
Manual Communicator 5 MAC Business Edition (en)

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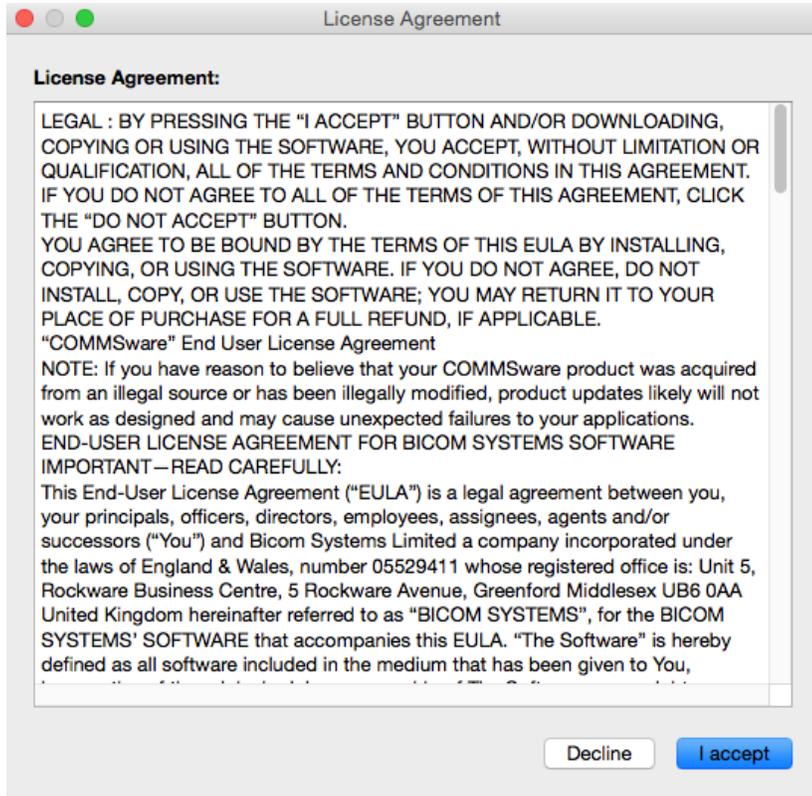
1 -Installation

To install Communicator, you must visit the next link: <https://www.tecsens.com/soporte-clientes> Communicator

Once downloaded, we will have to run the Communicator installer.

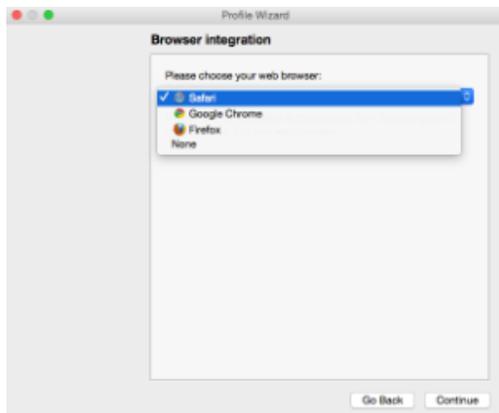
Proceed to the installation:

Accept license

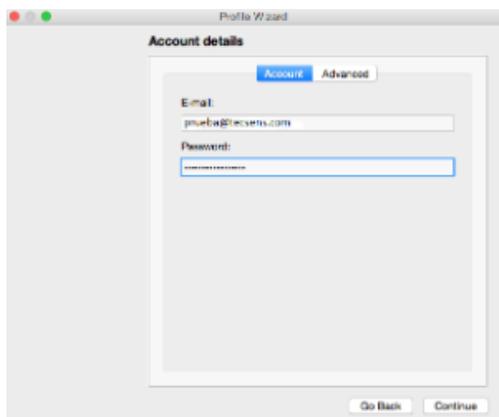


2 - Communicator configuration

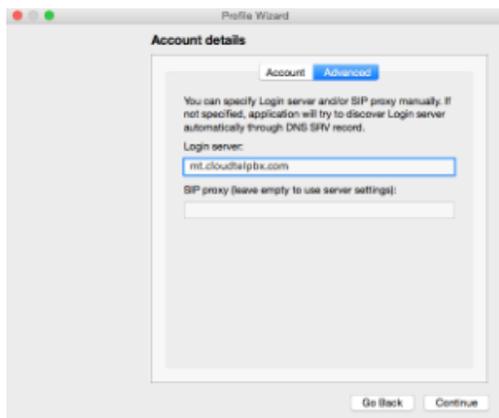
We choose the browser that we normally use to download the corresponding plugin.



We enter our email and password



We indicate the server address: mt.cloudtelpbx.com



3 - Working with communicator

3 - 1 Toolbar

- **User image:** A user-defined image that is displayed on the user's profile. You can change your avatar image by clicking on your current avatar and a new window will appear with avatar settings. Allows users to set up any resolution between 256x256 and 512x512 pixels
- **Username:** User defined name which is shown in your chat conversations.
- **Missed Calls:** Displays any missed calls or reads No Missed Calls.
- **Status and Status Message:** If left-clicked, a menu will open. The user will be able to choose his availability: Online, Busy, Do not Disturb, Away, and/or Offline. In My Settings -> Status, users can set their personal messages or news and upload their profile picture.



- **Phone:** Opens a softphone window.
- **Voice Conference:** Opens a Voice conference window
- **Group Chat:** Opens a Group Chat window.
- **Voicemail:** Opens a Voicemail window.
- **Channels:** Opens a 'Channels' window.
- **Fax:** Offers the choice to send a fax or view received faxes.
- **Show or hide video window:** Opens the webcam preview window.
- **Surveillance Camera:** Opens up a Surveillance Camera preview. This option will work only if you have your 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, point your browser to: [http://\\$IPADDRESS/](http://$IPADDRESS/) (For Example: <http://192.168.1.1/>)
 - **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 PIN assigned to the extension(ex. This field accepts the extension's PIN (e.g.1981))([0-9])
- **Parked calls:** Once a call is parked, it can be picked up by anyone at any location by dialing the parked extension.
- **Search:** Opens a Search panel below the toolbar. Type the name of the contact that you wish to locate in the search panel.
- **Settings:** Opens a Preferences window. Refer to the Preferences chapter for detailed instructions.

3 - 2 Destinations and Modules

Can place a call to any system destination, for example: extensions, queues, conferences, voicemail, system calls, or parking. 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
- Make a Video Call
- Chat with the selected contact
- Send an email to a contact
- Block the selected contact
- Call the selected contact On Available
- Check Voicemail
- Monitor calls
- Add the selected contact to 'Favorites'
- See more information about the contact
- See a chat history with the selected contact
- Re-request subscription

3 - 3 Placing Phone Calls

- **Open Phone module**
 - Click on the Phone module icon to show the Phone module.
- **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 icon to place a call.
- **Dial with Drag and Drop**
 - With your mouse click and hold any contact from the contact list, then drag the selected contact list to the phone module area, and Release (Drop) the contact.
 - Click the Dial button to place a call.
- **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.
 - Transfer to user's devices: Transfer the call from desktop to mobile.
- **Switch phone**

During a live call, you can use the Switch Phone button to initiate ringing across all registered devices so the user to continue the call on another device.
- **Call Monitor**

If your administrator enables Call Monitor on your extension in Switchboard Enhanced Services, you will be able to listen to any call 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.

3 - 4 Phone

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

- From the phone module you can set up office and mobile phones by clicking the settings icon next to missed calls information.
- Select your audio device by clicking the headset icon. It points to the Preferences->Phone->Audio devices section where you can choose which Input, Output, and Ringtone device to use.
- 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.
- The attachment sign is used to attach the phone module to the switchboard window.
- In the Phone module you can see which phone mode is set by default. If you have selected both modes, click on the dropdown menu and switch to another mode. Next to this dropdown there is a DND icon with the option to set your status to Do Not Disturb.
- Phone module area where a 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.

- When a phone number is entered, click on the Call button to place a call.



- When a phone number is entered, click on the Video button to start a Video call.



- When a new Voicemail message is available, this button will flash.
- Click on the Voicemail button to check your voicemail.

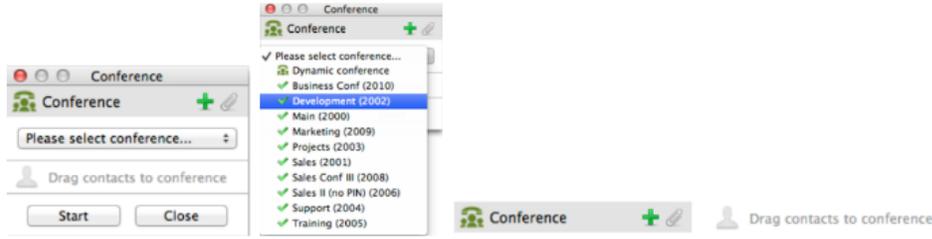


- Click on the Redial button to redial the last dialed contact or phone number.



3 - 5 Voice conference

- Voice Conference module area where the name of the module is shown.
- Plus sign used to invite a contact using his landline or mobile number.
- The attachment sign is used to attach the phone module to the PBXware window.
- Select a box to choose from a conference room **Development (2002)**
- The Voice Conference module area where a contact is shown after Drag-and-Drop.
- To remove a contact from a Chat Group, click **X**
- Click on button to start the Voice Conference. **Start**
- Click on to close the Voice Conference window and stop the Voice Conference conversation. **Close**



3 - 6 Chat in Group

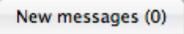
Open Group Chat module

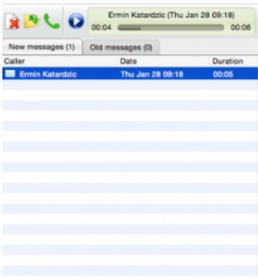
- Click on the Group Chat module icon to show the Group Chat module.

Group Chat with Drag and Drop

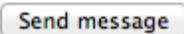
- With your mouse click and hold any contact from the contact list, then drag the selected contact from the list to the Group Chat module area, and Release (Drop) the contact. Repeat this action to Drag-and-Drop more contacts into the Group Chat.
- Click on the Start button to start a Group Chat with the selected contacts.
- Group Chat module area where the name of the module is shown.
- Attachment sign is used to attach phone module to switchboard window.
- Group Chat module area where a contact is shown after Drag-and-Drop.
- To remove a contact from the Chat Group, click on **X**
- Click to start the Group Chat. **Start**
- Click to close the Chat Group window and stop the Group Chat. **Close**

3 - 7 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 play the selected voicemail message. 
- Click tab to show new voicemail messages. 
- Click tab to show old voicemail messages. 



3 - 8 Channels

- Channels module area where the name of module is shown.
- The attachment sign is used to attach the phone module to the switchboard window.
- Click to choose a department to which the user wants to send a message. 
- Click to open a Channels message window. 
- Click to close the Channels module window and stop the Channels conversation. 

3 - 9 Sending Fax

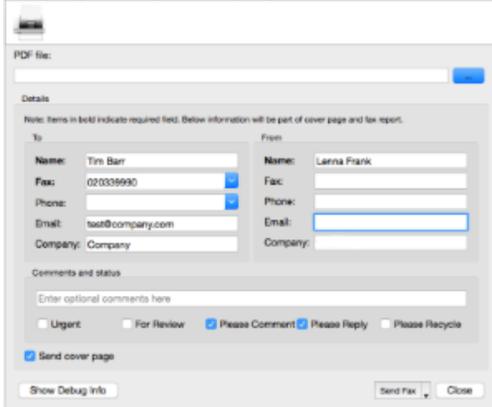
- **Outgoing faxes**
 - Click on the Fax module icon, then select Send fax to open the Fax module.
 - Read the information message and click the OK button.
- **PDF file**
 - Enter the path or browse for a PDF file that you wish to send using the icon. Information that you enter in the Send FAX wizard 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 recipient.
- **FAX:** Enter the phone number to which you want to send your fax.
- **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 username.
- **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.



Incoming faxes

- Show list of all received and pending fax documents.
- Click to Refresh the list of incoming faxes. 
- Click to Download the selected fax files to your hard drive. 

From	To	Date / Time	File
Unknown	8864	04 November 2009, 17:33	
Unknown	8864	04 November 2009, 17:30	
Unknown	8864	04 November 2009, 17:27	

3 - 10 Video Windows

- Show or hide the video window
Opens a webcam preview window.

3 - 11 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 Preferences Video Surveillance Camera*.

3 - 12 Quick List



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

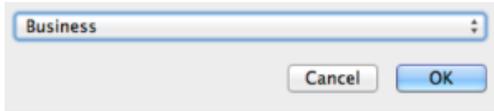
- **Contacts:** Switch to Contacts view. Displays a list of all saved and imported contacts.
- **Favorites:** Switch to Favorites view. Displays all contacts that you marked as a favorite.
- **Recent:** Switch to Recent view. Displays log of all recent missed, received, and dialed.

4 - Menu

4 - 1 Menu

- **Edition**

- Please choose your edition of according to the license.



- **Check for Updates**

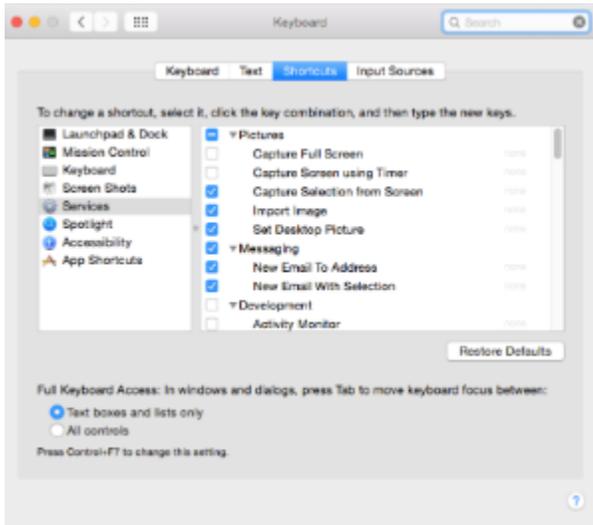
- Check online for official product updates.
- If there are updates available, the software will apply them automatically. If your software is up to date, you will receive a message as stated above.

- **Preferences**

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

- **Services**

- Provides access to Mac OS X Services and Keyboard Shortcuts. For more information about Keyboard Shortcuts, check out the Mac OS X user manual.



- **Hide**

- Click on *Hide* to make it disappear from your screen.

- **Hide Others**

- Click on *Hide Other* to make all other visible applications disappear from your screen.

- **Show All**

- Click on *Preferences* to open *preference/settings*. For more about preferences, please visit the Preferences chapter.

- **Quit**

- Click on the *Quit* button to log out from active connection(s) and close the application.

4 - 2 File

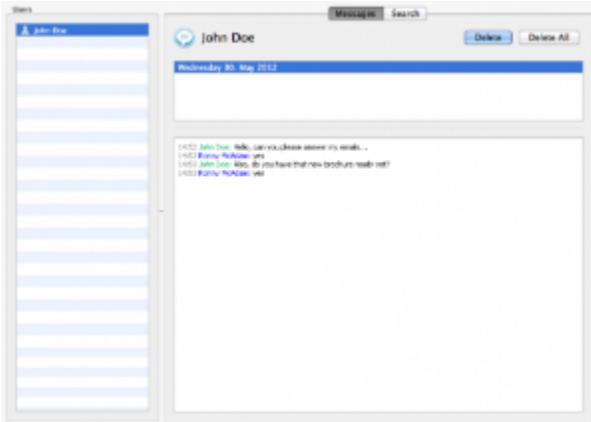
Log Out

- Click on Log Out to log out from active connection(s).

4 - 3 View

Chat History

Shows a history of chat conversation with your contacts.



- **Users** (field): List of all contacts the user chatted with.
- **Message** (tab): Displays chat history per date.
- **Delete** (button): Click on the *Delete* button to delete the selected chat conversation.
- **Delete All** (button): Click on the *Delete All* button to delete all chat conversations with selected contact.
- **Search** (tab): Users can use the Chat History Search feature to search for a term in the search history.
- **Search for** (field): Enter a term to be searched.
- **User** (select box): Select one particular or all users from the list.
- **Date** (select box): Choose any or a specific date for your search.

Departments

Show a list of company departments at the bottom of the window.

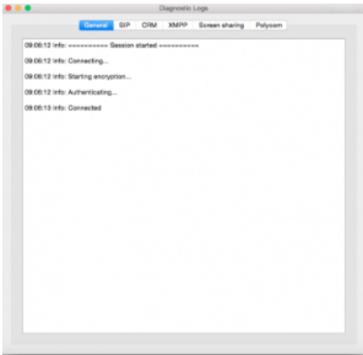
Contact

You can choose the users list layout. Choose between Large Icons, Small Icons, and Grid View.

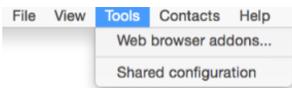


Diagnostic logs

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



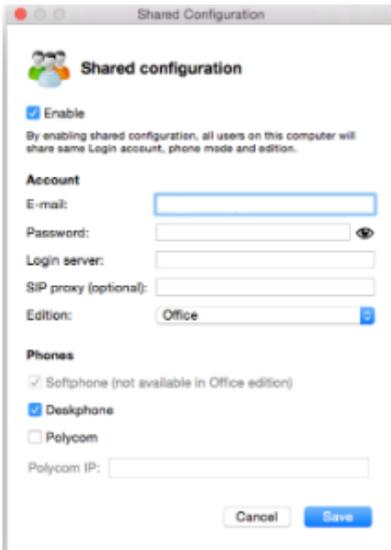
4 - 4 Tools



Get web browser add-ons

Click on Download web browser add-ons to add the browser add-on, allowing users to select and dial a phone number directly from the web page. Supported browsers: Internet Explorer, FireFox, Safari and Chrome.

Shared configuration



Enable

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

Account

E-mail: email address is displayed in this field. **Password:** in case that option "Enable" is unchecked, password will be hidden. After you check "Enable" option, 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 gloCOM. Current edition is displayed, but 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 that user chose Polycom, in this option user needs to provide IP address of Polycom phone.

4 - 5 Contacts

Contacts menu

- **Sort contacts by status:** Click to sort contacts according to status.
- **Sort contacts alphabetically:** Click to sort all contacts in alphabetical order.
- **Show only Online users:** Click to display only users that are online at the time.
- **Privacy List:** Click on the Privacy List to view blocked and hidden users.

5 - Preferences

5 - 1 General

General settings

Launch application at startup

- If checked, this allows to start up automatically when the OS starts.

Language

- Select your language.
- Click on the Add language button to add another language.

NOTE: Application restart is required

Always on Top

- Select one of the following options:
- Disable always on top
- All other windows are behind the window
- Call window always on top
- All other windows are behind the call window
- Call and Contacts window always on top

Diagnostic logs

- If this option is enabled, then all SIP and PWProxy information will be logged.
- SIP logging level:

Here you can set a level of verbosity for SIP logging. You can choose between 1 - 10 levels.

- Jabber logging level:

You can choose between four logging levels for Jabber: Error, Warning, Info; Debug.

Tray icon blink duration (for pending notifications)

- User can set how long icon notifications will blink for pending, not reviewed notifications.

When you make a change, click *OK*. If you do not want to make any changes, click *Cancel*.

Diagnostic logs

- If this option is enabled, then all SIP and PWProxy information will be logged.
- **SIP logging level:**

Here you can set a level of verbosity for SIP logging. You can choose between 1 - 10 levels.

- **Jabber logging level:**

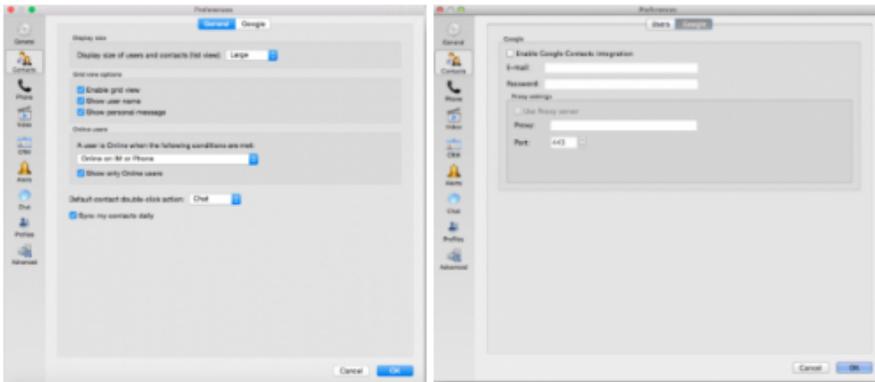
You can choose between four logging levels for Jabber: Error, Warning, Info; Debug.

Tray icon blink duration (for pending notifications)

- User can set how long icon notifications will blink for pending, not reviewed notifications.

When you make a change, click *OK*. If you do not want to make any changes, click *Cancel*.

5 - 2 Contacts



Users

Display size

Please select the display size of the contacts

- This option applies for the list view only.

Grid view

Enable grid view

- When this option is checked, will show users in a grid view (thumbnails).

Show name

- Show the names of contacts.

Show a personal message

- Show status of contacts.

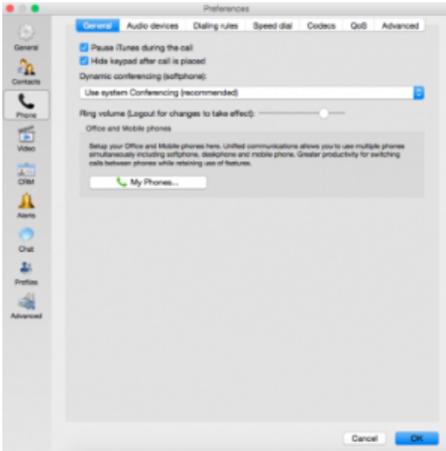
Online Users

- Allows the user to define conditions that need to be met for a user to be considered an 'online' user. In the main window, the user has the option to show only "Online" users.
 - Online on IM and Phone: when this option is selected, a user will be considered "Online" if he is available for both Chat and Phone calls.
 - Online on IM or Phone: when this option is selected, a user will be considered "Online" if he is available for either Chat or Phone calls
 - Online on IM: shows only contacts who are logged. When this option is selected, a user will be considered "Online" if he is available for Chat.
 - Online on Phone: shows only contacts who are connected with their phone. When this option is selected, a user will be considered "Online" only if he is available for Phone calls.

Default contact double-click action:

- When you choose the chat option, double clicking a contact will open a chat window.
- If you choose the call option, double clicking a contact will call the contact.

5 - 3 Phone



General

Pause iTunes during the call: *If you answer a call while listening to music on iTunes, the song will be paused.

Hide the keypad after a call is placed

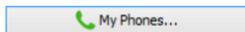
Dynamic conferencing (softphone)

- Use system Conferencing (recommended) - the server is used for mixing audio (DYNAMIC conference on Asterisk)
- Use 3-way conference call (SIP) - SIP client to make 2 calls on local computers is done by mixing

Ring volume: Logout for changes to take effect.

Office and Mobile phones

Set up your Office and Mobile phones here. Unified Communications allows you to use multiple phones simultaneously including a softphone, desk phone, and mobile phone.



My phones...(button): When you click on the My Phones button, a new window will open with two tabs, Office and Mobile.

Office

- **Softphone:** If you check "Use softphone", you can place and receive phone calls using your computer.
- **Desk phone:** If you check "Use desk phone", you can control calls on your IP desk phone from your computer.

Note: If your desk phone is Polycom, check "My desk phone is Polycom" and enter the IP address of the phone in the "Polycom IP address" field. Click Configure so you can configure Polycom for use.

Mobile: Click on the Mobile tab and click the + icon to add a Mobile phone number and its label.



Audio devices

Input devices

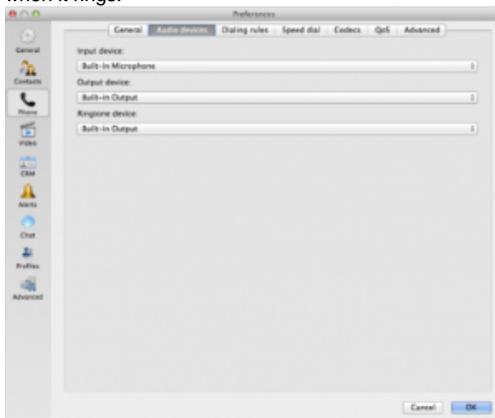
- Microphone device

Output devices

- Headphones or other sound device.

Ringtone

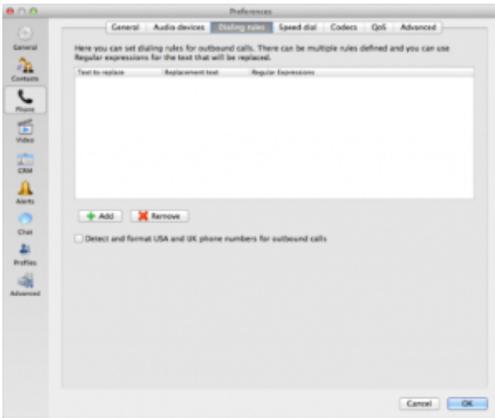
- Separate audio device, but it can be the same as the output so that you do not have to keep your headphones on all the time to hear the phone when it rings.



Dialing rules

- Here you can set dialing rules for outbound calls.
- For example, if a user copies and pastes a phone number (from the clip board) and it starts with a + sign, it will be replaced with the international dialing code 00 by applying the following rule.
- Multiple rules can be defined.
- The Add and Remove buttons are used to add another dialing rule or to remove the selected rule from the list.

Regular expressions can be used for the text that will be replaced.

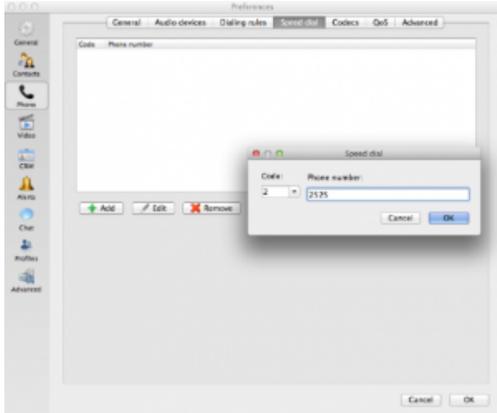


Text to replace	Replacement text	Regular Expressions
	+	<input checked="" type="checkbox"/>

Speed dial

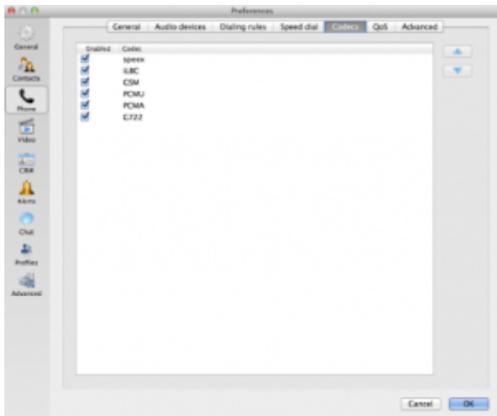
Added speed dial.

The user can configure speed dial. The allowed digits are in the 1-99 range. This is not to be confused with the switchboard speed dial. This is a local option saved on the computer where is running



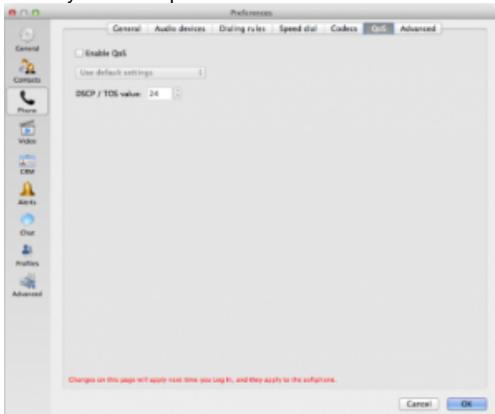
Codecs

List of available audio codecs sorted by priority.

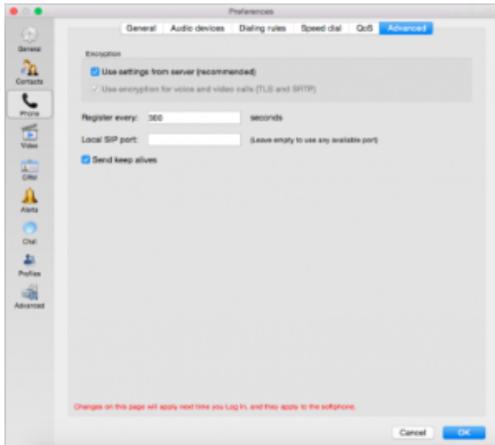


QoS

- Allows you to incorporate QoS and the determined value.



Advanced



Register every

- The number of seconds after which gloCOM will re-register the SIP softphone.

Local SIP port

- Which port to bind on locally (on the PC). Leave empty to use any available port.

Logging level

- Which port to bind on locally (on the PC).

Send keep alives

- Enable this option for to send SIP Keep-Alives to the server. Contact your system administrator for more information.

5 - 4 Video

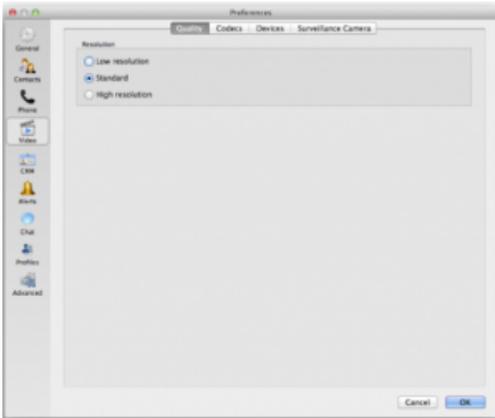
In order to use Video Calls.

Make sure your UAD in *Profile General*

Quality

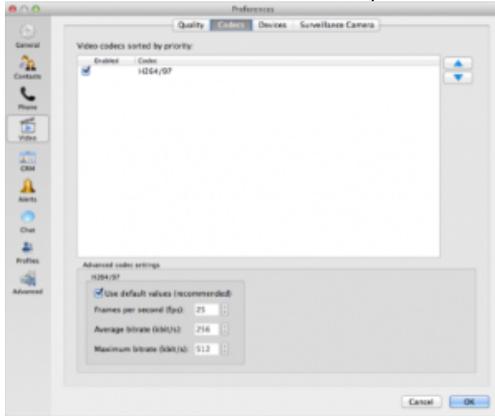
- **Resolution**

Here you can change the quality of your video. For example: If your bandwidth is low or you are experiencing temporary networking issues, you can set the video quality to *Low resolution* to get better video performance.



Codecs

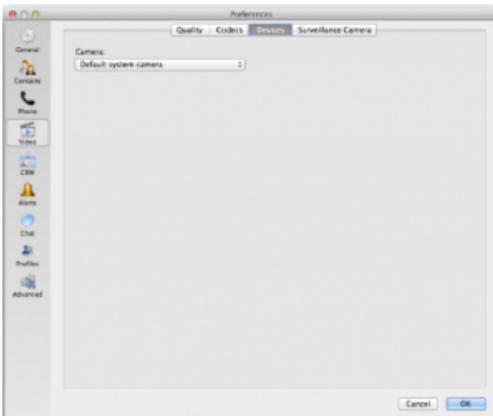
- List of included/excluded codec. You can prioritize the codec; the same is true for video.



Devices

- Contains all of the cameras that you have on your PC + colorbar generator.

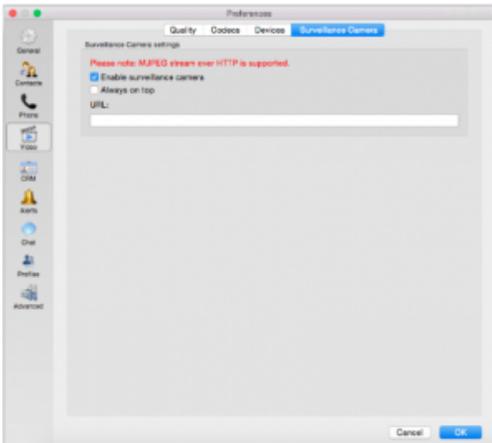
NOTE: Colorbar generator is used for testing video.



Surveillance Camera

- Surveillance Camera settings

Enables you to watch your IP surveillance camera stream at all times by simply entering its URL. Now you can turn surveillance on or off with a single click of the mouse or position it to be always on top by checking the box *Always on top*



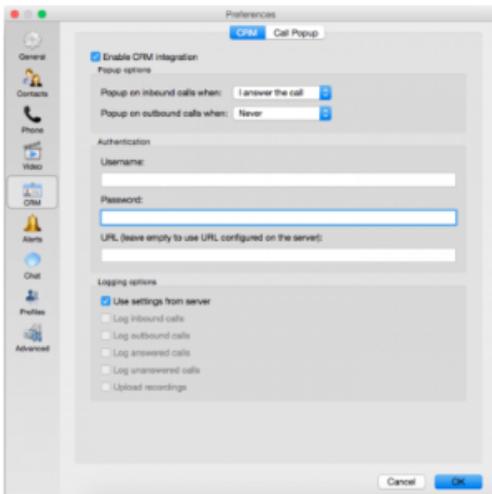
5 - 5 CRM

Customer Relationship Management (CRM) is a widely implemented model for managing a company's interactions with customers, clients, and sales prospects. It involves using technology to organize, automate, and synchronize business processes: sales activities, marketing, customer service, and technical support. Offers implementation with your CRM system and it will make it even more efficient.

Is compatible with several Customer Relationship Management solutions. We now support Salesforce, SugarCRM, Zoho, and Zendesk.

For example, if you have a CRM with all of your customers' information in it (names, phone numbers, addresses etc.) set up for working with this:

When an inbound call comes into it will pass the Caller ID to your CRM, the system will match it with your customer's entry, and your default web browser will be launched with information about that customer.



CRM Popup options

- **Popup on inbound calls when:**
Choose when you want to launch the CRM customer page. Options: -When I answer the call -When I receive a call -Never
- **Popup on outband calls when:**
Choose if you want to launch the CRM customer page on outband calls. Options: -Never -When the call is started -When the call is answered

Authentication

- **Username:**
Here you will provide the username of your CRM account.

- **Password:**

Enter the password of your CRM account.

- **URL:**

The default URL that uses to connect and work with the CRM Integration Service. For local services, this URL is configured on the server, but each instance can set its own address if needed.

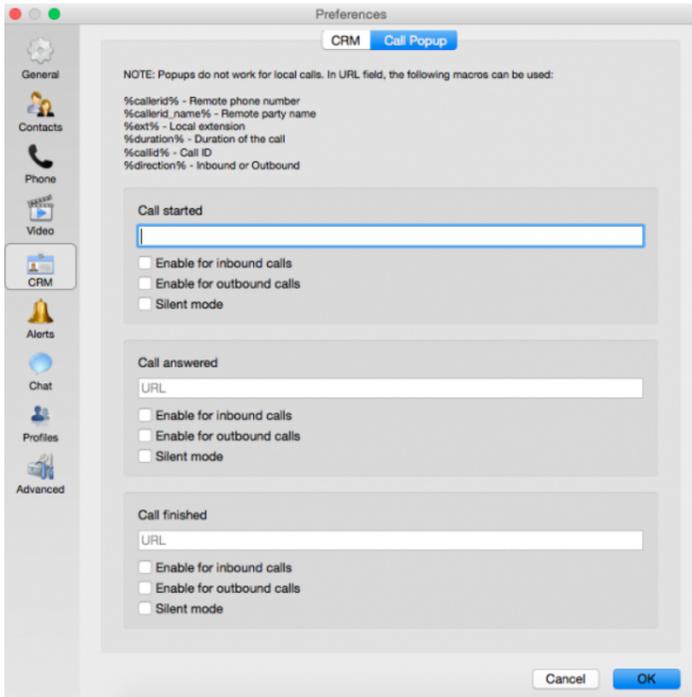
Logging options

Here you can choose whether you want to use logging options from the server or you want to configure which details to log. Logging options are useful if you notice some unexpected behavior so you can check log files for more information. Options:

- Use settings from the server
- Log inbound calls
- Log outbound calls
- Log answered calls
- Log unanswered calls
- Upload recordings

When integrated with any of the aforementioned CRMs, will synchronize CRM contacts and display them in the CRM contacts tab.

Call Popup



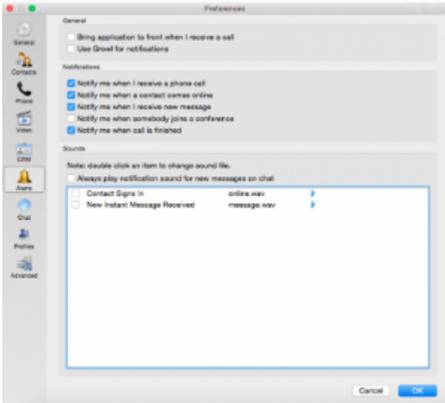
Custom information is represented by macros in the URL. Once the URL is used during a call, the macros will be replaced with corresponding information from the call. For every URL request, except in silent mode, a website matching the URL will be shown in the browser.

Note: Popups do not work for local calls. In the URL field, the following macros can be used:

%callerid% - Remote phone number
%callerid_name% - Remote party name
%ext% - Local extension
%duration% - Duration of the call
%callid% - Call ID
%direction% - Inbound or Outband

In the silent mode, the URL request will silently be sent to the server.

5 - 6 Alerts



Bring the application to the front when I receive or place a call

- If this option is checked, will be brought to the foreground when a user receives (or places) a call.

Notifications

- The user can decide when should send notifications.
 - Notify me when I receive a phone call
 - Notify me when a contact comes online.
 - Notify me when I receive a message.
 - Notify me when somebody joins a conference

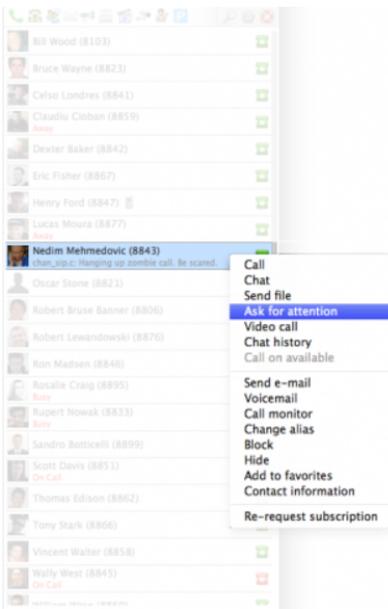
Sounds

Note: double click an item to change the sound file.

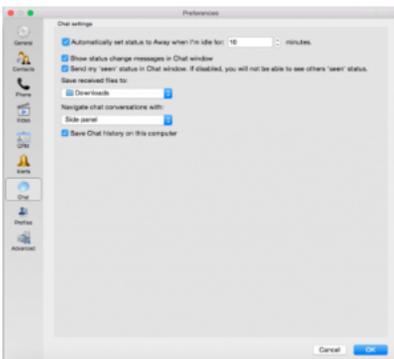
- The user can set to use sound notifications when:
 - A contact signs in.
 - A new instant message is received.

Added nudge (immediate attention) feature.

If user needs immediate attention from another user, this feature gets it.



5 - 7 Chat



Automatically sets status to Away when I am idle for:

- Use this option to decide after how much idle time should show you as Away.
- This option is related to user's activity (computer usage), so if no action is done on your computer after the set number of minutes, will change your status to Away.

Show status change messages in the Chat window: If checked, while in a chat conversation with another contact, if the user goes away or becomes busy, a message will be displayed in that chat window and the contact will be able to see the message. For example, John Doe went away.

Save received files to: Here you can specify the location where will save received files:

- Documents
- Other

Navigate chat conversations with: Here you can set the layout of the chat window. Whether you want your chat conversations to be in the Side Panel or in Tabs.

Save Chat history on this computer: Click on check box for this option in case that you want to save your chat history on your computer.

5 - 8 Profiles

Profiles: Use the *Add* button to create a new profile. Use *Edit* and/or *Remove* on existing profiles on the list.

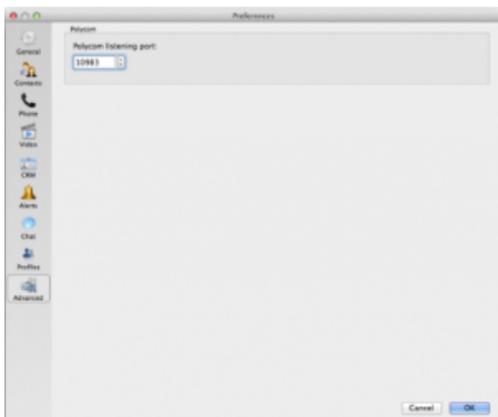
Add a new profile

- Click on the *Add* button and a popup window will appear.
- Fill in all fields to properly configure.
- **Profile name:** Enter any desired name (A-Z, 0-9), for example: John Doe.
- **Server:** The server host name or IP address of PBXware
- **Extension:** Your phone's local extension, for example: 1029.
- **Secret:** Your password is the secret code that you need for authorization with switchboard, for example: 93sU2e_2%
- **UAD:** Choose User Agent Device that you use.
- Click the *OK* button to save the configuration and finish, or the Cancel button to exit the configuration without saving.
- **Edit Profile**



NOTE: Multiple profiles are not available in Shared configuration mode.

5 - 9 Advanced



Polycom

- **Polycom listening port:** Specifies the local port on which will listen for Polycom events.

6 - Support

In case of any incident, the client can contact TECSSENS® by email (preferably),

at sac@tecsens.com and also by phone, during office hours, by calling **902 884 080**.

The hours of customer service are:

- **Monday to Thursday** from 9 a.m. to 6.30 p.m. (no holidays)
- **Friday** from 9 a.m. to 3 p.m. (not holidays)