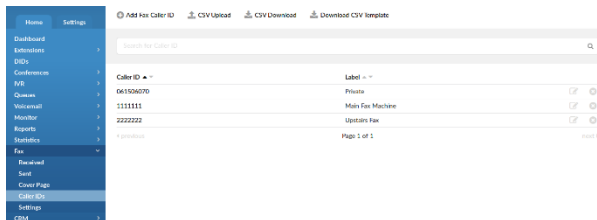
Additional information like comments and status can be entered also.

When sending a fax user is presented with a *Sent X of Y pages* so fax sending progress is more detailed.

2. *Incoming faxes*

- Show list of all received and pending fax documents.

Supervisor Edition

The Supervisor Edition is broadened with Agent Edition functionalities. Now, the Supervisor can enable/disable Agent login details, and additionally use all Agent Edition features.

 Clicking this action will enable/disable Agent login details. Hovering over it displays a tooltip with the appropriate message.

If the Supervisor logs in as an Agent, the Agent Panel window will be available, and all calls will be displayed within it. Also, the phone dialer and all phone-related settings will be placed inside the Agent Panel.
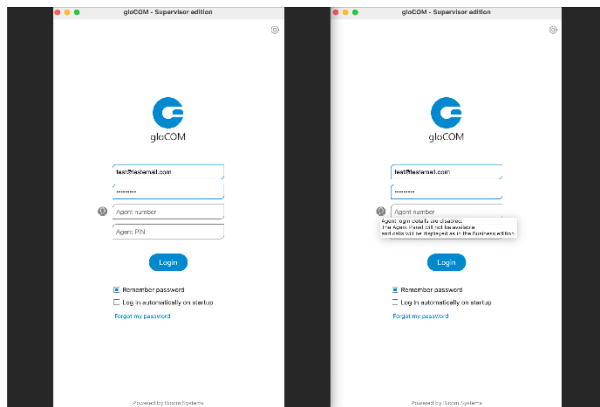
If Agent login details are disabled, then the Agent Panel window will not be available, and the application will behave as the Business Edition of Communicator.
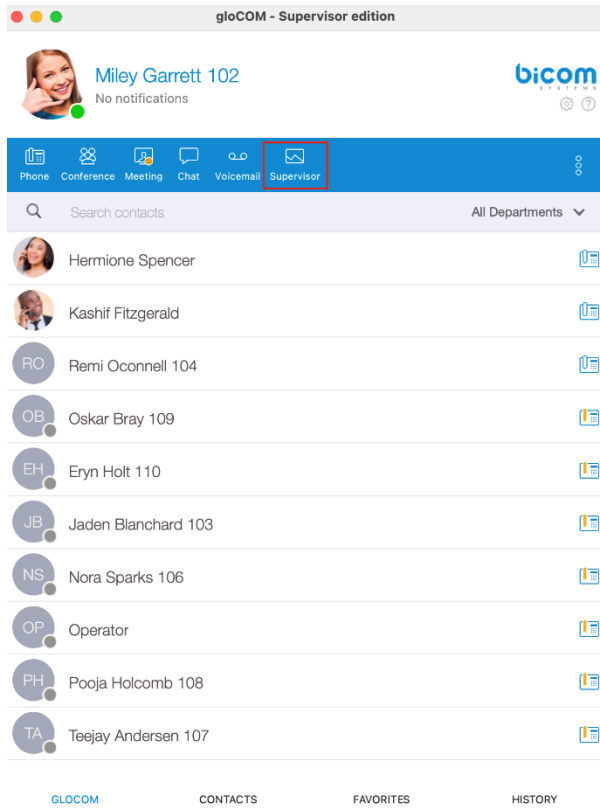
Supervisor Panel (available only in Communicator Supervisor edition)
Advanced and improved design of the Supervisor Panel was created.

Search Field

A *Search field* has been added inside the Supervisor Panel. It is possible to search for Agents, Queues, or Campaigns.

When the user clicks on the *Search field*, the view with all Agents/Queues/Campaigns should be displayed. This view is visible only if the *Search field* is focused. If the user clicks anywhere outside the *Search field* or that view, it will close.

Agents are searched by a name or number. Queues and Campaigns are searched by name.

There are some additional actions provided when the user mouseover searched Agents:

- **Listen:** The Supervisor is authorized to *Listen* calls.
- **Chat:** The Supervisor can *Chat* with Agents.
- **Call:** The Supervisor can *Take* a call.
- **Logout:** The Supervisor may *Logout* specific Agent.

To exit *Search mode* press the `ESC` key or simply click anywhere outside the *Search field*.
If the user's license does not support the Dialer option, the search option for Campaigns will not be available.

Supervisor Toolbar
On the right side of the toolbar, there are icons that provide the following things:
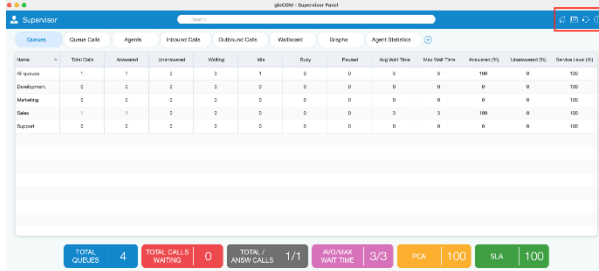
- **Notification Bell:** Clicking the *Bell icon* displays a list of all alerts.

- **Phone Dialog:** Shows Phone Dialog.

- **Agent Panel:** Shows Agent Panel.

- **Preferences:** When the user clicks this action, an additional menu with the options appears.

Additional information about icons is shown below.

Notification Bell

If there are new alerts, the *Notification bell icon* changes.

- Each item of the notification list consists of the message, the time when the alert occurred, and the state of the alert (read, unread).
- The unread message contains a blue circle on the right.
- To mark an alert as read it is necessary to hover over the alert item.
- To close the notification list click outside of the notification area, or simply by clicking on the *notification bell icon* again.
- To delete all notifications click the icon on the top right side (*recycle bin*).

Phone Dialog

Clicking the Show Phone Dialog icon opens the Phone module area:
- The phone module area shows information about missed calls.
- From the phone module, users can set up an office and mobile phone.
- Allows users to select which device they want to use as an input/output device.
- Allows users to select which device they want to use as a ringtone device.
- Drag-and-Drop action is displayed in this phone module area.
- Microphone and Speaker volume tuner.
- The phone module area shows dialed contact's phone numbers.
- Phone module dial keypad - used for entering phone numbers.

Agent Panel
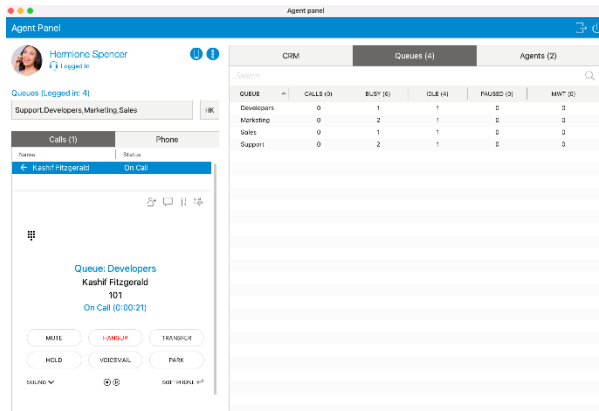
Agent Panel window can be opened by clicking the module icon from the Supervisor panel. All agent-related features are located in this window (Agent Panel), and makes it easier for an agent to handle multiple calls, feedback forms, CRM popup, callbacks, other agents, and queues. Also, the phone dialer and all phone-related settings will be displayed within the Agent Panel window.

Preferences
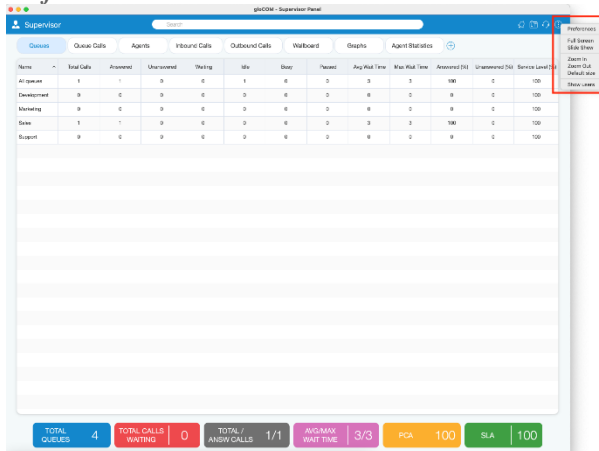
By clicking Preferences, users have additional options for:

- *Preferences:* Open *Preferences* dialog in which users have configuration options for Alerts, Queues, Agents, and Threshold. More information about *Preferences Options* is displayed below.
- *Full Screen:* This option is used to enter fullscreen mode (Supervisor window occupies the whole computer screen). If the window is already in fullscreen mode, clicking this option restore window size to the previous size.
- *Slide Show:* This option is used to start/stop slide show of *Wallboard* module content.
- *Zoom In/Out:* This option is used to increase/decrease the font size for the content of all modules except *Wallboard* module.
- *Default size:* This option restores font size to default size.
- *Show users:* Open Communicator main window.

General tab

- *Service level:* Select time in seconds. This is used for calculating statistics inside Supervisor Panel.
- *Slide Show Timeout:* Select timeout for the slide show (in seconds).
- *Change font:* Change font and style of content inside Supervisor Panel. It can be useful for large TV screens to set up an appropriate font size.
- *Set default font:* Reset to the default font and style of Supervisor Panel.
- *Launch Supervisor panel automatically on application Login:* If this option is checked, after the Supervisor logs in, the Supervisor Panel will be automatically shown.

Alerts tab

- *Flash Agent in Not Ready state after:* Choose time in seconds when an alert will flash if the Agent is not ready.

- *Flash Agent that has been in Talking state for more than:* Choose time in seconds when an alert will flash if the Agent is in *Talking state*.
- *Alert me when more than specified number of Agents are Not Ready:* Choose the number of *Not Ready* Agents after which the alert will popup.
- *Alert me when Service Level is below:* Choose percent of service level after the Alert will popup.
- *Alert me when a new message is received:* Click on the checkbox to enable this option.
- *Alert me when a new assistance request is received:* Click on the checkbox to enable this option.
- *In case of an alert play system sound beep:* Click on the checkbox to enable this option.
- *In case of an alert bring the application*: Click on the checkbox to enable this option.

Queues tab

1. Queues/Calls

Inside the *Queues/Calls tab* you can select which Queues or fields will be visible in the Supervisor Panel, inside the Queues module.

- *Select all:* Select all Queues/Fields from the list of visible Queues/Fields.
- *Clear all:* Clear selection of all Queues/Fields from the list of visible Queues/Fields.

Also, there are options *Show all Queues* and *Show all Fields* if you want all Queues/Fields to be displayed inside the Queues module.

- *Show calls from all Queues:* If this option is selected, the application will display calls from all Queues regardless of the selected Queues in the above list. Otherwise, you will see only calls for the selected Queues. This option applies to the calls displayed in the *Queue Calls tab*.

2. Wallboard
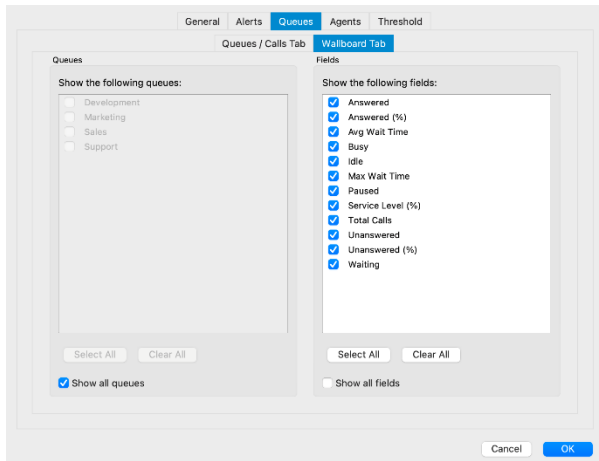
Inside the *Wallboard tab* you can select which Queues or Fields will be visible in the Supervisor Panel, inside Wallboard module.

- **Select all:** Select all Queues/Fields from the list of visible Queues/Fields.
- **Clear all:** Clear selection of all Queues/Fields from the list of visible Queues/Fields.

Also, there are options *Show all Queues* and *Show all Fields* if you want all Queues/Fields to be displayed inside the Wallboard module.

Agents tab
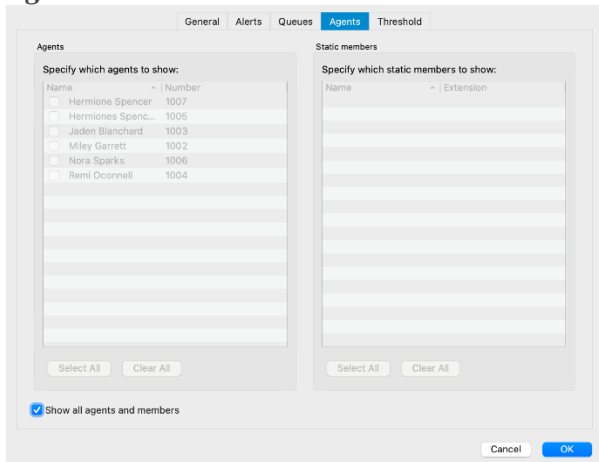
Inside the *Agents tab* you can select which Agents or Static Members will be visible in the Supervisor Panel, inside Agents module.

- **Select all:** Select all Agents/Static Members from the list of visible Agents/Static Members.
- **Clear all:** Clear selection of all Agents/Static Members from the list of visible Agents/Static Members.

Also, there is option *Show all Agents and Members* if you want all Agents/Members to be displayed inside Agents module.

Threshold

Field	Threshold valu	Color
Answered (%) (lesser than)	(Not set)	Double click to change color
Answered (lesser than)	(Not set)	Double click to change color
Avg Wait Time (greater than)	(Not set)	Double click to change color
Busy (greater than)	(Not set)	Double click to change color
Idle (greater than)	(Not set)	Double click to change color
Max Wait Time (greater than)	(Not set)	Double click to change color
Paused (greater than)	(Not set)	Double click to change color
Service Level (%) (lesser than)	(Not set)	Double click to change color
Total Calls (greater than)	(Not set)	Double click to change color
Unanswered (%) (greater than)	(Not set)	Double click to change color
Unanswered (greater than)	(Not set)	Double click to change color
Waiting (greater than)	(Not set)	Double click to change color

- *Field:* Various field are displayed, such as *Answered, Busy, Idle, Paused, Unanswered, Waiting, Service Level (%)*, etc...
- *Threshold value:* Defines the value for a particular event.
- *Color:* Defines the color that will be used for a particular event if the threshold value is set.

Supervisor Panel Modules
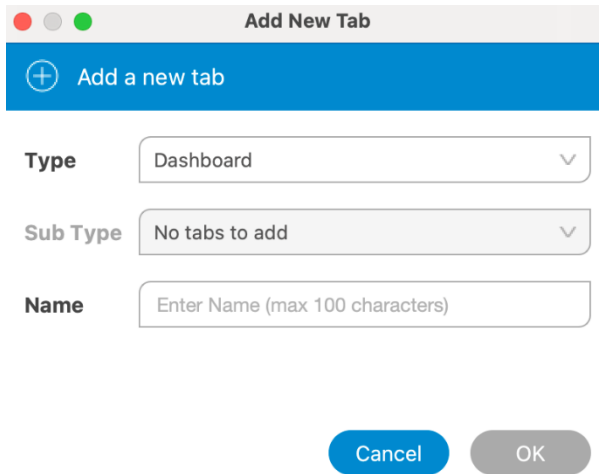
Users can decide which tabs they want to see inside the Supervisor Panel. All tabs are displayed by default, the same as before.
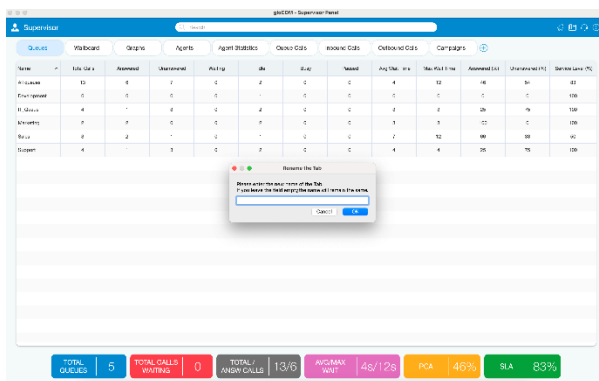
All tabs are stored on the server, so the user does not have to customize tabs every time he/she logs in. Tabs are saved per account, and if the server does not support saving tabs, they will be saved locally. After updating the server, when the user logs in for the first time, tabs saved

locally will be saved on the server so the user does not have to customize tabs again. Local storage is used only when the server does not support storing tabs.

- *Add a new tab:* A new, + option has been added. It is used to add a new tab. When the user clicks the + button, a new window with the following information is displayed:
    o *Type:* Dashboard by default.
    o *Subtype:* User can choose one of the subtypes from the dropdown menu.
    o *Tab name:* The user can name the tab as he/she wishes, and if the user does not enter anything, the tab will be named automatically by default. (*For custom Tab name, the maximum length is 100 characters*)

The user will not be able to add a new tab if the max number of tabs (9) is reached.

- *Rename tab:* The user can rename the existing tab by right-clicking on the tab.

- *Remove existing tab:* Each tab can also be easily removed by clicking the *X button*.

- *Reorder tabs:* It is also possible to change the order of the tabs, simply by *grabbing* the tab and dragging it to a different location.

If the user's license does not support the Dialer option, the user will not be able to add Campaigns tab.

Queues Module

Inside of the *Queues Module* the Supervisor can monitor *Real-time* information for all Queues selected through Preferences dialog.

- *Total calls:* Represents the total number of calls during the day (answered + unanswered).
- *Calls answered:* Represents the total number of answered calls during the day.
- *Calls unanswered:* Represents the total number of unanswered calls during the day.
- *Calls waiting:* Represents the total number of calls waiting in the Queue to be answered by a free Agent.
- *Members idle:* Represents the total number of idle Agents.
- *Members busy:* Represents the total number of busy Agents.
- *Members paused:* Represents the total number of paused Agents.
- *Average Wait Time (AWT) (in seconds):* Represents the average amount of time callers must wait to reach an Agent.
- *Maximum Wait Time (MWT) (in seconds):* Represents the maximum amount of time callers must wait to reach an Agent.
- *Calls Answered (%):* Represents the percentage of answered calls during the day.
- *Calls Unanswered (%):* Represents the percentage of unanswered calls during the day.
- *Service Level (%):* Represents the percentage of calls that have been answered within a specified period of time. Service Level can be configured in the Preferences window.

The Queues module displays queue statistics for the current day.

Wallboard Module

Inside the *Wallboard Module* the Supervisor can monitor real-time information for all Queues selected through the Preferences dialog. The Wallboard is displayed in a large format intended for use with televisions or other large screens.

For each Queue the following information is shown:

- ***Total calls:*** Represents the total number of calls during the day (answered + unanswered).
- ***Calls answered:*** Represents the total number of answered calls during the day.
- ***Calls unanswered:*** Represents the total number of unanswered calls during the day.
- ***Calls waiting:*** Represents the total number of calls waiting in the Queue to be answered by a free Agent.
- ***Agents idle:*** Represents the total number of idle Agents.
- ***Agents busy:*** Represents the total number of busy Agents.
- ***Agents paused:*** Represents the total number of paused Agents.
- ***Average Wait Time (AWT) (in seconds):*** Represents the average amount of time callers must wait to reach an Agent.
- ***Maximum Wait Time (MWT) (in seconds):*** Represents the maximum amount of time callers must wait to reach an Agent.
- ***Calls Answered (%):*** Represents the percentage of answered calls during the day.
- ***Calls Unanswered (%):*** Represents the percentage of unanswered calls during the day.
- ***Service Level (%):*** Represents the percentage of calls that have been answered within a specified period of time. *Service Level* can be configured in the Preferences window.

The Wallboard module displays Queue statistics for the current day.

Agents Module

Inside the Agents module, the Supervisor can monitor information for all logged-in Agents selected through Preferences dialog.

For each Agent the following information is shown:

- ***Agent Name:*** Represents Agent's name. If the Supervisor clicks on the Agent's name the *Agent Info dialog* will be displayed.
- ***Agent ID:*** Represents Agent's number.
- ***Agent State:*** Represents current state of an Agent (idle, paused, busy...).
- ***Time In State:*** Represents the amount of time the Agent is in the current state.
- ***Unique Call ID:*** Represents unique ID number of a Call.

- *Call Direction:* Outgoing, Incoming.
- *Call Type:* Regular Call, Queue Call, Campaign Call.
- *Call Info:* Represents the information about the call (call number, project code...).
- *Login Time:* Represents the amount of time the Agent is logged in.
- *Login Type:* The login type of the Agent.

From version 6.0 it is possible to see the Agent direction and blending option in real-time. The Supervisor can change the direction of any Agent by clicking on the direction buttons. Also, the Supervisor can see which project code each Agent is using for their current calls, and it is possible to monitor Dialer calls and Campaigns from the Agents module.

Graphs Module
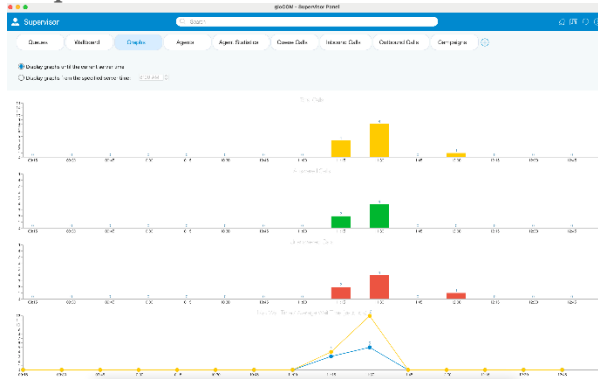
The Graphs module shows *Real-time call statistics* in the form of Graphs.
The following information is shown:

- **Total Calls:** Represents the total number of calls during the day.
- **Answered Calls:** Represents the total number of answered calls during the day.
- **Unanswered Calls:** Represents the total number of unanswered calls during the day.
- **Maximum / Average Wait Time (in seconds):** Represents the maximum/average amount of time callers must wait to reach an Agent.

Also, the user can choose whether he/she wants to display Graphs until the current server time, or to display Graphs from the specified server time.

Agent Statistics Module

Prior to version 6.0, only Agent Inbound (real-time) statistics were available. Now, *Agent Statistics* module displays Agent's Inbound and Outbound statistics that include all Agent's calls (inbound, outbound, direct (in/out)) into calculations. Calculations are reset every day starting from midnight.
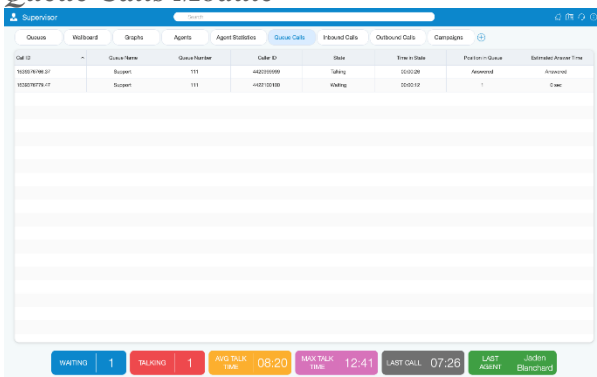
For each Agent the following information is shown:

- **Agent Name and Number:** This section shows Agent's name and Agent's number.
- **Calls:** All calls answered by Agent.
  - o **Total:** Represents the total number of calls.
  - o **Answered:** Represents the total number of answered calls.
  - o **Unanswered:** Represents the total number of unanswered calls.
- **Talk Time:** Agent talk time.
  - o **Total:** Represents the total talking time.

- o *Mean:* Mean/Average Agent talk time.
- o *Mean Delay:* Mean/Average caller wait time before answered by the Agent.
- *Idle Time:* Agent idle time (callback Agents only).
  - o *Total:* Total Agent idle time(when Agent is not busy).
  - o *Mean:* Mean/Average Agent idle time.
- *Sessions:* Time Agent was logged in the queue.
  - o *Total:* Total time Agent was logged in.
  - o *Count:* Number of Agent sessions.
- *Pauses:* Represents Agent's time on *Pauses*
  - o *Total:* Total time Agent was on pause.
  - o *Count:* Number of pauses.

It is possible to set refresh time to the desired value to keep statistics updated. Also, labels on the bottom of the page are showing the total number of Agents, Total/Answered calls, Total Session Time, Total Talk Time, Average Talk Time, and Talk Time (%). More information about these labels is on the *Agent Statistics tab*.

Queue Calls Module

Inside the *Queue Calls* module, the Supervisor can monitor information for calls from all the Queues he/she selects to be visible through the Preferences dialog.
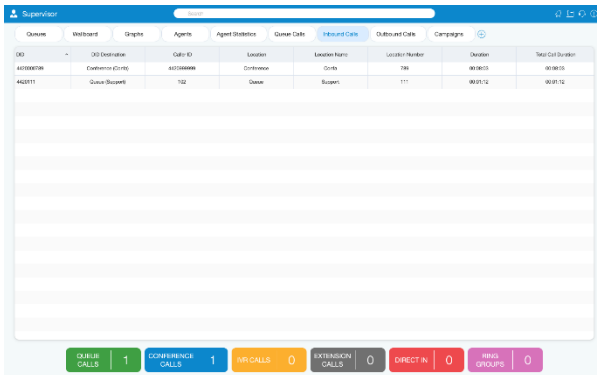
For each call the following information is shown:
- *Call ID:* Represents ID number of call.
- *Queue Name:* Displays Queue name.
- *Queue Number:* Shows Queue number.
- *Caller ID:* Represents DID number of the Caller.
- *State:* Represents current state of the Call.
- *Time in State:* Total time in current state.
- *Position in Queue:* Represents position number in Queue.
- *Estimated Answer Time:* Shows estimated answered time.

The Supervisor can perform the following operations for each call if he/she has the permissions:
- *Transfer Call:* The Supervisor can transfer selected call.
- *Take Call:* The Supervisor can take selected call.
- *Monitor Call:* The Supervisor can monitor selected call.

Inbound Calls Module

Inside the *Inbound Calls* module, the Supervisor can monitor information for all calls coming into the system.

For each call the following information is shown:

- *DID:* Displays DID Call number.
- *DID Destination:* Represents destionation of the Call.
- *Caller ID:* Shows DID number of Caller.
- *Location:* Represents type of location (IVR, Queue, Conference etc...)
- *Location Name:* Displays name of location.
- *Location Number:* Shows location number.
- *Duration in Location:* Shows current duration in location.
- *Total Call Duration:* Show total Call Duration.

The Supervisor can perform the *Transfer Call operation* for each call if he/she has the permissions.

Outbound Calls Module

Inside the *Outbound Calls* module, the Supervisor can monitor information for all calls going out from the system.

For each call the following information is shown:

- *Call Originator:* Displays originator of the call (Agent, Dialer, Project).
- *Trunk:* Displays used trunks for calls.
- *Destination Number:* Displays DID number of the outbound call.
- *Location:* Displays type of location.
- *Location Name:* Represents location name.
- *Location Number:* Represents location number.
- *Call Duration:* Represents total call duration.

The Supervisor can perform the following operations for each call if he/she has the permissions:
- *Transfer Call:* The Supervisor can transfer selected call.
- *Take Call:* The Supervisor can take selected call.
- *Monitor Call:* The Supervisor can monitor selected call.
- *Hangup Call:* The Supervisor can hangup selected call.

Campaigns Module

The Campaigns module displays Campaign statistics for the current day.

For each Campaign the following information is shown:
- *Campaign Name:* Displays Campaign name.
- *Calls:* Represents number of dialing, connecting and connected calls.
  - *Dialing:* Shows number of Dialed calls.
  - *Connecting:* Shows number of currently Connecting Calls.
  - *Connected:* Displays number of Connected Calls.
- *Agents:* Displays number of Agents in current Campaigns.
  - *Logged:* Shows number of Logged Agents.
  - *Paused:* Shows Agents on pause.
  - *Idle:* Displays currently Idle Agents.
  - *Busy:* Displays number of Busy Agents.
- *Contacts:* Indicates successful contacts in Campaigns.
  - *Total:* Indicates total number of successful contacts in Campaigns.
  - *Rate:* Refers to the percentage of workload that has been done in Campaigns.

Supervisor Real Time Statistics

With the current fresh design of the Supervisor, advanced Global Statistics were introduced. These statistics include all Systems statistics, Queues, and Agents statistics in real-time, and can be displayed within different tabs.

For selected tabs in Supervisor Panel, there are specific areas (on the bottom of the panel) that are showing Real-time Statistics for each tab separately.

Queues Tab

Inside the *Queues tab*, the Supervisor can monitor real-time information for all Queues selected through the Preferences dialog.

For the Queues tab the following statistics are shown:

- **Total queues:** Represents the total number of queues on the system.
- **Total calls waiting:** Represents the total number of calls waiting in the Queue.
- **Total/Answered calls:** Represents the total number of calls that entered the system and the total number of answered calls by all Queues.
- **Average Wait Time (AWT) (in seconds):** Represents the average amount of time callers must wait to reach an Agent.

- *Maximum Wait Time (MWT) (in seconds):* Represents the maximum amount of time callers must wait to reach an Agent.
- *PCA:* Represents the percentage of calls answered in all Queues.
- *SLA (%):* Represents the percentage of calls that have been answered within a specified period of time. Service Level can be configured in the Preferences window.

Agents Tab
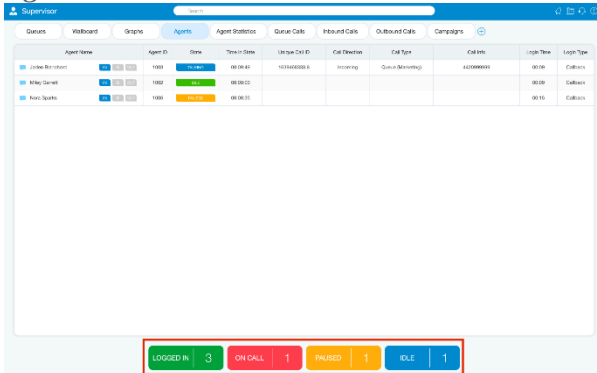
Inside the *Agents tab*, the Supervisor can monitor information for all logged-in Agents selected through the Preferences dialog.

For the Agents module tab the following statistics are shown:

- *Logged In:* Represents the total number of logged-in Agents.
- *On Call:* Represents a number of Agents on call.
- *Paused:* Represents the total number of paused Agents.
- *Idle:* Represents the total number of idle Agents.

Agent Statistics Tab
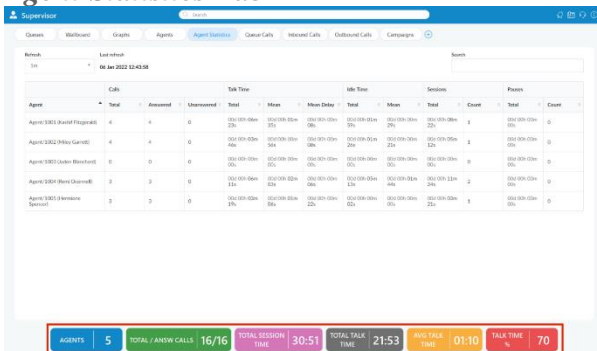
Agent Statistics tab displays Agent Inbound and Outbound statistics that include all Agent calls (inbound, outbound, direct (in/out)) into calculations.

For the Agents Statistics tab the following statistics are shown:

- *Agents:* Represents the total number of Agents on the system.

- *Total/Answered calls:* Represents the total number of calls per Agent and the total number of answered calls by all Agents.
- *Total Session Time:* Represents the total amount of time Agents were logged on the system. *(Total Session Time is updated every minute, and also whenever an Agent logs off, in real-time).*
- *Total Talk Time:* Represents the total talking time for all Agents. *(Total Talk Time is updated every minute, and also whenever an Agent finishes a call, in real-time).*
- *Average Talk Time:* Represents the average amount of talking time per Agent. *(Average Talk Time is updated whenever an Agent completes a call).*
- *Talk Time (%):* Represents the percentage of all session time, Agents were on calls.

Queue Calls Tab

Inside the *Queue Calls tab*, the Supervisor can monitor information for calls from all the Queues he/she selects to be visible through the Preferences dialog.

For the Queue Calls tab the following statistics are shown:
- *Waiting:* Represents the number of callers in the Queues.
- *Talking:* Represents the number of Agents currently talking.
- *Average Talk Time:* Represents the average talk time for all Agents.
- *Max Talk Time:* Represents the longest Queue call.
- *Last Call:* Displays the time when the last call happened.
- *Last Agent:* Shows the name of the Agent who has the last call.

Inbound Calls Tab

Inside the *Inbound Calls module*, the Supervisor can monitor information for all calls coming into the system.

For the Inbound Calls tab the following statistics are shown:

- *Queue Calls:* Shows the number of all Queue calls.
- *Conference Calls:* Shows the number of all Conference Calls.
- *IVR Calls:* Shows the number of all IVR Calls.
- *Extension Calls:* Show the number of all Extension Calls.
- *Direct In:* Shows the number of all Direct In Calls.
- *Ring Groups:* Shows the number of all Ring Group Calls.

Outbound Calls Tab

Inside the Outbound Calls module, the Supervisor can monitor information for all calls going out from the system.

For the Outbound Calls tab the following statistics are shown:

- *Current Calls:* Displays the number of current calls.
- *Dialer Calls:* Displays the number of Dialer calls.
- *Direct Out Calls:* Displays the number of Direct Out Calls.
- *Project Calls:* Displays the number of Project Calls.
- *Answered Calls(%):* Represents the percentage of Answered Calls during one day (starting from midnight).
- *Average Duration:* Represents the Average Duration of the call.

Supervisor Overview

User can have an Overview of all Supervisor Agent tabs inside of Overview tab all at one place organised as dashboard where all information are easily accessible at one place.

Queues Overview

- **Total Queues:** Represents the total number of queues on the system.
- **Total Calls Waiting:** Represents the total number of calls waiting in the Queue.
- **Total/Answered Calls:** Represents the total number of calls that entered the system and the total number of answered calls by all Queues.
- **Avg/Max Wait:** Represents the average amount of time callers must wait to reach an Agent.
- **PCA:** Represents the percentage of calls answered in all Queues.
- **SLA:** Represents the percentage of calls that have been answered within a specified period of time. Service Level can be configured in the Preferences window.

Agents Overview

AGENTS

▪	Logged In	3
▪	On Call	1
▪	Paused	1
▪	Idle	1

- *Logged In:* Represents the total number of logged-in Agents.
- *On Call:* Represents a number of Agents on call.
- *Paused:* Represents the total number of paused Agents.
- *Idle:* Represents the total number of idle Agents.

Inbound Calls Overview

INBOUND CALLS

▪	Queue Calls	1
▪	Conference Calls	2
▪	IVR Calls	3
▪	Extension Calls	3
▪	Direct In	4
▪	Ring Groups	2

- *Queue Calls:* Represents the total concurrent inbound calls per Queue.
- *Conference Calls:* Represents the total concurrent inbound Conference Calls.
- *IVR Calls:* Represents the total concurrent inbound calls per IVR.
- *Extension Calls:* Represents the total concurrent inbound calls per Extension.
- *Direct In:* Represents the total concurrent inbound per Agent calls.

- ***Ring Groups:*** Represents the total concurrent inbound calls per Ring Groups.

Queue Calls Overview

📞 QUEUE CALLS	
■ Waiting	1
■ Talking	1
■ Avg Talk Time	15:49
■ Max Talk Time	46:43
■ Last Call	10:55
■ Last Agent	Agent 2000

- ***Waiting:*** Represents the total number of concurrent calls waiting in the Queue to be answered.
- ***Talking:*** Represents the number of Agents currently talking.
- ***Avg Talk Time:*** Represents the average talk time for all Queues.
- ***Max Talk Time:*** Represents the longest Queue call.
- ***Last Call:*** Displays the time when the last call happened.
- ***Last Agent:*** Shows the name of the Agent who has the last call.

Agent Statistics Overview

⚖ AGENT STATISTICS	
■ Agents	9
■ Total / Answered Calls	2/2
■ Total Session Time	12:36:24
■ Total Talk Time	01:43
■ Avg Talk Time	00:17
■ Talk Time	0%

- ***Agents:*** Represents the total number of Agents on the system.
- ***Total/Answered Calls:*** Represents the total number of all answered Agent calls.

- ***Total Session Time:*** Represents the total logged in time for all agents.
- ***Total Talk Time:*** Represents the total talk time for all agents.
- ***Avg Talk Time:*** Represents the average Agent talk time.
- ***Talk Time:*** Represents the percentage of talk time for all agents.

Outbound Calls Overview

☏ OUTBOUND CALLS	
▪ Current Calls	2
▪ Dialer Calls	1
▪ Direct Out Calls	1
▪ Project Calls	0
▪ Answered Calls	100
▪ Avg Duration	01:25

- ***Current Calls:*** Displays the number of current calls.
- ***Dialer Calls:*** Displays the number of Dialer calls.
- ***Direct Out Calls:*** Represents the total number of direct out calls.
- ***Project Calls:*** Represents the total number of concurrent per Project Code calls.
- ***Answered Calls:*** Represents the percentage of Answered Calls during one day (starting from midnight).
- ***Avg Duration:*** Represents the Average Duration of the call.

Camera

- **Surveillance Camera:** Opens up a Surveillance Camera preview. This option will work only if you have your surveillance camera set up in the IP address in Communicator *Preferences --> Video --> Surveillance Camera*.
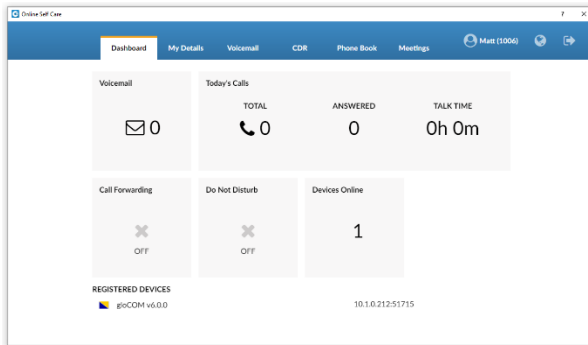
Online self care

In order to login to *Online Self Care*, point your browser to: http://$IPADDRESS/ (For Example: http://192.168.1.1/). When you click on the Communicator OSC icon, you are automatically directed to your OSC page.

- *Email:* The email address assigned to the extension (ex. The provided email address is used as a username for logging into *Online Self Care* (e.g. email@example.com)), ([a-z] [0-9] [@_.-]).
- *Password/PIN:* The user password assigned to the extension (ex. This field accepts your Communicator password (e.g.n9h*Caq1Icr)), ([0-9]).

Options (3 dots) menu
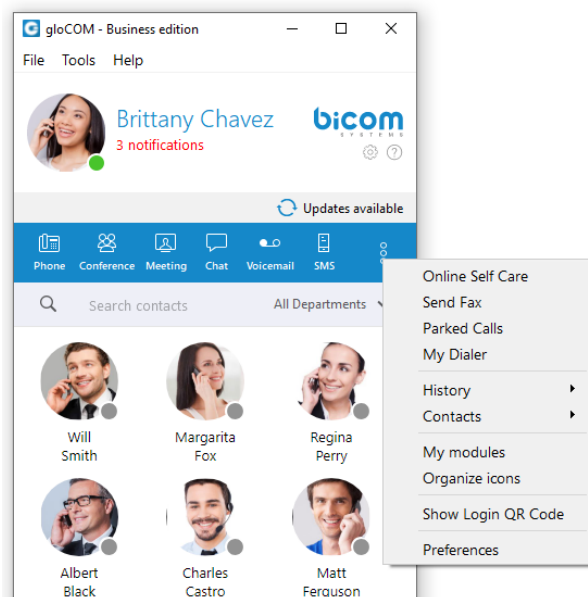
Options menu can be accessed by clicking on the 3 dots icon on the far right of the module icons. This menu shows all the remaining modules besides the 6 modules visible in the main window, as well as a few additional options explained below.

History submenu
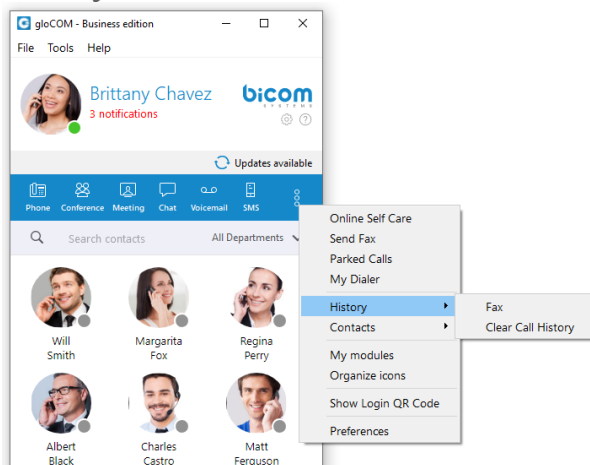
- *Fax* option is used for opening *Fax History* window which allows you to see all sent and received faxes.
- *Clear Call History* option is used to clear all your missed, received and dialled calls from the *HISTORY tab*.

Contacts submenu
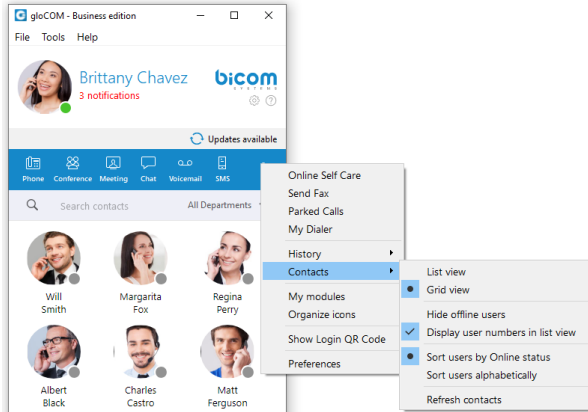
- *List view* option is used to layout Communicator users in a list.
- *Grid view* option is used to layout Communicator users in a grid.
- *Hide offline users* option is used to hide all users that were not active for 8 hours or more.
- *Display user numbers in list view* option is used to show a user's extension number in the parenthesis in the list view.
- *Sort users by Online status* option is used to sort Communicator users according to their most recent activity.
- *Sort users alphabetically* option is used to sort Communicator users according to the alphabetical order of their names.
- *Refresh contacts* option is used to sync Outlook (for Microsoft Windows), Address Book (for macOS), Google, CRM, and Central Phone Book contacts.

Other options

- *My modules* option is used to quickly navigate to Modules section in the Preferences so you could see which modules are available to you, and to set up those modules.
- *Organize icons* option is used to personalize the module icons available in the main window. Note that the first icon has to be the Phone module, but you can rearrange the 5 other icons as it suits your needs.
- *Show Login QR Code* as a part of the Communicator Desktop allows users easier login to their mobile app by scanning *QR Code* generated by the Communicator Desktop app.
- *Preferences* option is used to open the Preferences window.

Central Phone Book
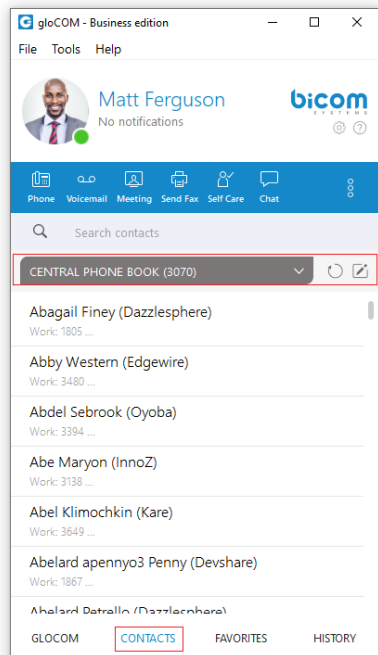
Central Phone Book is a centralized list of contacts managed by the PBXware administrator. It is shared across all Communicator users, and synced together with the rest of your contacts (Google, CRM, etc.). To access your *Central Phone Book* contacts navigate to the *CONTACTS tab*, and select *CENTRAL PHONE BOOK* from the dropdown.

You can use *Search contact field* to find a contact by their name. Double click on a contact to initiate a phone call. Right-click on a contact to open a context menu with additional options. Besides contacts managed by the administrator, each user can manage his own personal list of contacts. This personal list is private and visible only to you. Clicking on the [icon] button while in the *CONTACTS tab* opens up the *Online Self Care* window and switches to *Phone Book tab*. Here you can see all of your *Personal Phone Book* contacts, add new contacts, import/export contacts, or download a CSV template. To remove a contact click on the [icon] button on the right side of each contact.

After you close the *Online Self Care* window, the application will automatically refresh contacts if necessary, so the modifications you made in the *Online Self Care* are now synced inside of Communicator.
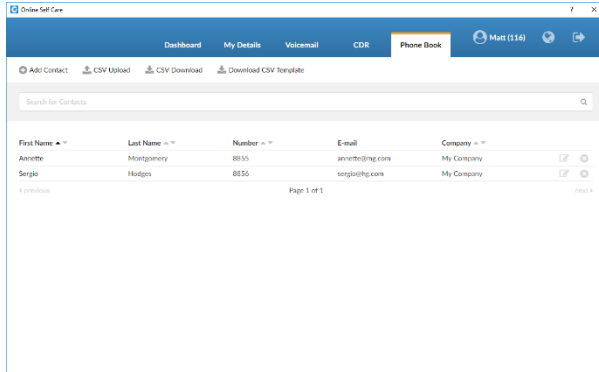
Quick List

Quick list buttons enable a quick overview of Communicator, Contacts, Favorites, and Recent tabs.

- *Communicator:* Displays a list of all Communicator contacts.
- *Contacts:* Displays a list of all saved and imported contacts.
- *Favorites:* Displays all contacts that you marked as a favorite.
- *History:* Displays log of all recent missed, received, and dialed.

Menu

File Menu
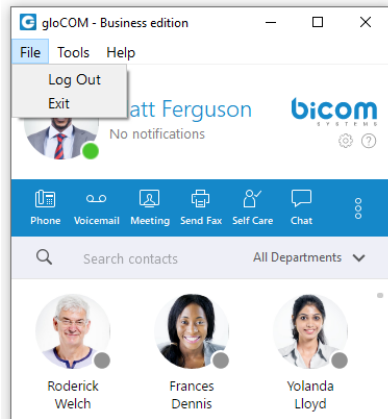
- **Log Out:** Click on *Log Out* to log out from active connection(s).
- **Exit:** Click on *Exit button* to log out from active connection(s) and close Communicator application.

Tools Menu

Diagnostic Logs
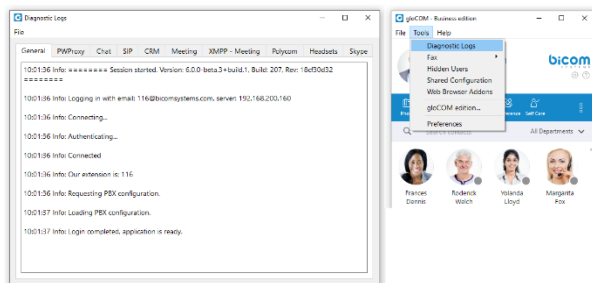
Here you can see diagnostic logs with the level of verbosity that you have set in *Preferences --> General --> Diagnostic Logs.*

Fax
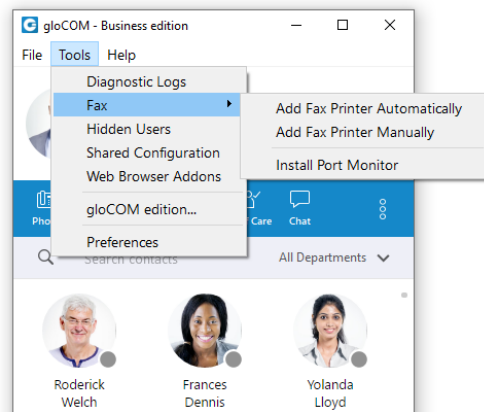
- Add Fax Printer Automatically
- Add Fax Printer Manually
- Install Port Monitor

Hidden Users
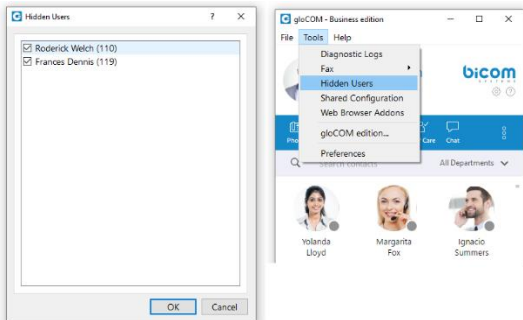
Opens a dialog showing all your hidden users. Uncheck the box next to a user's name if you want to unhide them.

Shared configuration
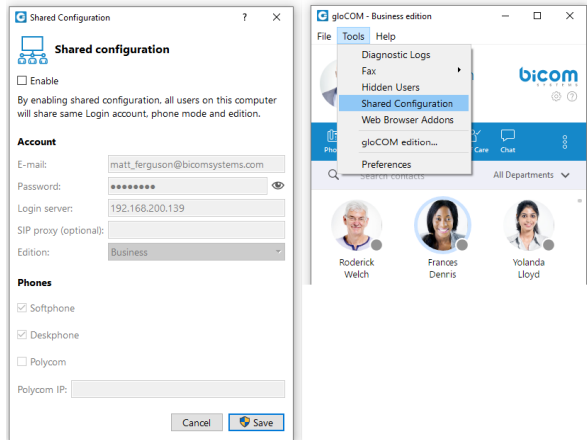
Enable:

By enabling shared configuration, all users on this computer will share the same Login account, phone mode, and edition.

Account:

- **E-mail:** email address is displayed in this field.
- **Password:** in case the option *Enable is unchecked*, the password will be hidden. After you check the *Enable option*, the option *Show Password* will be functional.
- **Login Server:** Shows IP address of server.
- **SIP proxy (optional):** this field is optional.
- **Edition:** In this option select edition for your Communicator. The current edition is displayed, but the possibility to choose between other editions is given.

Phones:

Choose which phones you want to use:

- **Softphone:** choose to use Softphone.
- **Deskphone:** choose to use Deskphone.
- **Polycom:** choose to use Polycom phone.

Polycom IP:

In case the user chose Polycom, in this option user needs to provide the IP address of the Polycom phone.

Web browser add-ons...
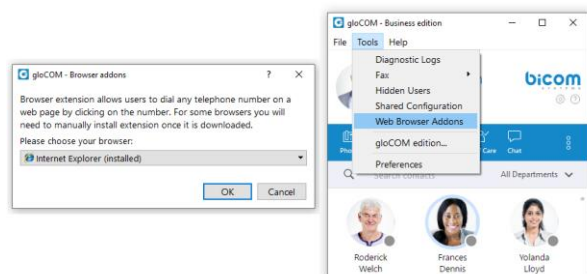
Click on Download web browser add-ons to add the browser add-on which will allow the user to select and dial a phone number directly from a web page. Supported browsers: Internet Explorer, Firefox, Safari, Edge, and Chrome.

Communicator edition...
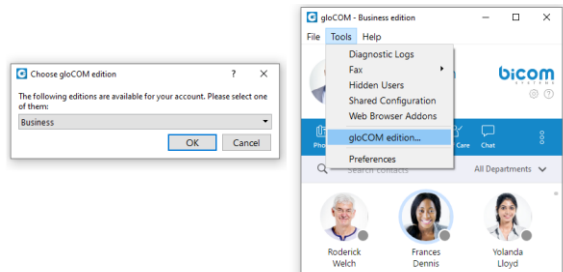
- Change the Communicator edition.
- Changing Communicator editions is not possible in case if *Shared configuration* is enabled.

Preferences
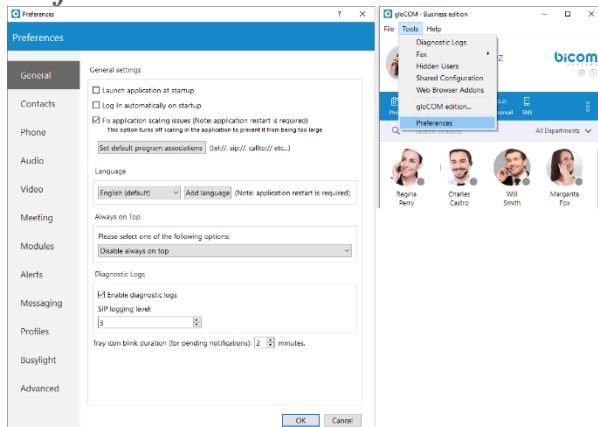
Click on Preferences to open Communicator settings. For more about preferences, please visit the Preferences chapter.

Help

Communicator Help
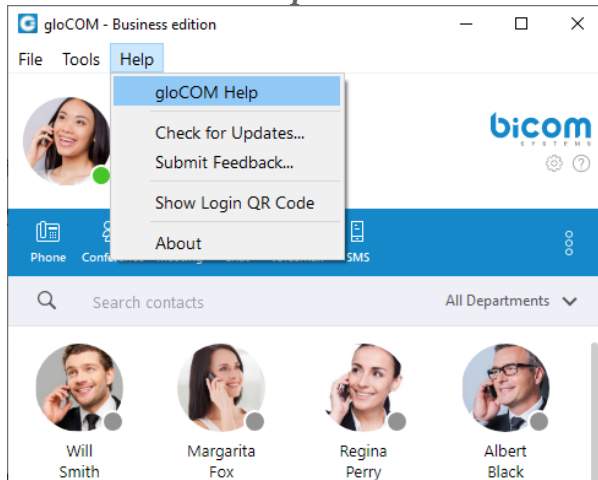
- Redirect to our official website [http://www.Global Telecomsystems.com/ www.Global Telecomsystems.com].
- Additional documentation and guides are available on our official website: [http://www.Global Telecomsystems.com/ www.Global Telecomsystems.com]. If you still have any questions, please feel free to contact our support department.

Check for updates
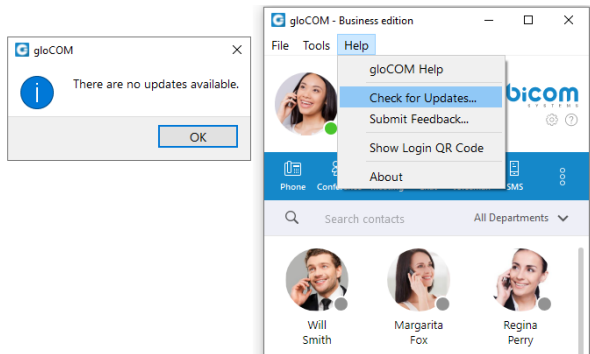
- Check online for official product updates.
- If there are updates available, the software will apply them automatically. If your software is up to date, you will receive a message as stated above.

Submit Feedback
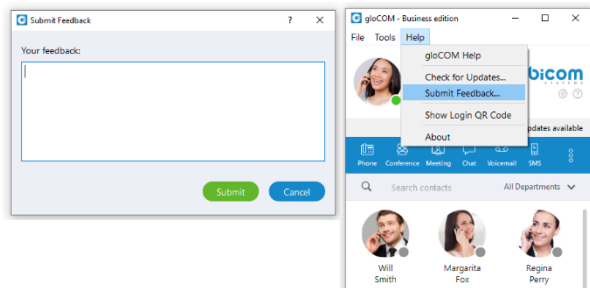
- User can now easily send feedback from the *Help --> Submit Feedback...*

Show Login QR Code
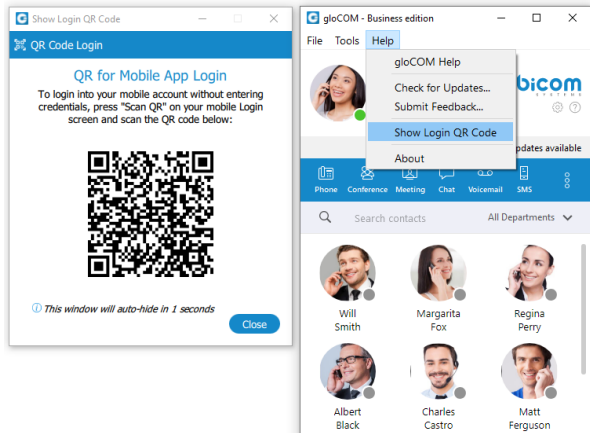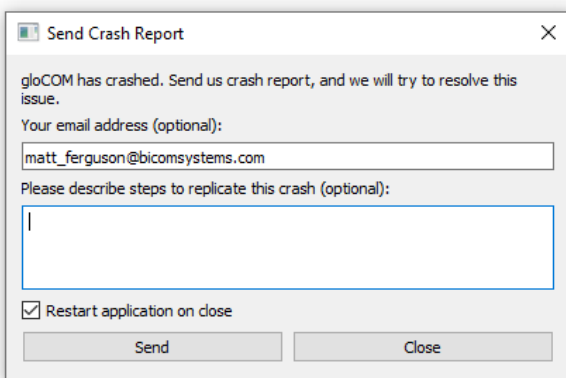
- *Show Login QR Code* as a part of the Communicator Desktop allows users easier login to their mobile app by scanning *QR Code* generated by the Communicator Desktop app.
- *QR Code* can be accessed from the Help menu or the three dots menu within the Communicator Desktop main window.
- Selecting the *Show Login QR Code* option from one of these menus opens the *QR Code* window, which will stay open for 15 seconds.

About
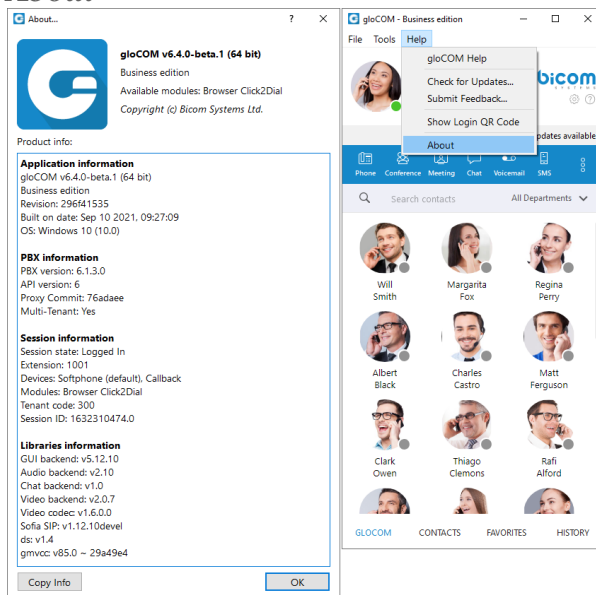
- Communicator About dialog contain information regarding application version, revision, PBX information, libraries, and other important information. Users can easily access/copy and paste info for support if needed.

Automatic crash report system.

- When Communicator crashes, the user has the option to send a crash report for developers to analyze the issue and solve the problem.

Preferences

General
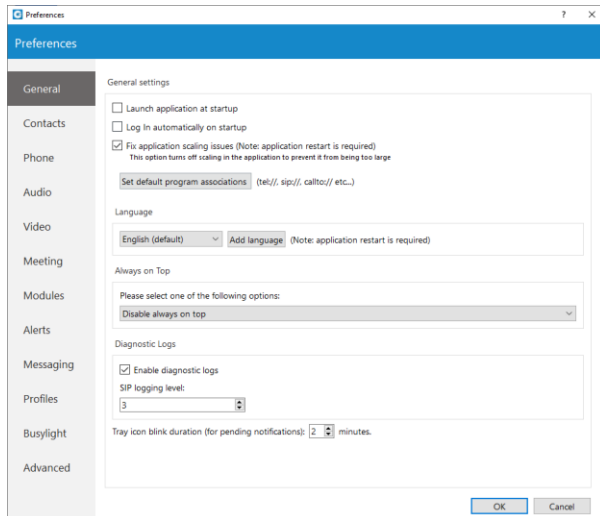
General settings

To start click on the Settings icon inside the toolbar.

Inside the General Settings section, checking the box next to *Launch application at startup* will start the application when your operating system starts, while checking the *Log in automatically on startup* will log the user in automatically every time the application is launched.

Checking the box next to *Fix application scaling issues* will enable operating system managed scaling, which fixes issues regarding the window being too enlarged on monitors with a scaling set up in *Display Settings*. This option is available only for *Microsoft Windows*. Note that the application has to be restarted for this option to take effect.

Depending on your Operating System, the *Set default program associations* button will allow you to choose which protocols the application will open by default (tel://, sip://, callto://, etc.). From the drop-down menu, you can select the language and if you have your own language file you can add it by clicking the Add language button, then select the language that you wish to add from a list and then choose your language file. You will need to restart the application for the language change to take effect.

Please be informed that some pages in the Supervisor panel will be translated into a language set on PBXware.

Under the Always on Top section, you can choose whether you would like to have a call or call and contacts window always on top or if you wish to disable the always on top option. This feature will keep the Communicator window on top even if another window, e.g., a web browser window is selected.

You can turn on or off diagnostic logs by checking the box next to it. When turned on, Communicator will store all logs on your computer/machine. You can specify how much data/information you want to store by editing SIP and Jabber logging levels. By default, the SIP level is set at 3.

Depending on the situation you can choose between 1 to 10 levels where Level 1 would store the least amount of information and Level 10 would store all information.

You can set for how long the Communicator tray icon will blink while you have notifications pending such as missed calls or unread messages.

Contacts
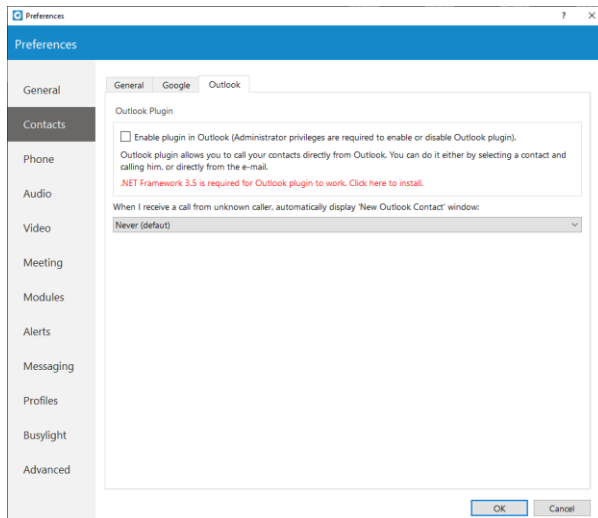
To start click on the Settings icon inside the toolbar, and navigate to the Contacts settings section. At the top, you have 3 tabs: General, Google, and Outlook.

Under the *Default contact double-click action* you can set what action will be initiated when the user double-clicks on a contact. If chat is selected then a chat window with contacts will open, and if a call is selected then double-clicking the contact will call the contact. If you wish to sync your contacts daily, check the box next to *Sync my contacts daily*. Furthermore, if the user wants to convert contact numbers to E164 format, they can check the box next to *Convert contact numbers to E164 format*.

Next, go to the Google tab. Here you can choose to integrate your Google account contacts with Communicator. Simply check the *Enable Google contacts integration*, enter your Google email and your Google contacts will sync automatically.

Outlook Plugin with Communicator navigate to the Outlook tab and check the *Enable Plugin in Outlook* Contacts box. This will enable you to initiate calls directly from Outlook. Communicator automatically syncs your Outlook contacts. (When I receive a call from an unknown caller, automatically displays the *new Outlook contact* window) option, when turned on, it will open a new Outlook contact form every time you receive a call on Communicator from a number that is not on your contacts list.

Users can control if Outlook's add new contact windows shows up on Call started, answered or finished.

Phone
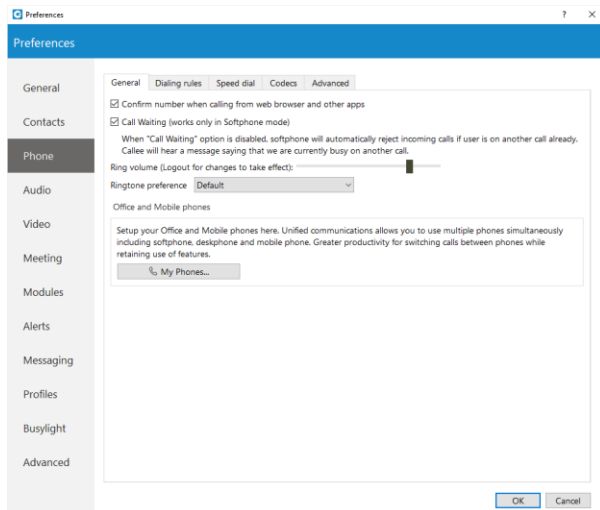
To start click on the Settings icon inside the toolbar, and navigate to the Phone Settings section. When turned on, *Confirm the Number when calling from a web browser and other apps* will ask you to confirm the number and will also give you an option to make corrections if necessary. When the *Call Waiting* option is disabled, the softphone will automatically reject incoming calls if the user is on another call already.

Callee will hear a message saying that the user is currently busy on another call. Use the ring Volume slider to adjust the ring volume.

You will need to restart the application for changes to take effect. *My phones...* button allows you setup your deskphone, softphone, and add a mobile number.

Inside the *Dialing rules tab* you can set rules for outbound calls. e.g., If you enter 061 under *text to replace* and under *replacement text* you enter 0038761, Communicator will replace every phone number that has *061* with *0038761*. However, sometimes you would only want to replace numbers that begin with 061, and not the ones ending in 061...

For a more precise replacement, you can use regular expressions. For example, if you enter 061{6}/d under text replacement, and *0038761/1* under replacement text and you turn regular expressions on, this will replace 061 digits of every number that begins with 061 and has 6 more digits with 0038761 followed by those 6 digits. E.g. 061-123-456 would be replaced with 0038761-123-456.

Enabling the *Detect and format USA and UK phone numbers for outbound calls* option will auto-detect and format your local USA & UK numbers so that they can go through the system. This may cause problems in some countries so be careful when using this feature.

Inside the Speed Dial tab click on the Add button and from a drop-down menu and choose a number from 1 to 99, and in the field next to it assign the phone number that you want to Speed dial. For example, dialing #7 will dial 061-123-456 To edit an existing speed dial number select the number from the list and click the Edit button or press Remove to remove the number.

Inside the Codecs tab, select the codecs that you wish to use. Some codecs offer higher quality but take more bandwidth, some offer better compression so they are less heavy on network resources, depending on your needs you might want to turn some codecs on or off, and if you have more than one codec you can sort them by priority using the up and down arrows on the right.

Inside the Advanced tab, you can choose to turn the encryption on or off for voice and video calls, or you can select *Use the settings from server* to use the settings that your admin has set.

Under the Register field, you can set how often Communicator will send the SIP register to the SIP Server or VoIP provider to let it know where it is. It is recommended to leave the local sip port empty to allow SIP Protocol to use any port available. However, if you wish to restrict SIP (outgoing) traffic to a specific port you can enter the port number here.

Check the *Send keep alives* option to send SIP keep-alive to the server.

Check the *Enable QoS* to enable the Quality of Service feature. QoS is a set of technologies that work on a network to guarantee its ability to dependably run high-priority applications and traffic under limited network capacity (must be supported by the user network).

The *Ringtone preference* option allows the user to select between *Default*, *Silent*, and *Custom* ringtone mode for incoming calls.

A *Default* mode will generate a standard ringtone of Communicator upon receiving a call. As the name suggests, Communicator will remain silent upon receiving a call by selecting the "Silent" mode.

Additionally, suppose the user decides to use the *Custom* ringtone mode. After selecting it, the file picker window will be displayed, allowing the user to select the desired audio file as a ringtone for incoming calls. The selected audio file must be in mp3 or wav format. However, thanks to the implemented filter, a file picker window will not display audio files that are not in the formats specified above. This way, the application ensures that the user will not be able to select an audio file with an unsupported format.

Audio
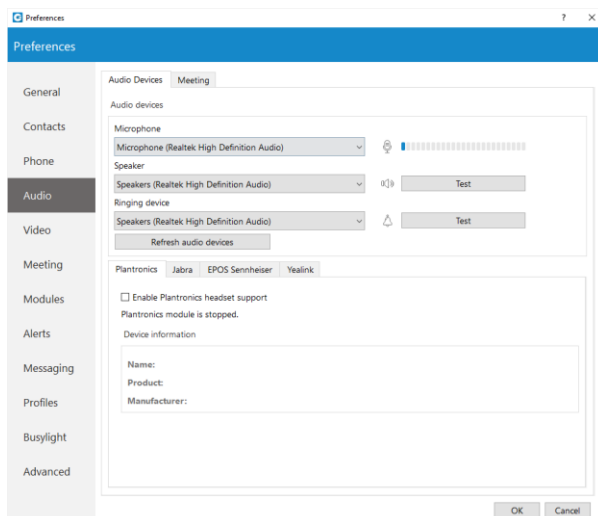
You can set input, output, and ringtone devices, or test your devices. To test your microphone, say something on it and watch the changes in the microphone progress bar. For testing your speaker or ringing device, press the Test button to hear a sound on the selected device.

Check the *Enable Plantronics headset support* option in order to integrate a Plantronics headset with Communicator. This will enable the use of Plantronics headset buttons such as answer, hold, transfer...

The same applies for Jabra and EPOS Sennheiser headsets. Turn on the *Enable Jabra headset support* option, in order to integrate a Jabra headset with Communicator. Turn on the *Enable EPOS Sennheiser headset support* option, in order to integrate an EPOS Sennheiser headset with Communicator.

Check the *Enable Yealink headset integration* option to integrate a Yealink headset with Communicator. It will enable Yealink headset buttons such as answer, hold, transfer, etc...

Plantronics Runtime (Only for Windows)
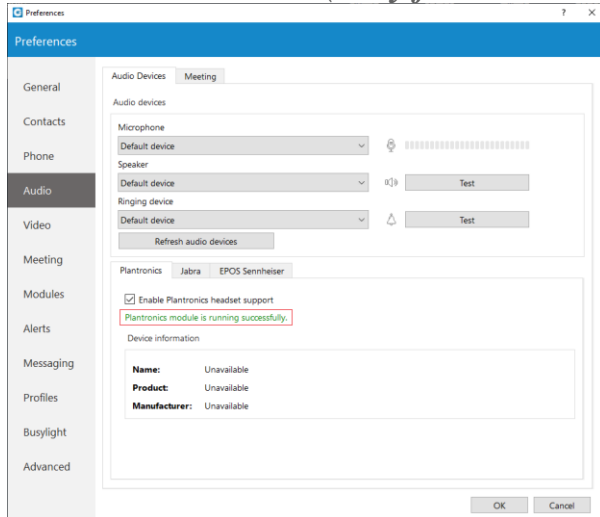
Communicator deploys Plantronics Runtime, which is required for the Plantronics module to work properly. Runtime is installed automatically during the setup wizard.

If Runtime is not installed properly for whatever reason, Communicator will detect it on startup and automatically alert the user about it. It will redirect the user to the *Preferences --> Audio* dialog where Communicator allows the user to install Runtime manually. To do that, check the *Enable Plantronics headset support* option, and click on the *Install Plantronics Runtime*.
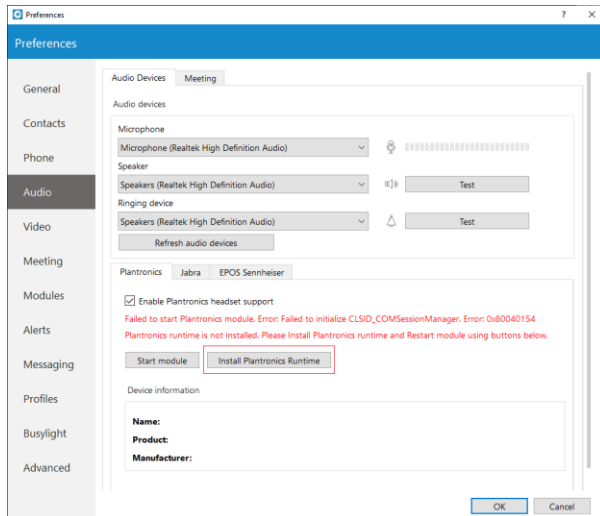
MSI installer cannot install Plantronics Runtime automatically because Windows OS does not allow to run two MSI installers at the same time. In case you are using the MIS installer to install Communicator, you should start Communicator manually and install Plantronics Runtime from the Audio dialog. To do that, please navigate to *Preferences --> Audio*. Check the Enable Plantronics headset support button, and click on the Install Plantronics Runtime, or go to the Communicator installation folder → Plantronics subfolder, and run all three MSI installers for Plantronics Runtime.

Video
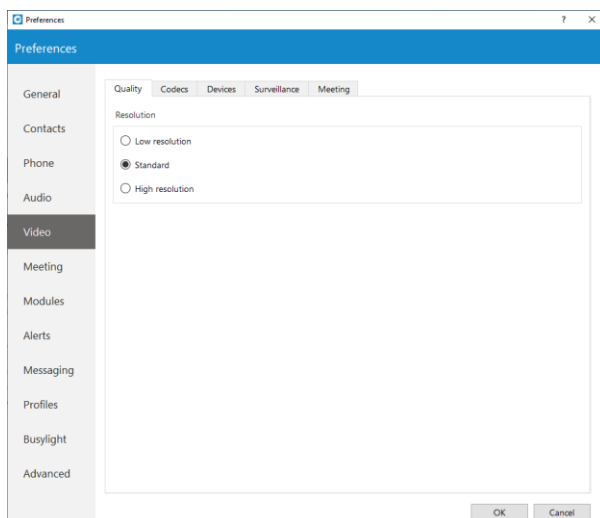
Video Settings section is divided into 5 tabs. Inside the Quality tab, you can set the resolution of the video call. You should adjust these settings based on the quality of your network connection. For example: If your bandwidth is low or you are experiencing temporary network issues, you can set the video quality to Low resolution to get better video call performance. Inside the Codecs tab, you can enable or disable video codecs, and if you have more than one codec you can sort them by priority using the up and down arrows on the right.

Under Advanced codecs settings, you can adjust how much compression the codecs will use. The higher the bitrate the less compression codecs will use, which directly relates to better video quality but also larger files. Use default values for codecs if you are not familiar with video codecs.

Inside the Devices tab, you can select the video capture device. e.g., if you have a laptop with an integrated web camera, and you connect another web camera to your laptop, you can specify which camera Communicator will use for video the call from a drop-down menu. Next, inside the surveillance camera tab, you can enable or disable the surveillance camera and choose if the surveillance camera video should always stay on top even if another window is selected. Under the URL field, enter the URL of your IP surveillance camera stream.

Please be aware that only MJEPG stream over HTTP is supported at the moment.

Meeting
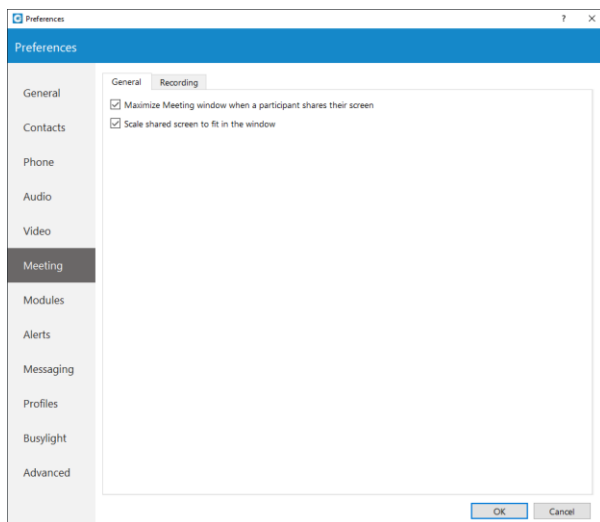
In the Meeting menu, you can set how will your meeting window look when someone shares the screen.

You have two options:

- Maximize Meeting window when a participant shares their screen.
- Scale shared screen to fit in the window
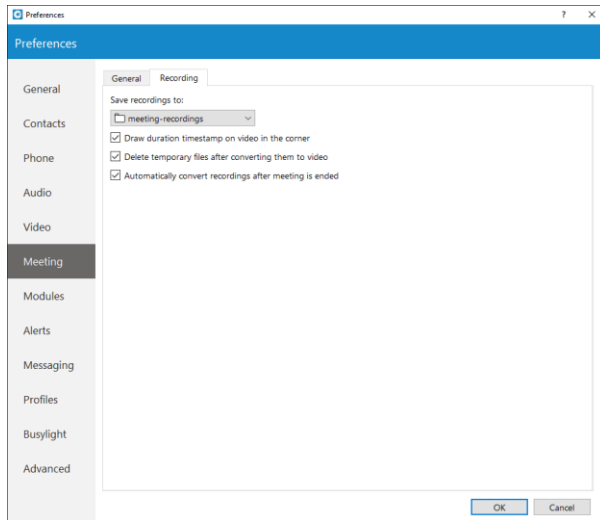
Modules

Communicator is compatible with several Customer Relationship Management solutions, such as Salesforce, SugarCRM, Zoho, Zendesk, MS Dynamics, and Bullhorn.

CRM
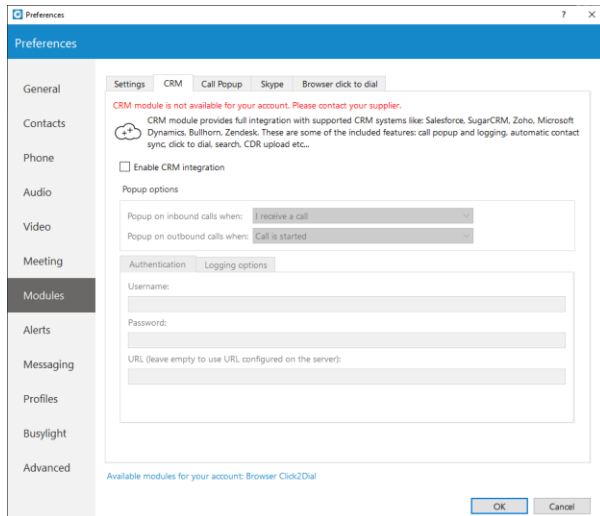
To enable *CRM integration* with Communicator, click on the Settings icon, navigate to the CRM section and check the box next to *Enable CRM integration.*

Under the Popup Options the users can set:

- When a page with customer information should open (This can be set to open when answering the call, or immediately when the phone starts ringing before even answering, and not to open at all for *Incoming calls*).
- For *Outbound calls*, the users can set it to pop up when the call is initiated or when the call is answered, and same as with Incoming calls this can be disabled by selecting the option *Never.*

Under the *Authentication*, users can enter account details for CRM. Each CRM is different and requires from the user to enter a security token, password, or a combination of both.

Under the *Logging options*, users can specify which information they want to log. Also, users can choose to log information that their admin has set by selecting the *Use the settings from the server* option.

Call Popup
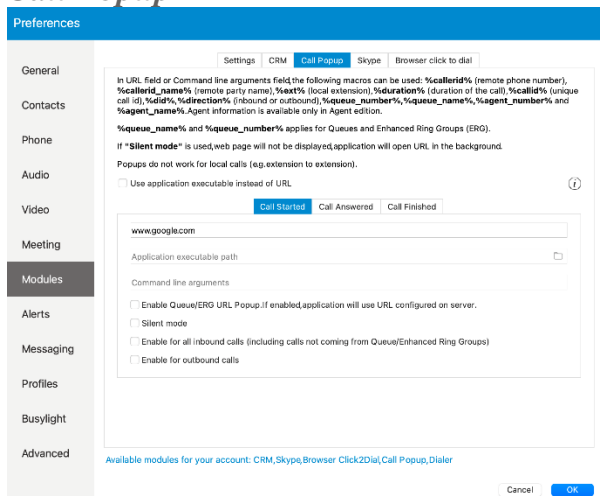
Call Popup module can be used to push the call details to the *browser* or *third-party software*. It is possible to do a Call popup based on the URL, and this can be set per Queue and ERG. This can be done only if the option *Enable Queue/ERG URL Popup. If enabled, application will use URL configured on server.* is checked. (*Preferences --> Modules --> Call Popup*).

Users can set the Call popup to open when the call has started/answered or when the call has finished. For each setting, the user can specify to enable it for Inbound and/or Outbound calls, and turn it on Silent mode. In the Silent mode, a URL request will silently be sent to the server, meaning it will not open a web browser.

Call popup is macro-based. In the URL field the following macros can be used: *callerid, callerid name, extension, duration, call id, did, direction, queue number, queue name, agent number and agent name*.

(e.g., In Call started URL field the user may enter *yourcrm.com/calls?id=⬦llerid%* and check the Inbound calls below. Now, whenever the user receives a call from a customer Call popup will open a web browser and will write the customer's phone number.).

All this information can be sent silently to the user's CRM server and create reports such as how many inbound calls the user has received, how many outbound calls the user has made, average call duration, etc.

Specify EXE file, APP in MacOS, or URL that will be executed in Call Popup module.

Alerts
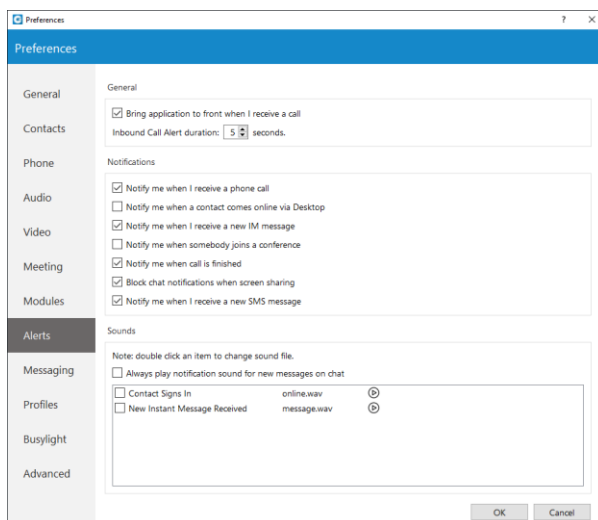
To start click on the Settings icon inside the toolbar and navigate to the Alerts section. Check the *bring application to front when I receive a call* option to bring Communicator to the front whenever someone calls you. You might not want to have your work interrupted by call alerts, in that case, you can uncheck this option. You will still be able to receive the calls, however, you will have to navigate to the application yourself.

If you want the Agent panel to pop up when you receive a call please navigate to the Alerts section in Preferences and check the option *Bring application to front when I receive a call*.

Inbound Call Alert duration can be set between 5 and 15 seconds. This option controls the duration of a small notification window that pops up in a lower right corner of the screen whenever you receive a call.

To turn off the inbound call alert completely, simply uncheck the *Notify me when I receive a phone call* option. You can also set to receive notifications when a contact comes online, when you receive a new message, when somebody joins a conference, and or when a call is finished. Only the duration of the call alert notification can be adjusted, all other notifications have a fixed duration of 5 seconds.

Under the Sounds section, you can choose to turn sound notifications on or off for contact sign-in and or for new chat messages. If you select *Always play notification sound for new messages*, you will hear a sound notification for every message received, even if you have a chat window currently open. For this feature to work the *New instant message received* option has to be selected as well, otherwise, you will hear no sound.

To preview a sound, click on the play button on the right, and if you wish to change a sound, double-click an item and select the sound file you wish to use. Please note that only .wav files are supported.

Messaging
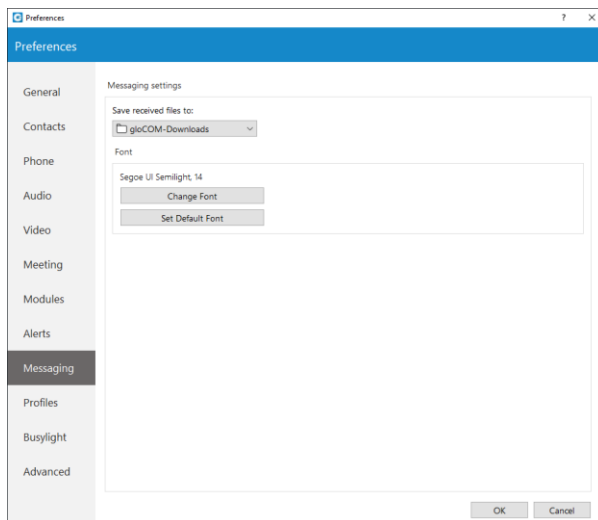
Click on the drop-down menu below the *Save received files to* and select *Other* to specify the location where Communicator will save received files. Under the *Change font* menu, the user can choose the default font for the chat layout.

The *Auto-download chat media files smaller than 500 KB* option allows the user to enable/disable auto-download for media files smaller than 500 KB within the chat conversations. By default, this option is enabled. (***Does not apply to SMS conversations***.)

Changes in this section will apply to both Chat and SMS messages.

Profiles
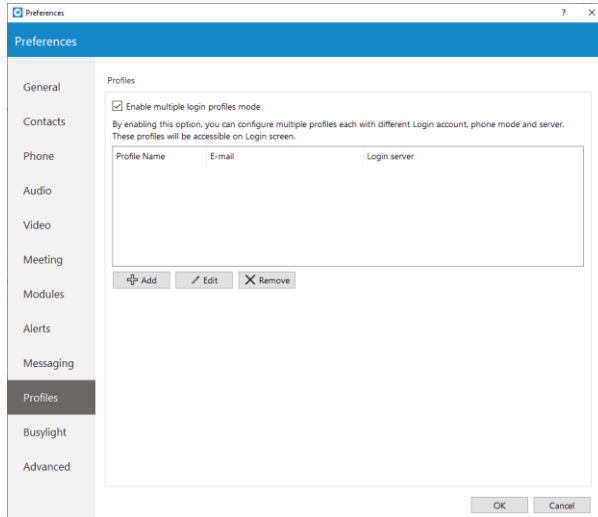
To enable profiles click on the *Enable multiple login profiles mode*. With this option enabled you can add, edit or remove an existing profile.

To add a profile click the Add button, follow the setup wizard, enter the profile name, enter your Communicator email and password, and under the Advanced tab enter the server address, and if needed specify the SIP proxy as well. When done click Next to continue.

Adjust the phone settings to your preference and click Next, review your information once more, and click Finish to create a profile. Once created you can edit the profile by selecting it from the list, and clicking the Edit button or you can remove the selected profile by clicking the Remove button.

To log in with your newly created profile on the Communicator login screen, from a profile drop-down menu select your profile and click on the Login button.

Busylight
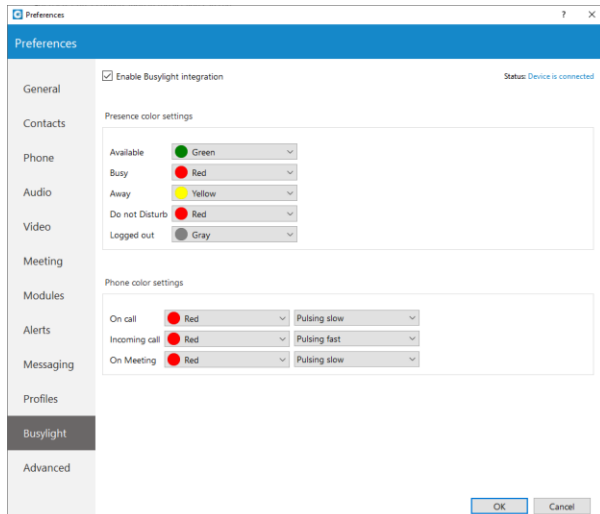
Busylight integration allows users to use their *Busylight* devices as a part of the Communicator Desktop application. This way, they can inform colleagues about their current presence status. To start using *Busylight integration*, click on the *Settings icon* placed on the right side of the main window just above the blue bar, navigate to the *Busylight* section, and check the *Enable Busylight integration* option. On the right side of the window, the user can see the status message, which gives them information on whether their device is connected or not. Furthermore, users can change the *Presence* status color for each status per their wish. By default, these colors match the *Presence* status colors within the Communicator app, and we do not recommend changing them. Additionally, users can change *Phone* status color and pulse rate as well.
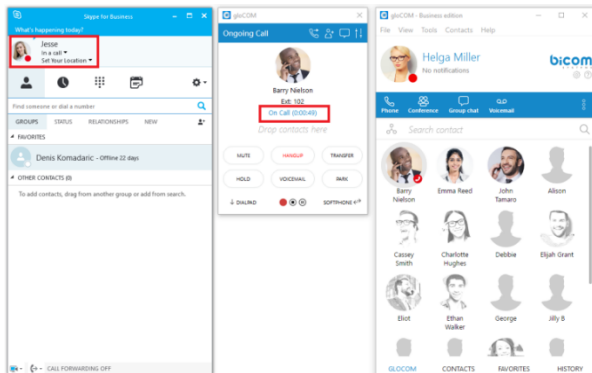
Advanced
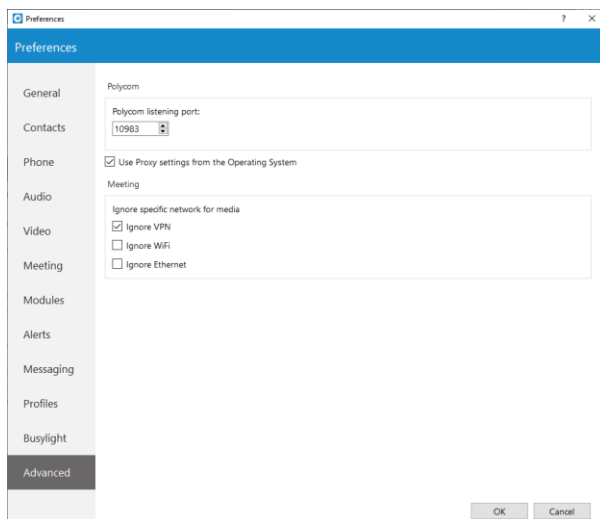
In the Advanced menu you can change the Polycom listening port to suit requirements of your Polycom phone.

The default port is set to 10983 which can be changed by clicking inside the box and entering your listening port number.

Skype for Business Module

Skype For Business module is used for integration between Skype For Business and Communicator. The idea behind this module is to provide integration between Skype For Business client and the user's phone system (PBXware).

It consists of four parts:

- Presence
- Click to dial
- Conferencing
- Control of ANY SIP deskphone/softphone/mobile device registered on the PBXware telephony platform from the PC.

Presence

Whenever a user is on a call with ANY of their devices, including deskphone, softphone, or mobile phone, Skype For Business will change its presence automatically, and other Skype users

will see this presence as *On a call*. Once the call is completed, Skype presence will revert back to the previous state.

Red marked squares are showing status change inside Skype for Business.

Click to Dial
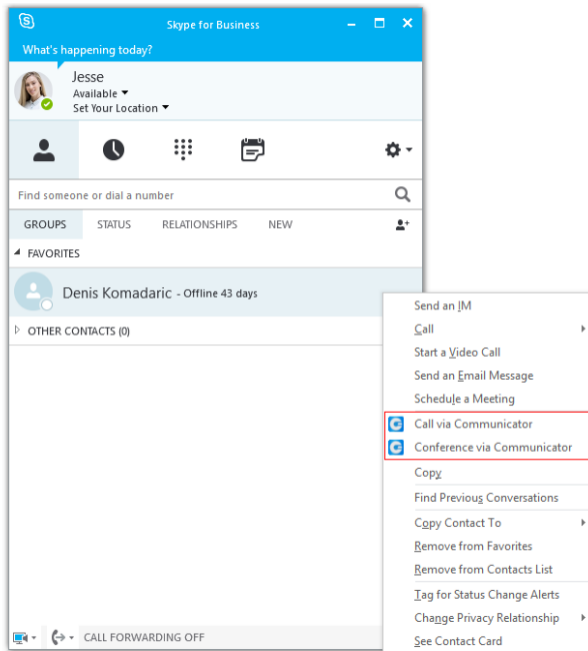
The click-to-dial plugin allows you to make regular or conference calls from Skype For Business using the PBXware phone system. It allows the user to use ANY of their devices to make the call through their Phone System.

This includes: deskphone, softphone, and mobile phone. The user can even make a call from Skype with a single click through the mobile network (GSM) and Skype will still show its status as *On Call* until the user hangs up on GSM. When click to dial plugin is enabled, two options appear in Skype For Business: *Call via Communicator* and *Conference via Communicator*. When we click on the *Call via Communicator* option, a dialogue appears, as seen in the next image. We have to choose the contact number that we want to call and the device from which we want to make a call. Only one Skype For Business contacts can be selected if we want to use this option. If the check box below *Show this window before placing a call* is selected, every time we are placing a call from Skype for Business this window will popup (this can be changed in preferences). Once we press *Call*, the call will be placed, in this case using our deskphone.
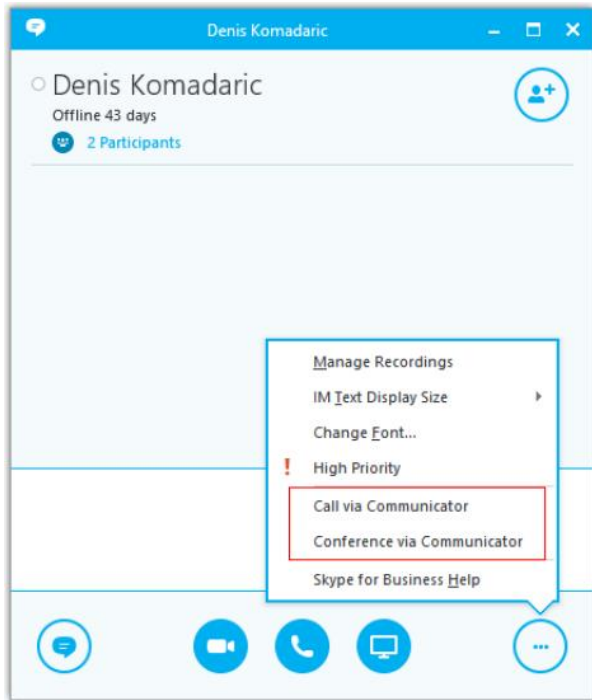
Conferencing

We can also invite Communicator contacts to this conference. We add them by typing their name or number into the search field where we can also enter any other number we want and then press *Enter*. *X button* is used to remove contact/number from the list of users that we want to invite to the conference. Once we press *Start Conference*, an audio bridge will be automatically created on the PBX, and all the invitees will join automatically. We will join on our deskphone

in this example. Although the call is in progress on our deskphone, we can see and control this audio conference on the PC in the Communicator app, as displayed in the next image.

Settings
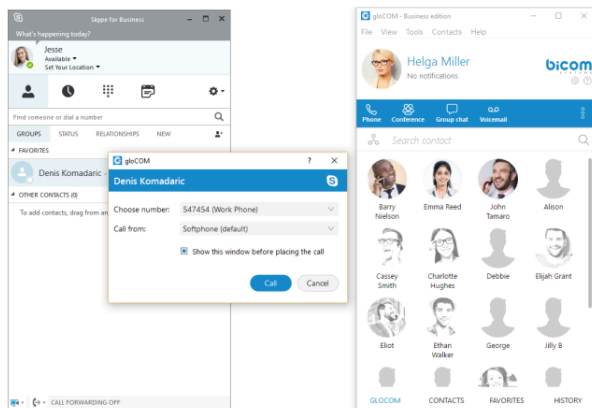
If we want to enable/disable Skype For Business module plugins for all Communicator users on one computer, we need to navigate to *Preferences --> Modules --> Skype*. After we enable/disable Skype For Business module plugins, we have to restart the Skype For Business application in order to apply the changes made. Even if these plugins are enabled, we can use them only if the logged user has Skype For Business module enabled by the supplier.