



# Communicator GO 6 General Overview

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# TABLE OF CONTENTS

INSTALLATION .....	3
CONFIGURING COMMUNICATOR .....	8
WORKING WITH COMMUNICATOR .....	11
LOG IN .....	11
TOOLBAR .....	14
PERSONAL DIALER .....	17
DESTINATIONS AND COMMUNICATOR MODULES .....	19
PLACING PHONE CALLS .....	21
PHONE .....	26
VOICE CONFERENCE .....	30
COMMUNICATOR MEETING INTRODUCTION .....	34
SECURITY OPTIONS .....	34
STARTING A MEETING .....	40
MEETING LIST .....	42
UPCOMING MEETINGS .....	43
RECURRING MEETINGS .....	44
RECENT MEETINGS .....	45
SCHEDULE A MEETING .....	45
JOIN BY NUMBER .....	48
MEETING INTERFACE .....	48
VIDEO MEETING .....	52
SCREEN SHARING .....	53
CHAT .....	55
PRESENCE .....	79
VOICEMAIL .....	86
AGENT PANEL (AVAILABLE IN COMMUNICATOR CALL CENTER EDITION - AGENT EDITION AND SUPERVISOR EDITION) .....	87
PLACING VIDEO CALLS .....	113
SENDING FAX .....	114
SUPERVISOR PANEL (AVAILABLE ONLY IN COMMUNICATOR SUPERVISOR EDITION) .....	119
CAMERA .....	139
ONLINE SELF CARE .....	139
OPTIONS (3 DOTS) MENU .....	140
CENTRAL PHONE BOOK .....	144
QUICK LIST .....	145
MENU .....	146
FILE MENU .....	146
TOOLS MENU .....	147
HELP .....	152

<b>PREFERENCES</b> .....	156
<b>GENERAL</b> .....	156
<b>CONTACTS</b> .....	158
<b>PHONE</b> .....	159
<b>AUDIO</b> .....	161
<b>VIDEO</b> .....	162
<b>MEETING</b> .....	164
<b>MODULES</b> .....	165
<b>ALERTS</b> .....	168
<b>CHAT</b> .....	169
<b>PROFILES</b> .....	170
<b>ADVANCED</b> .....	171
<b>SKYPE FOR BUSINESS MODULE</b> .....	172

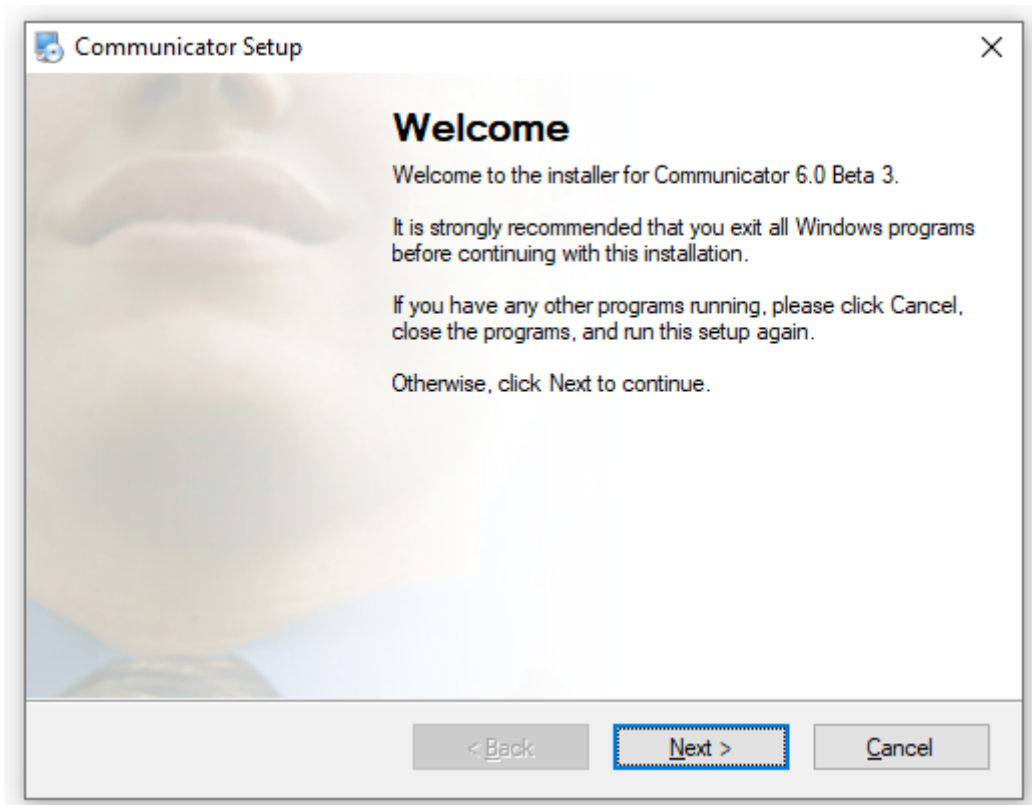
# Installation

We suggest to always use the standard setup.exe instead of the MSI package if possible because the standard setup.exe takes care of prerequisites and installs them automatically for the user.

Please download Communicator 6.0 from our official website [www.bicomsystems.com](http://www.bicomsystems.com).

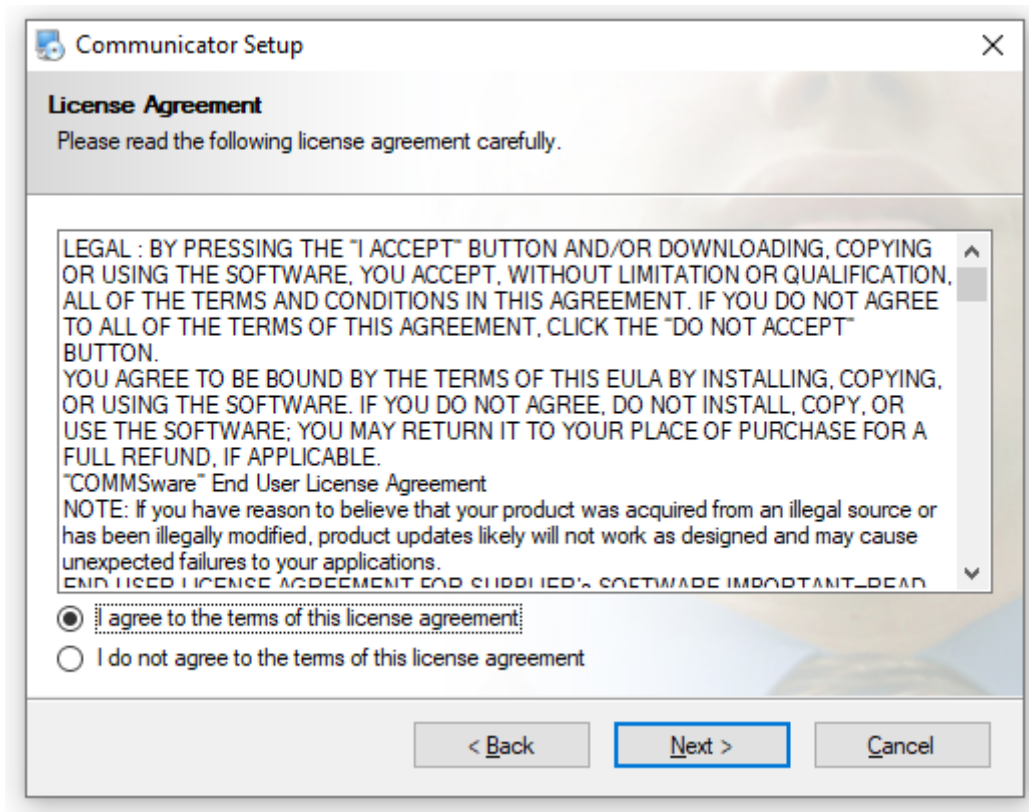
After the download is finished, click on the icon to start the installation.

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.

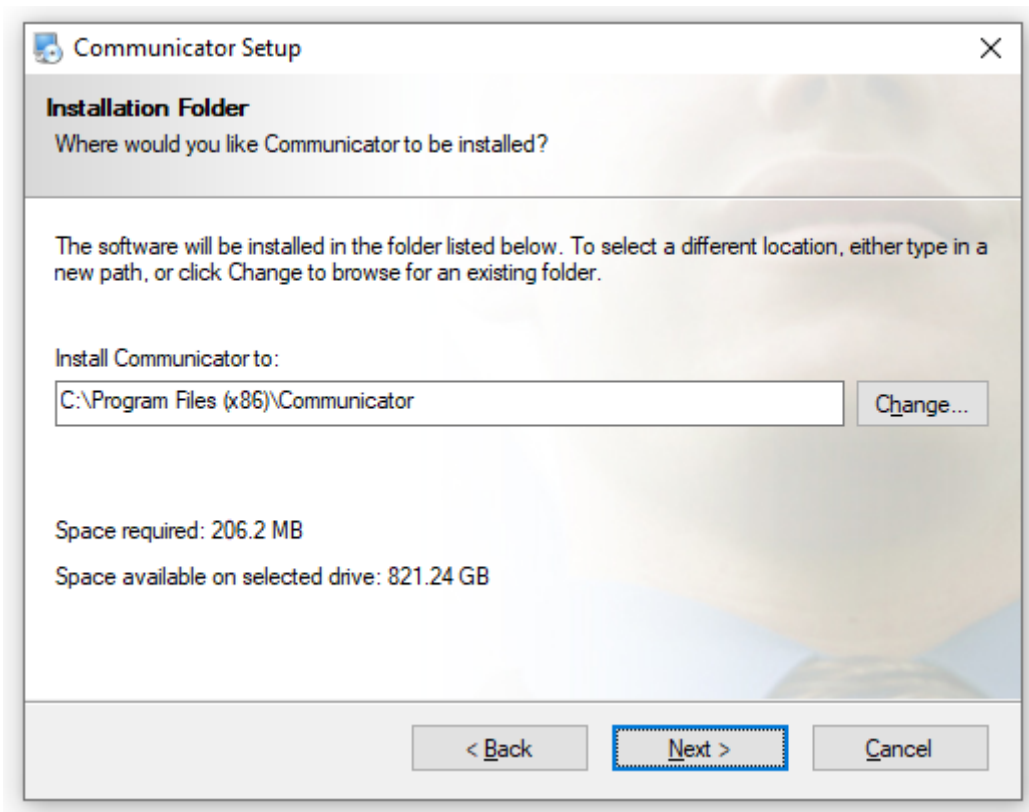


Read the license agreement and select 'I agree' if you accept the License Agreement. Click on the Next button to proceed with the installation or click on the Cancel button to exit the installation wizard.



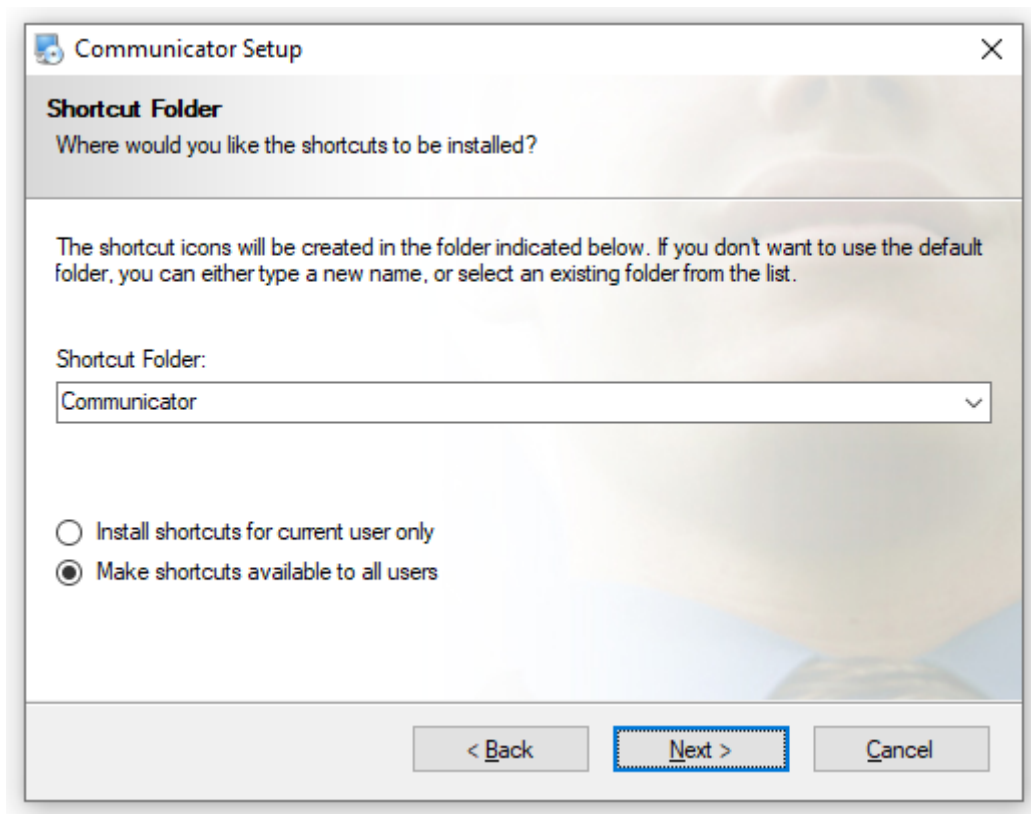


The Installation Folder window sets the default location where the Communicator installation will reside. By default C:\Program Files\Bicom Systems\ Communicator is offered. To select a different location, click on the Change button. When done, click on the Next button to proceed with the installation or click on the Cancel button to exit the installation wizard.

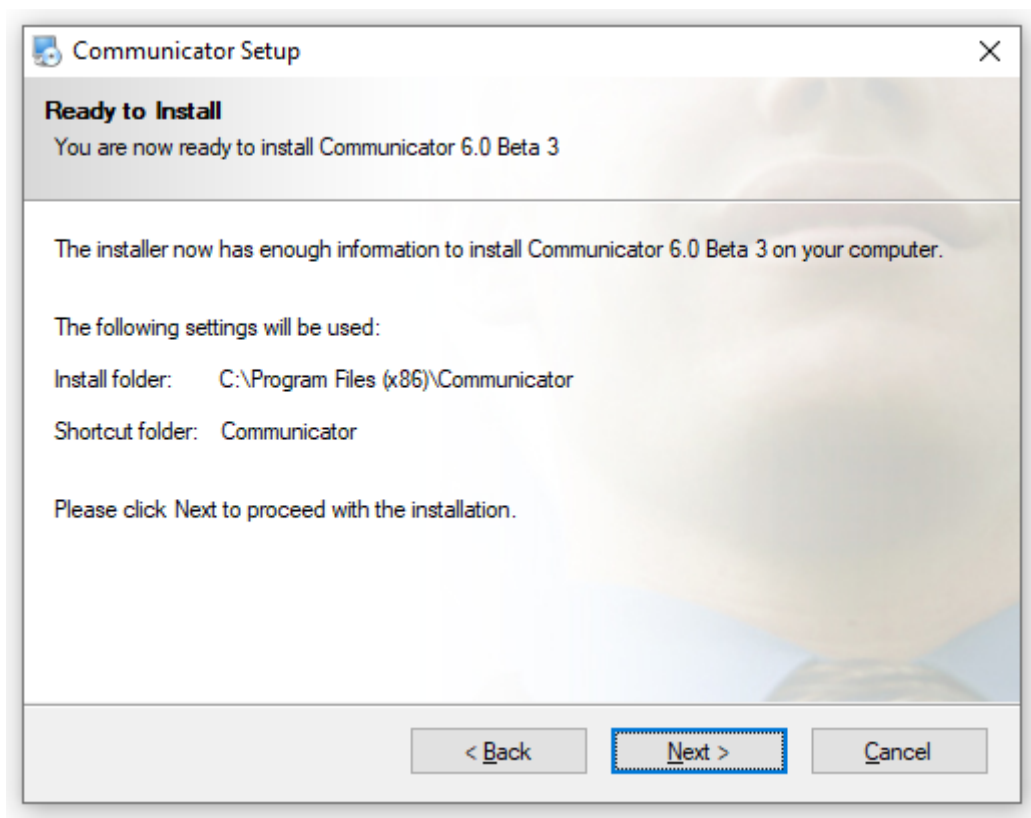


The Shortcut Folder window sets how the Communicator shortcut will be displayed on the Windows Start menu. Select the preferred shortcut under the Shortcut Folder select box and click on the Next button to proceed with the installation, or click on the Cancel button to exit the

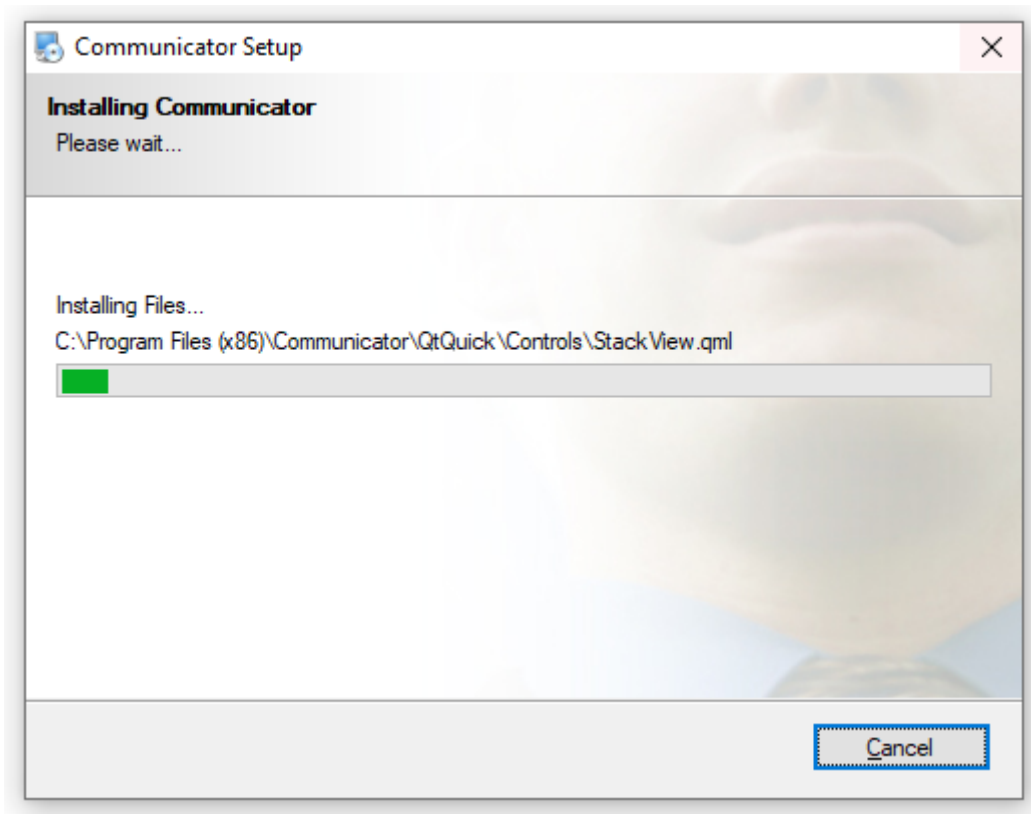
installation wizard.



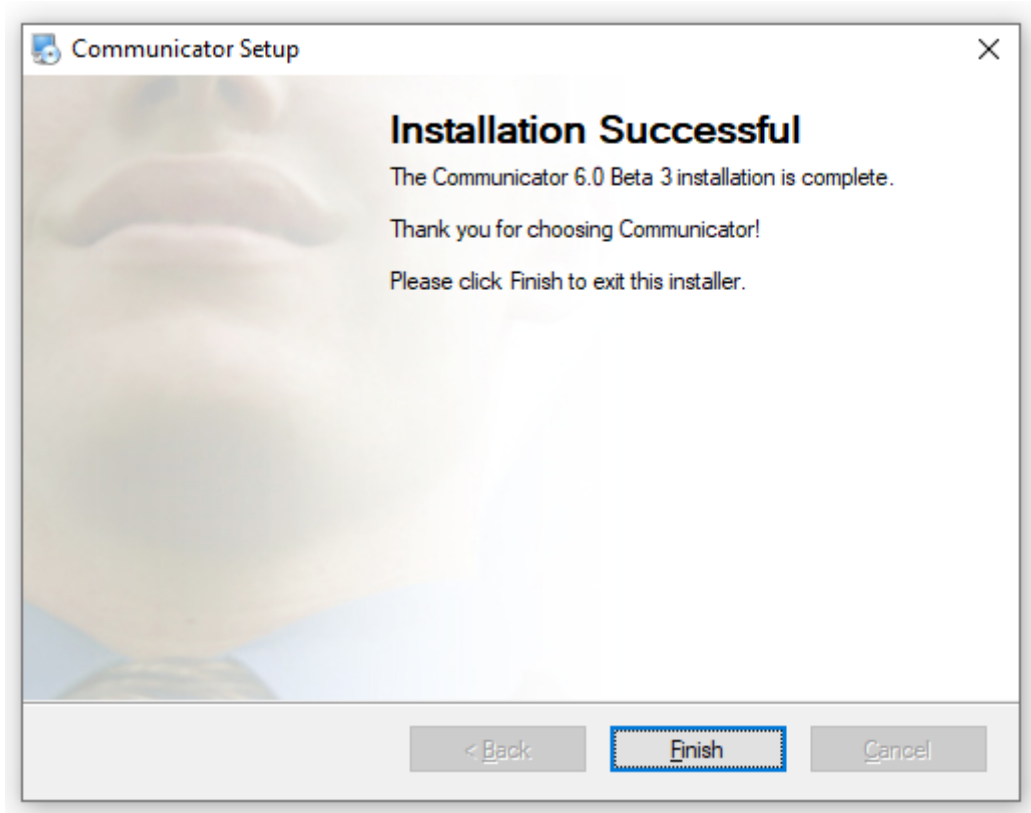
The Ready-to-Install window summarizes the Installation wizard steps and displays all of the selected options. If you agree with these, click on the Next button to proceed with the installation or click on the Cancel button to exit the installation wizard.



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



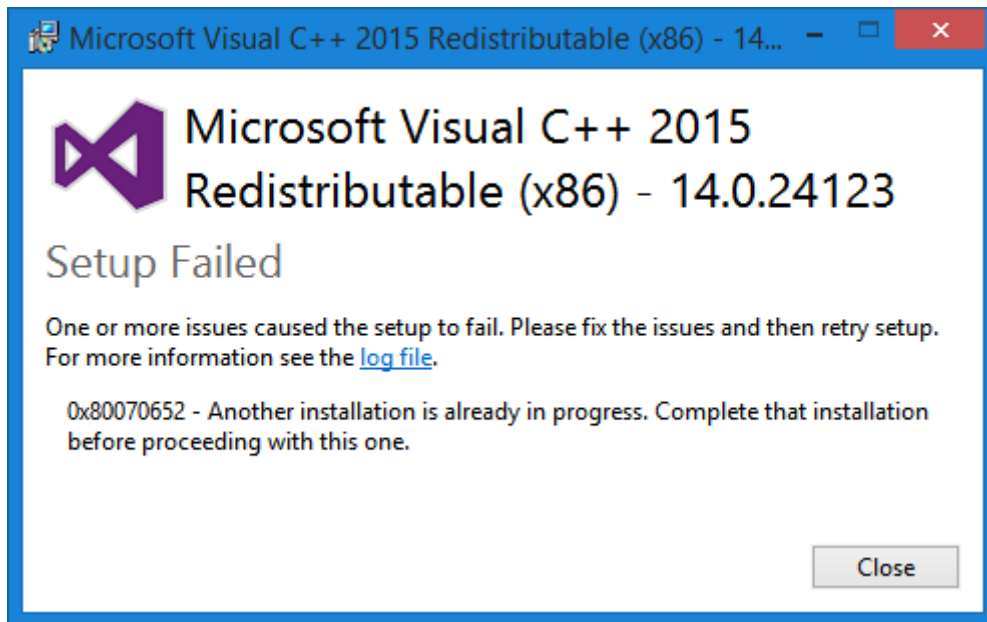
After this step, you'll see the 'Installation Successful' window. Click on the Finish button to close the window and finish the installation.



## 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.



Windows Terminal Server installation

## Configuring Communicator

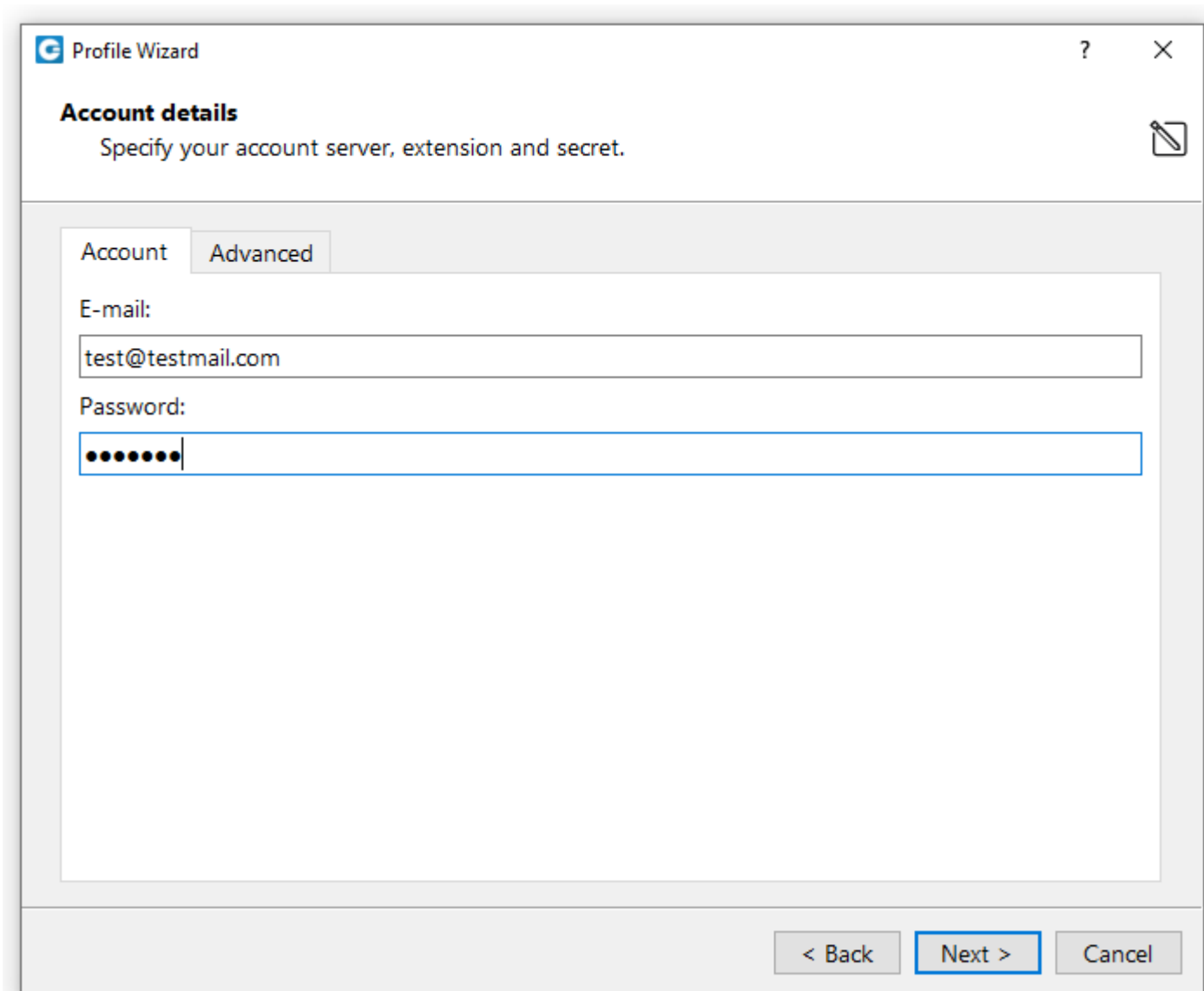
After the installation process, you need to configure Communicator. Click on the Communicator icon and the Profile wizard will appear. To continue with the configuration click the Next button.

### 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: `test@testmail.com`
- User password, for example: `93sU2e_2%`



The screenshot shows a window titled "Profile Wizard" with a close button (X) and a help button (?). The main heading is "Account details" with a subtext "Specify your account server, extension and secret." and a pencil icon for editing. Below this are two tabs: "Account" (selected) and "Advanced". The "Account" tab contains two input fields: "E-mail:" with the value "test@testmail.com" and "Password:" with masked characters "••••••". At the bottom are three buttons: "< Back", "Next >" (highlighted with a blue border), and "Cancel".

- **Advanced**

- Server address, for example: voip.bicomsystems.com or 192.168.2.2
- SIP proxy (leave empty to use server settings)

**Profile Wizard**

**Account details**  
Specify your account server, extension and secret.

**Account** **Advanced**

You can specify Login server and/or SIP proxy manually. If not specified, application will try to discover Login server automatically through DNS SRV record.

Login server:  
192.168.2.2

SIP proxy (leave empty to use server settings):

☒ Use Proxy settings from the Operating System

< Back   **Next >**   Cancel

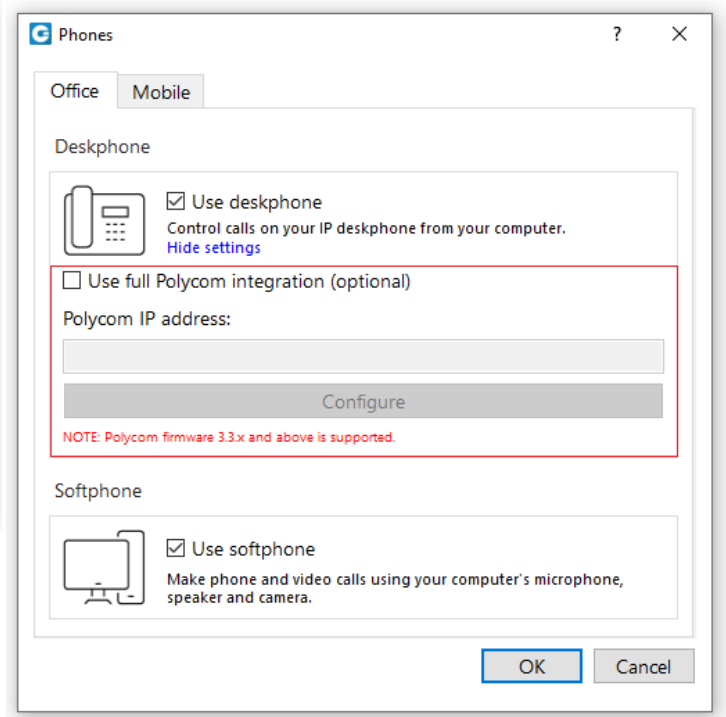
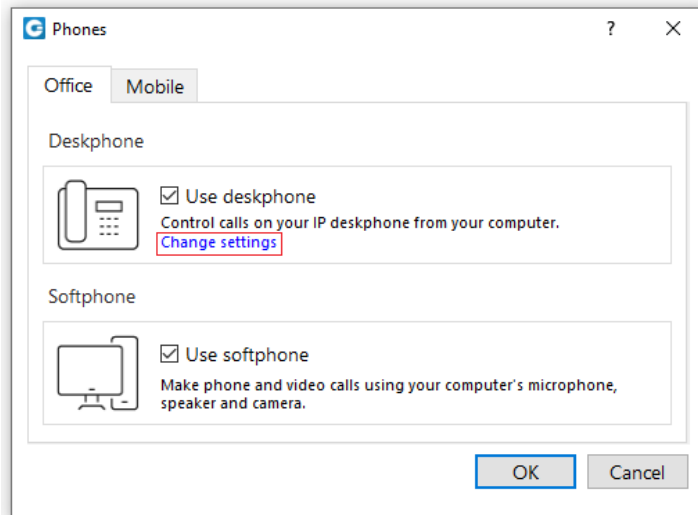
After you click Next, Communicator will try to connect to the specified server with the user's account details. If the account details are wrong, a red warning will appear. Otherwise, a Change Password pop-up window will appear telling you to change your password since this is the first time you are 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 for 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.

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.

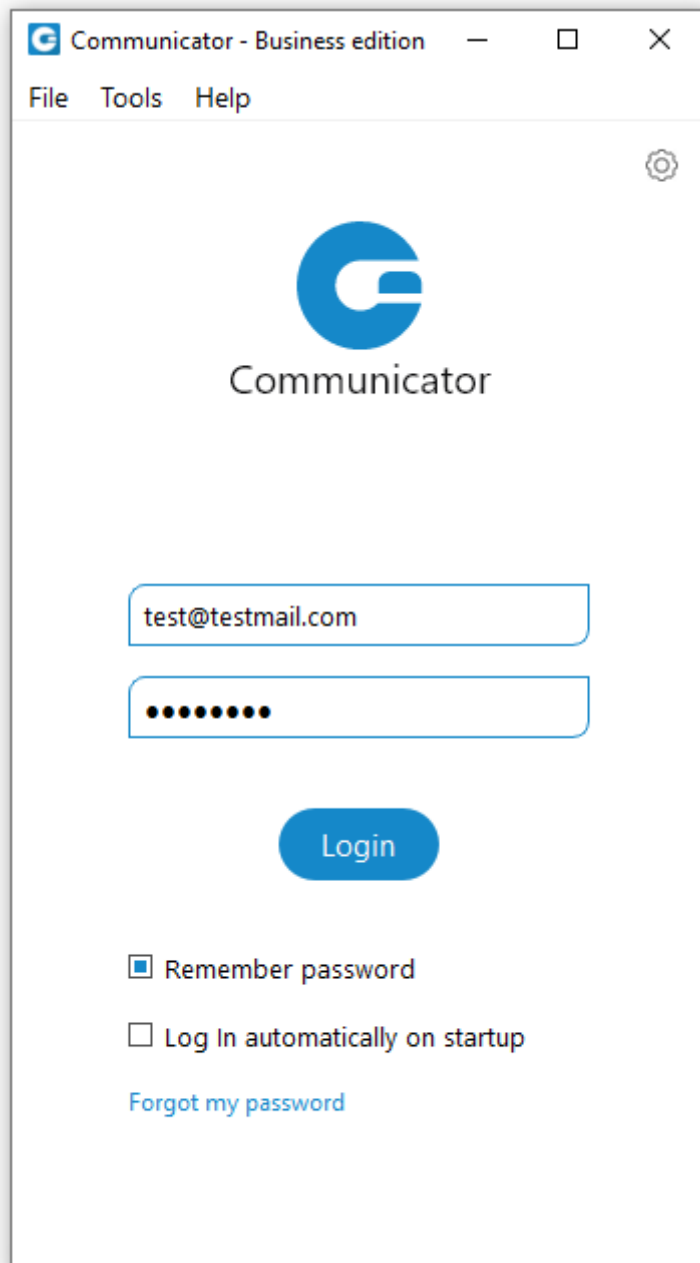
- **Log In automatically on startup**

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 forgets 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 "Login Failed: Username or Password is Incorrect" is shown.

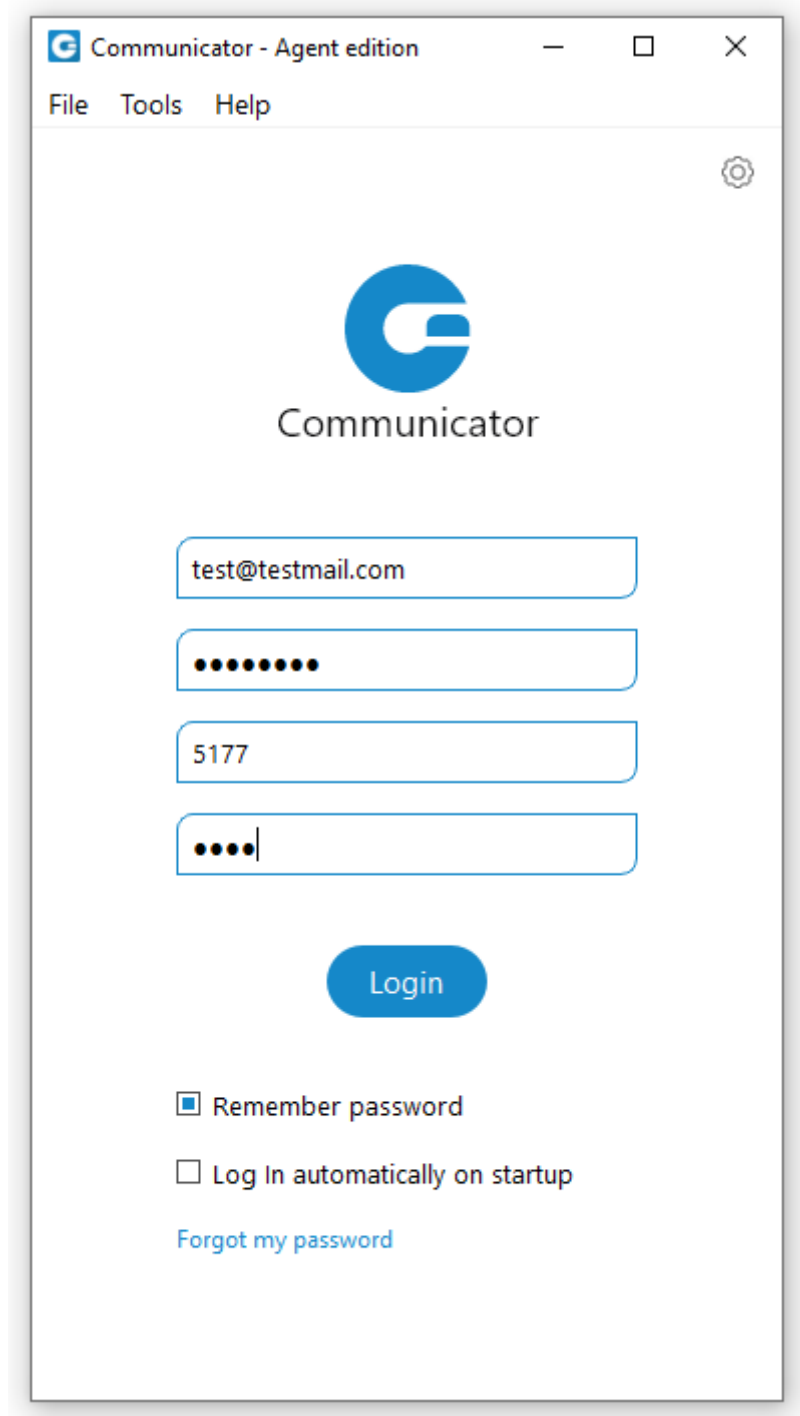
## Options for Agent edition login

- **Agent number:**

Enter the Agent number that you created during the Communicator configuration.

- **Agent pin:**

Enter the Agent pin that you created during the Communicator configuration.



The screenshot shows the login interface for 'Communicator - Agent edition'. The window has a title bar with the application name and standard window controls. Below the title bar is a menu bar with 'File', 'Tools', and 'Help'. The main content area features the Communicator logo (a blue 'G' inside a circle) and the word 'Communicator' below it. There are four input fields: the first contains 'test@testmail.com', the second contains ten dots, the third contains '5177', and the fourth contains four dots. Below these fields is a blue 'Login' button. At the bottom, there are two checkboxes: 'Remember password' (checked) and 'Log In automatically on startup' (unchecked). A link 'Forgot my password' is also present.

Communicator - Agent edition

File Tools Help

test@testmail.com

.....

5177

....

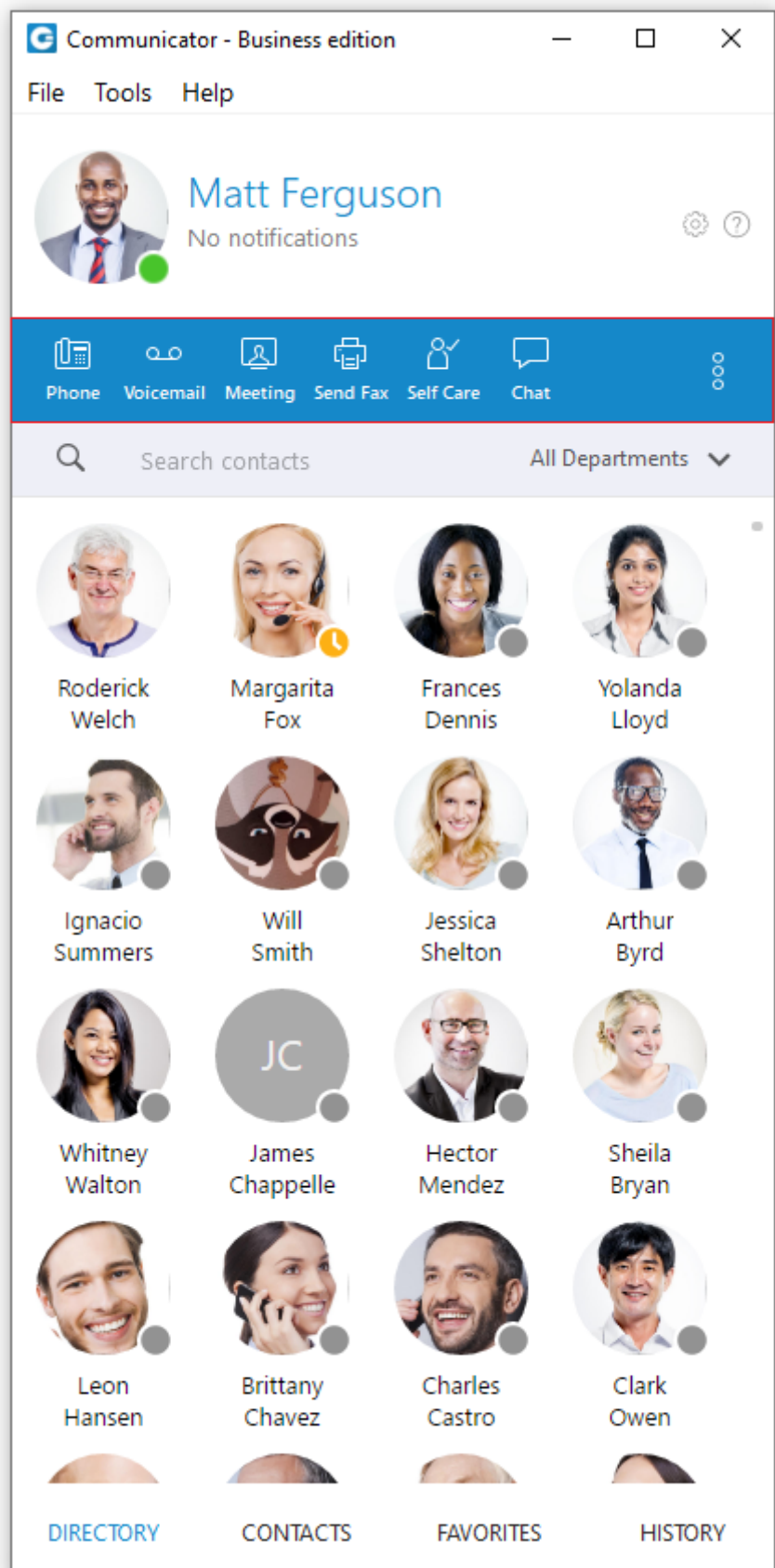
Login

☒ Remember password

☐ Log In automatically on startup

[Forgot my password](#)

# 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. Browse for

the image from your computer and set the preferred image options.

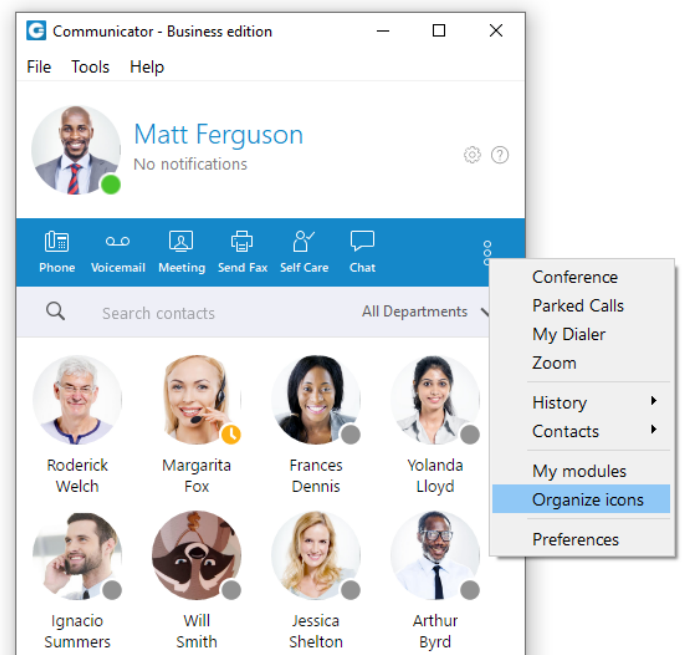
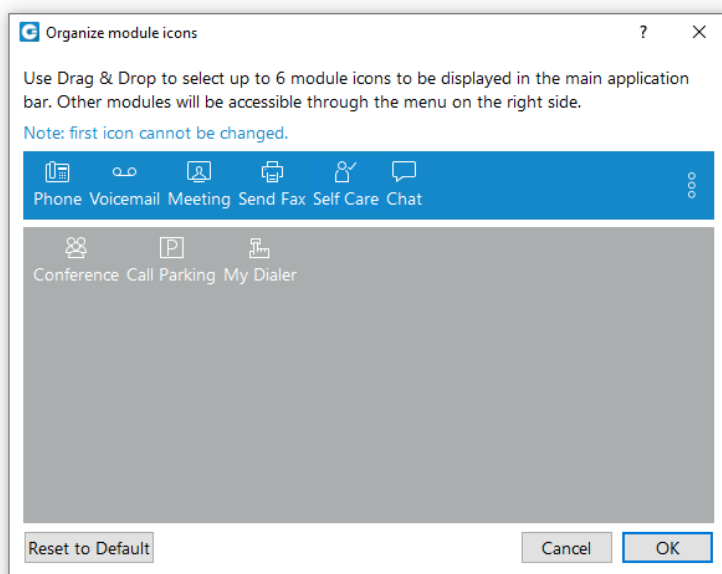
Communicator now supports higher resolution avatars, allowing users to set up any resolution between 256x256 and 512x512 pixels

- **Username**

User defined name which is shown in your chat conversations.

- **Notifications**

Displays any notifications (unread messages, missed calls, pending meeting invites, new voicemails) or reads *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 your conversations.

- **Voicemail**

Opens a Voicemail window next to the Communicator main window.

- **Fax**

Offers the choice to send a fax or view received faxes. Based on your choice, an additional window will open next to Communicator.

- **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).

*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 call window they are presented with a drop-down so they can choose a lot to park.

- **Settings**

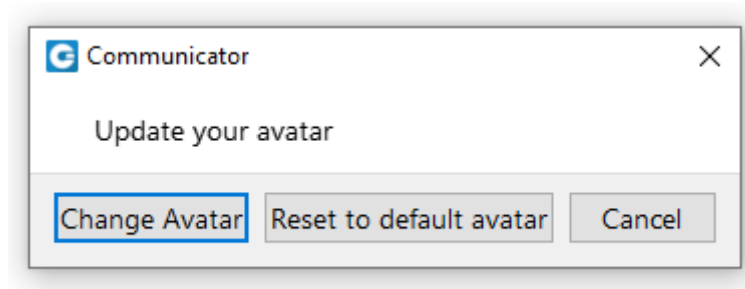
Opens a Preferences window. Refer to the Preferences chapter for detailed instructions.

- **Help**

Redirects to our official website: [www.bicomsystems.com](http://www.bicomsystems.com). Additional documentation and guides are available on our official website [www.bicomsystems.com](http://www.bicomsystems.com) If you still have any questions, please feel free to contact our support department.

- **Reset Profile picture to Default**

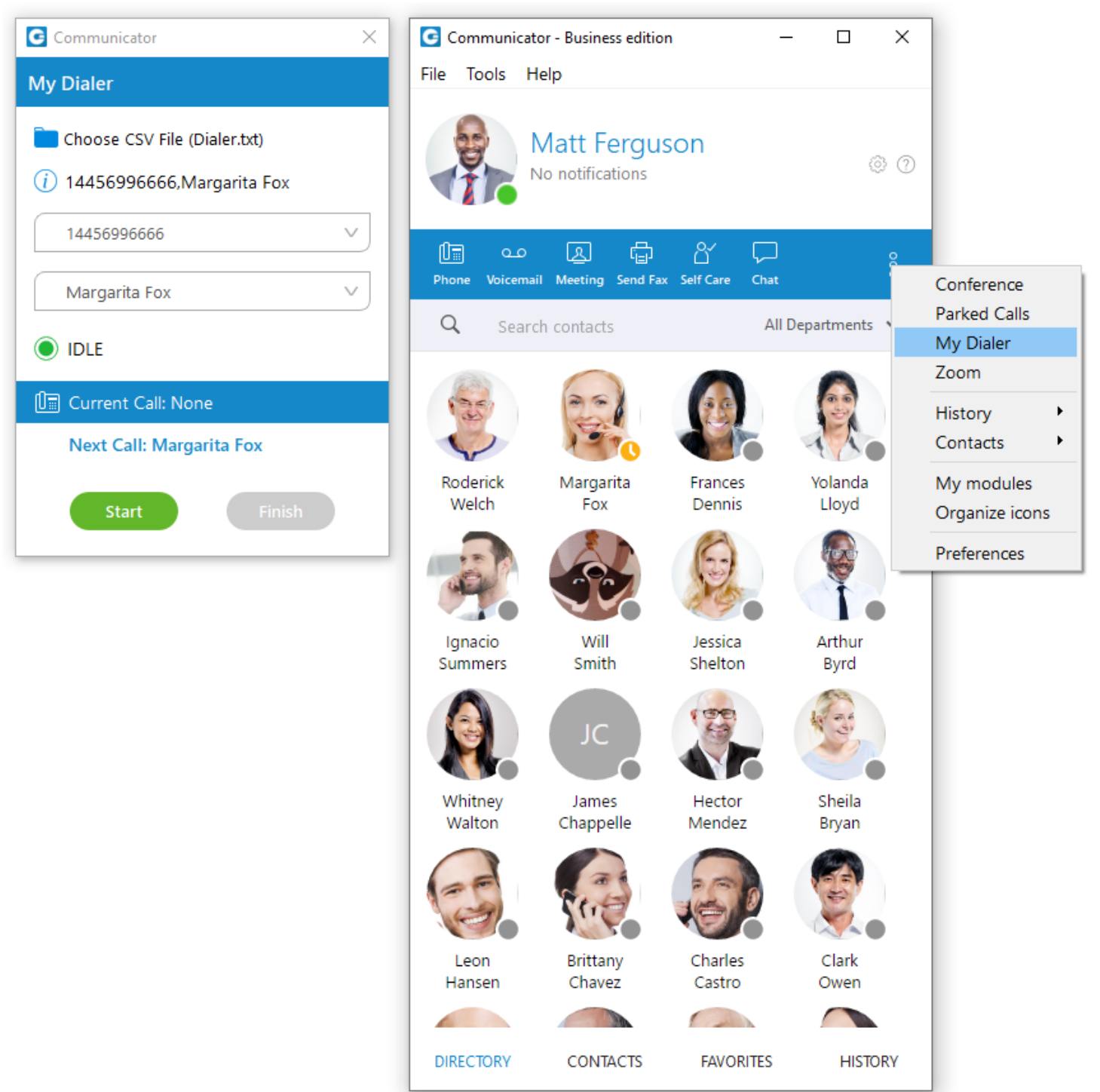
This feature enables users to reset profile picture to default (no profile picture). When a user clicks on their avatar (Personal Information dialogue) they are presented with a message box so they can choose if they want to change their avatar or to reset to default one. Note: if the user has no avatar, no message box is presented, since then their only an option to set avatar (or cancel).



# Personal Dialer

Personal Dialer enables users to load a CSV file inside Communicator 6.0 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.

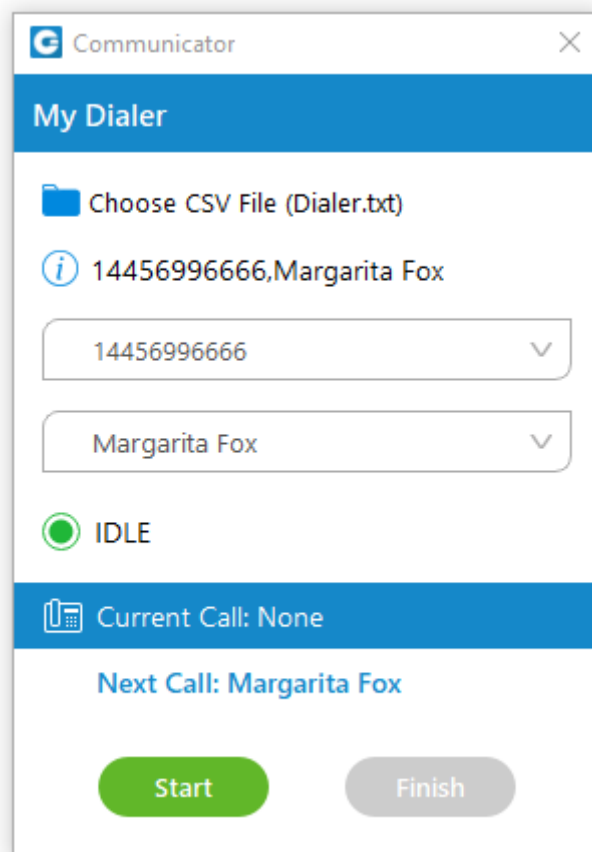
After loading a file first line from the file is shown in the "info" section, so a user can have a preview of the file structure. Then they have to select phone number column, so Communicator 6.0 knows what to dial. Optionally they can choose identifier column which is useful for labeling numbers with a name.



For example in the file:

- 101,Joana Smith, Street A Miami
- 102, James Tartos, Street B London

The first column would be number, and the second would be an identifier(person name, company name, etc.). This identifier is used in “Current Call” and “Next Call” labels so a user can have an idea who is going to be dialed next. After he presses “Start” Communicator 6.0 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 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.



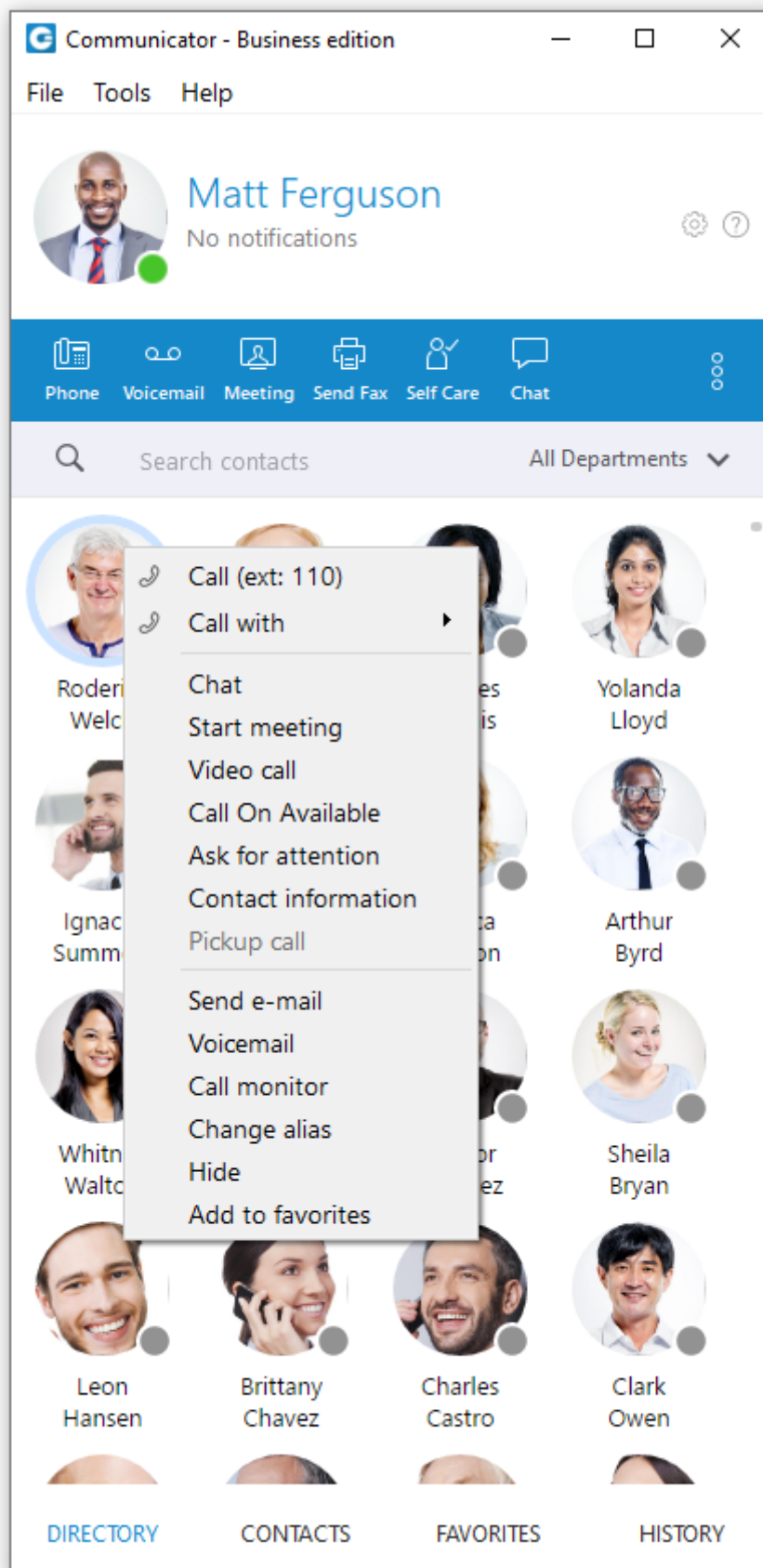
## Destinations and Communicator Modules

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 users 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'

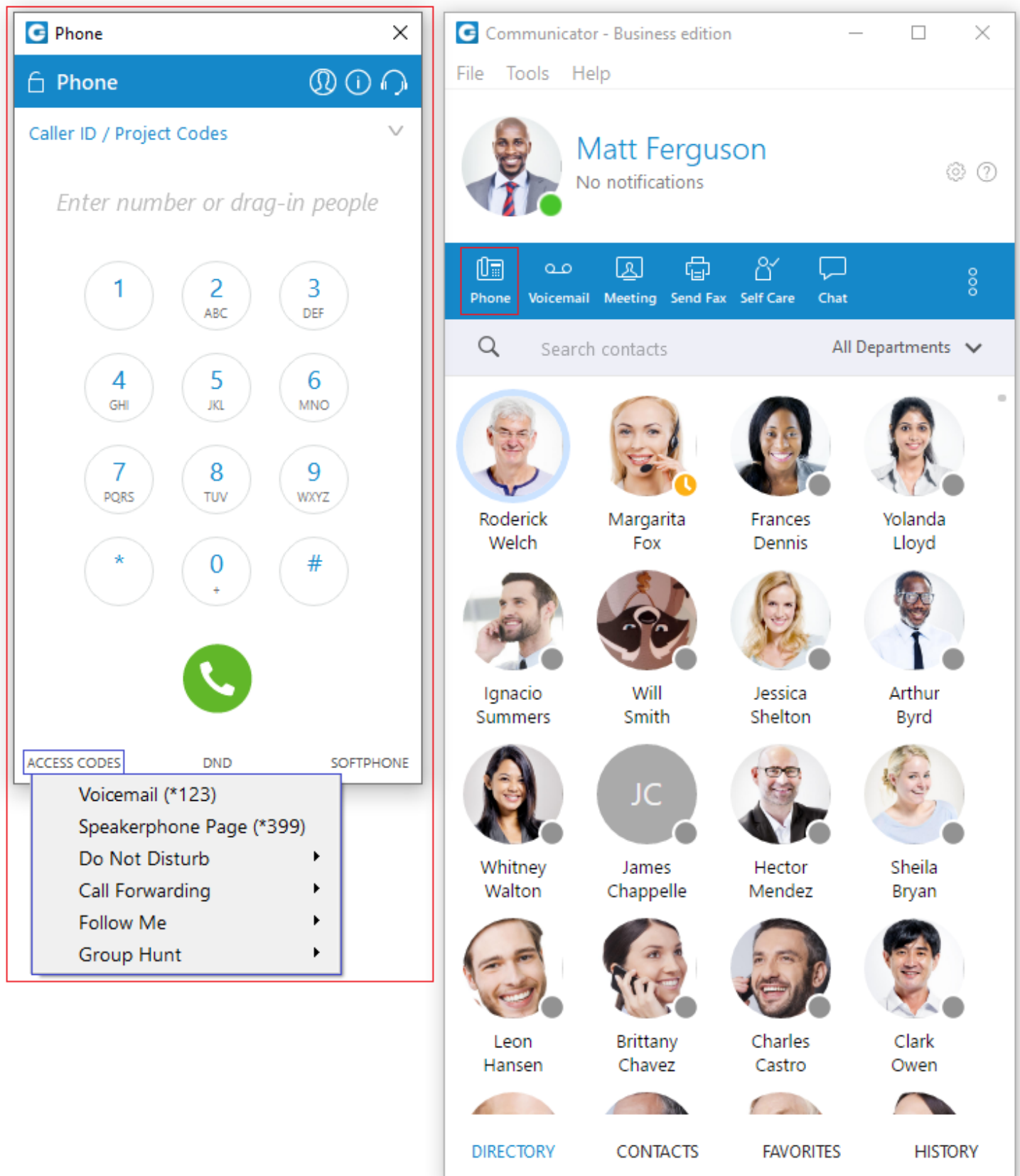




# Placing Phone Calls

## 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 icon to place a call.

## 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 web site 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, clicking on the "Stop Remote DTMF" button or by ending the call.

## 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.

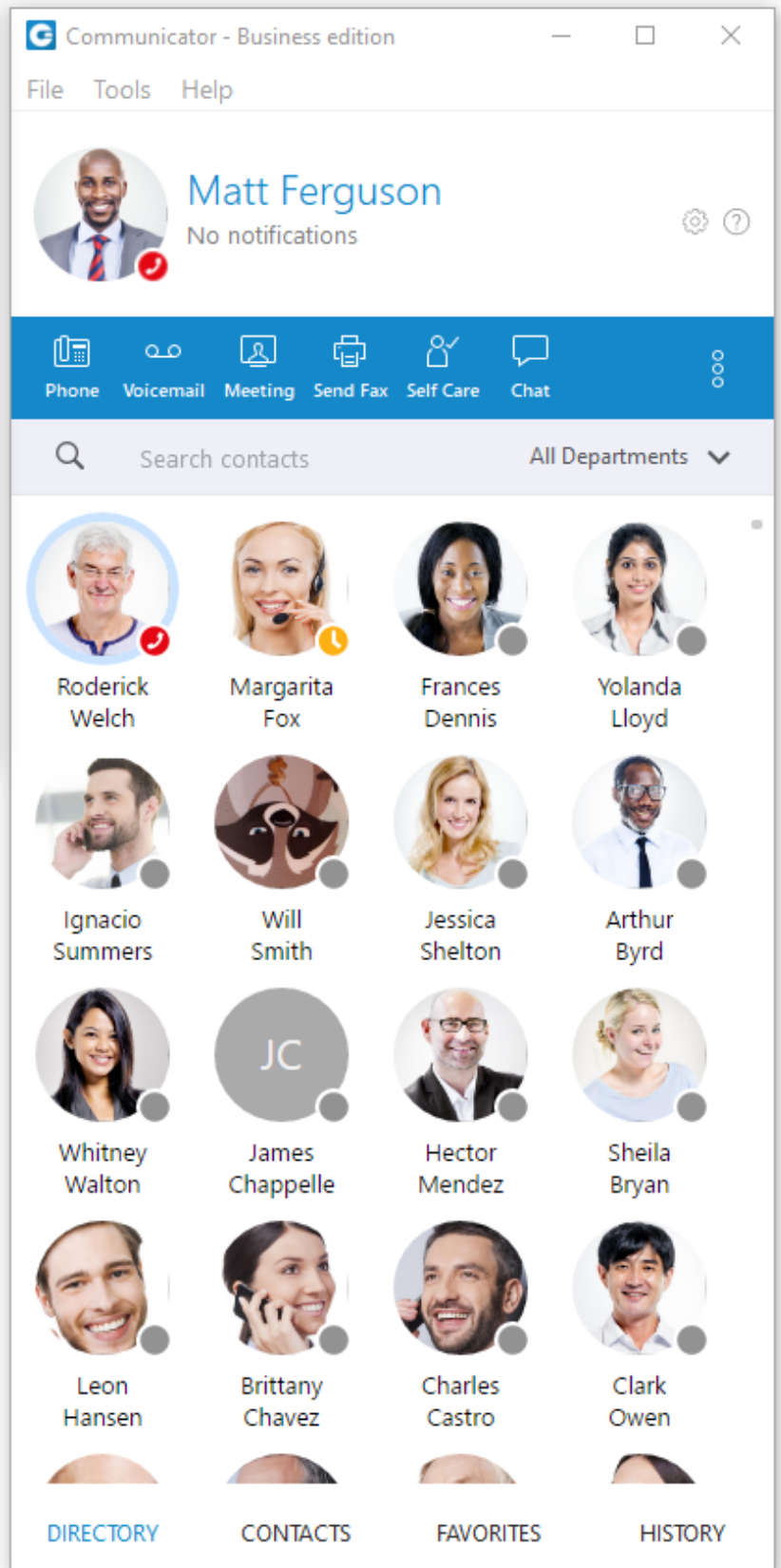
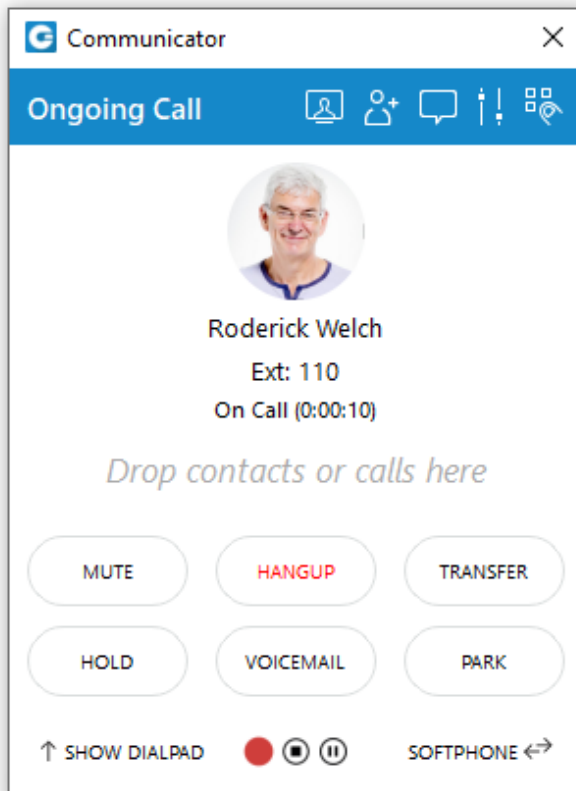
## Live call

### 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 dropdown list. Also, users can press enter to confirm transfer.

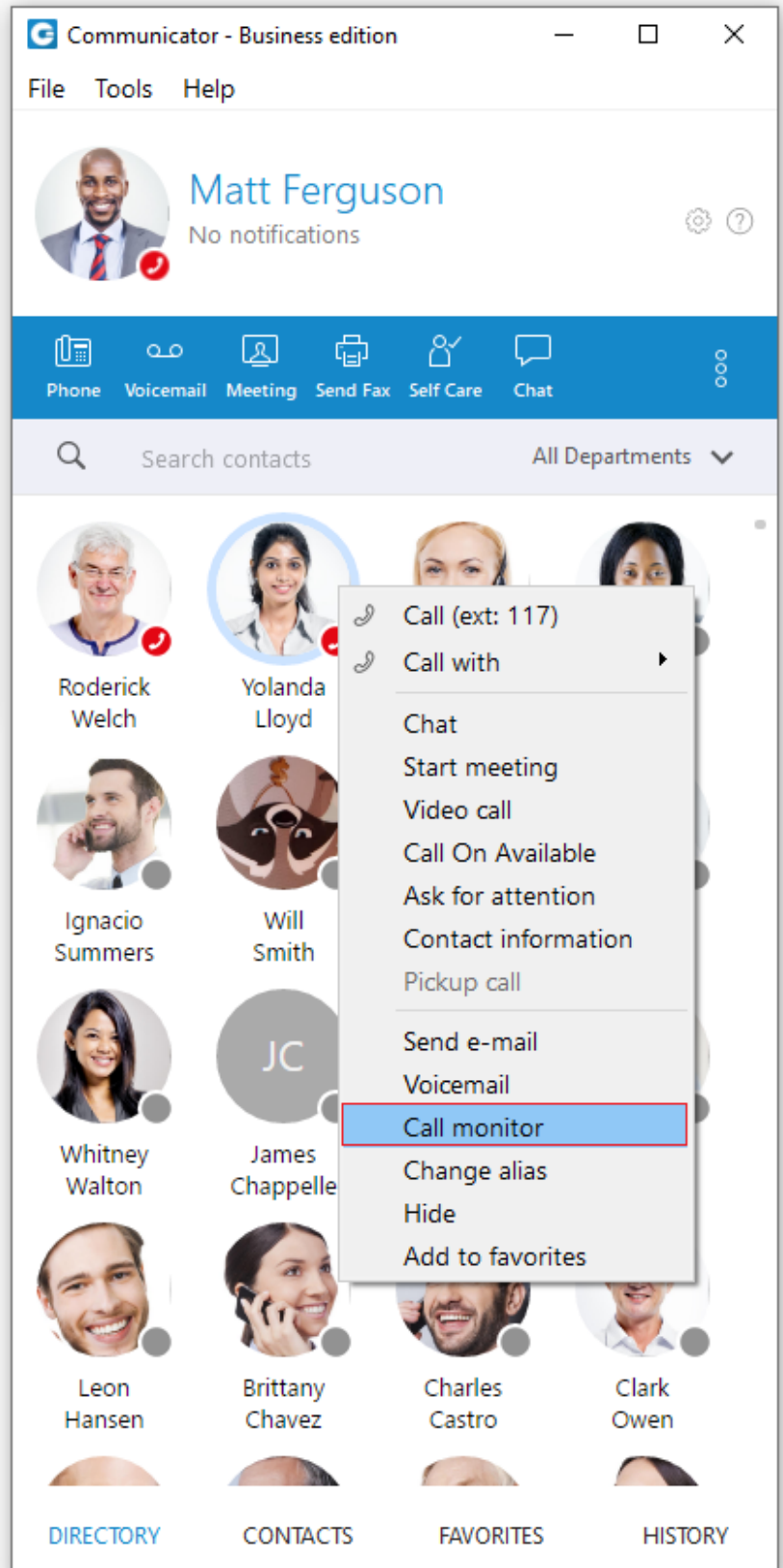
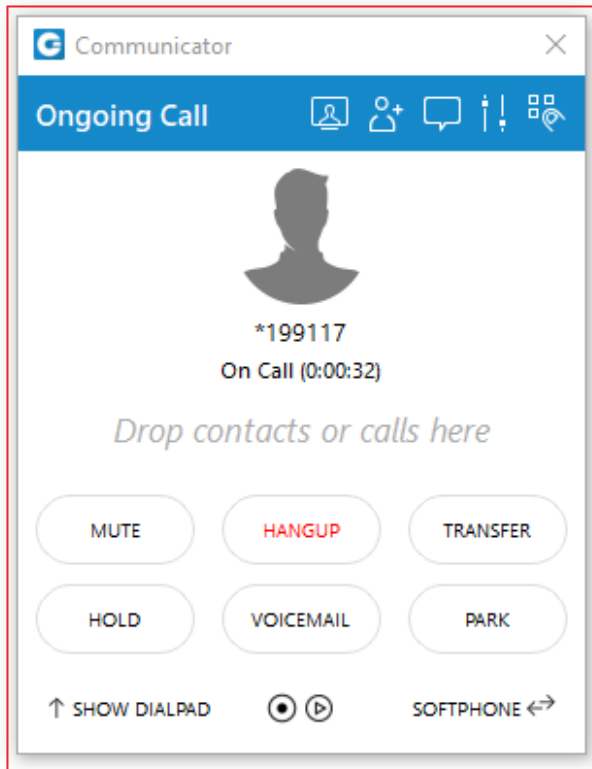


## 5. Switch phone

- 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. 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.

## 6. 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 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.



## 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



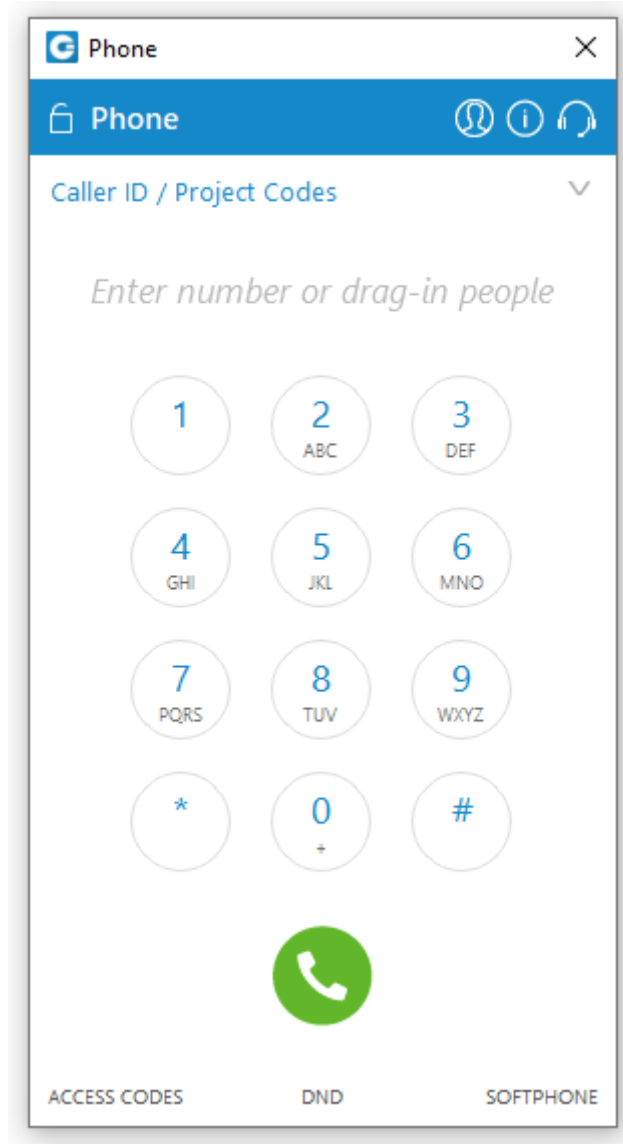
Go back

## Phone

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

- From the phone module you can set up 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.

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

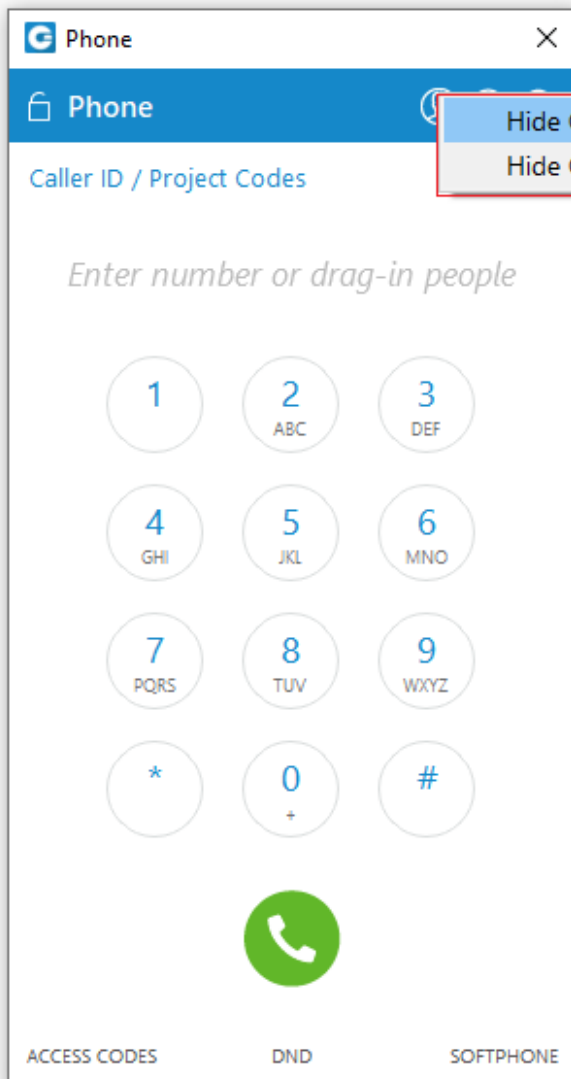


- A green (or eventually red) circle shows the Phone module connection status. If green is shown, the Phone module is connected and the user can place calls. If a red circle is shown, the Phone module is not connected and the user is unable to place a call, in which case the user should contact their system administrator.
- In the Phone module, you can see which phone mode is set by default. 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.

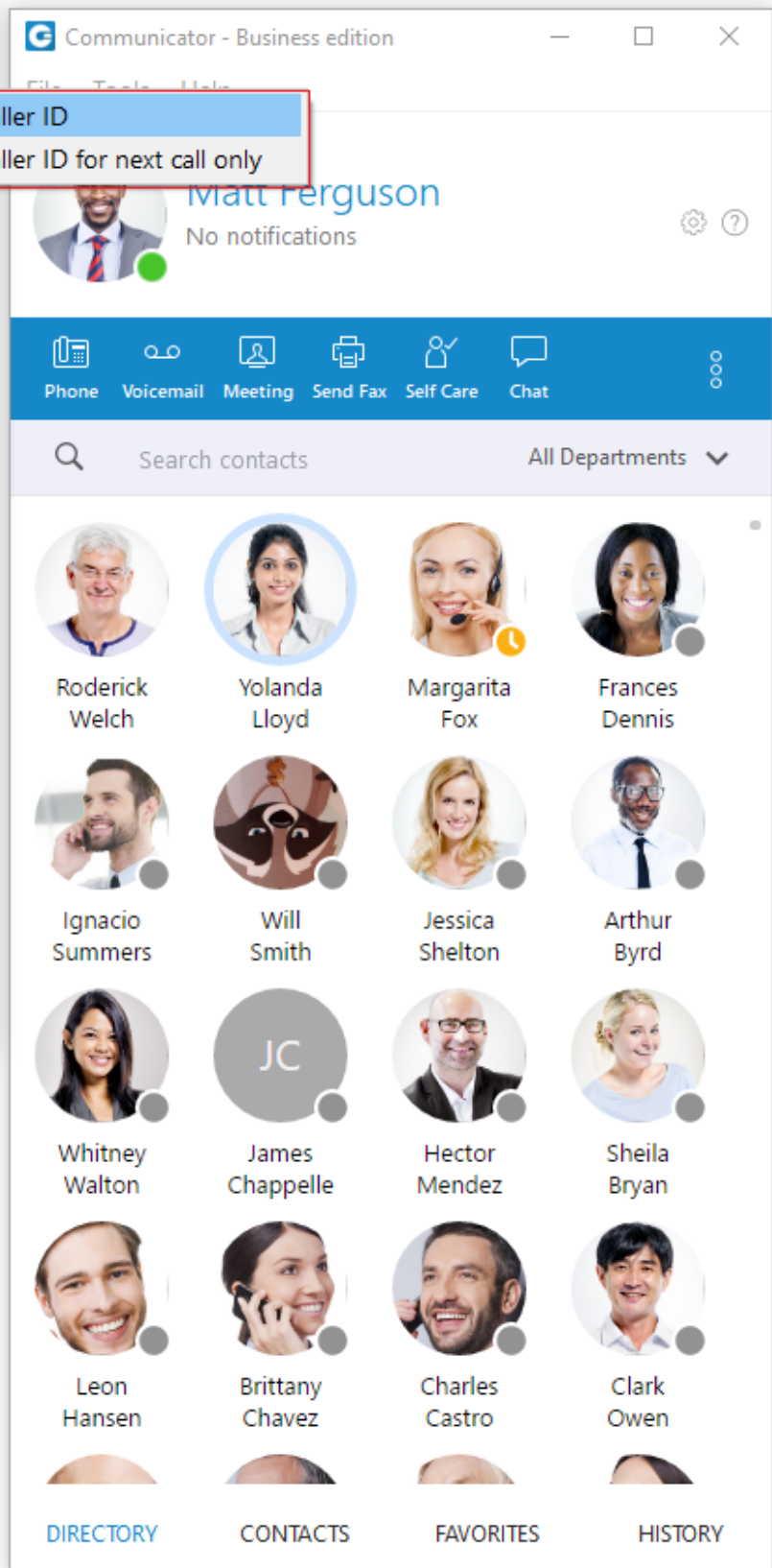
- Phone module area where contact is shown after the Drag-and-Drop action.
- Phone module area where a dialed contact's phone number is shown.
- Speaker volume tuner. Adjust the speaker volume by moving the slider up or down. Do not increase volume more than needed because it can induce hearing loss.
- 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 next call only".






Hide Caller ID  
Hide Caller ID for next call only



Communicator

Ongoing Call



Your Caller ID is set to Anonymous

Roderick Welch  
Ext: 110  
On Call (0:00:14)

Drop contacts or calls here

MUTE

HANGUP

TRANSFER

HOLD

VOICEMAIL


PARK

SHOW DIALPAD

SOFTPHONE

Communicator - Business edition

File Tools Help



Matt Ferguson  
No notifications

Phone

Voicemail

Meeting


Send Fax


Self Care


Chat


Search contacts


All Departments



Roderick Welch



Yolanda Lloyd



Margarita Fox



Frances Dennis



Ignacio Summers



Will Smith



Jessica Shelton



Arthur Byrd



Whitney Walton



James Chappelle



Hector Mendez


Sheila Bryan


Leon Hansen


Brittany Chavez


Charles Castro


Clark Owen

DIRECTORY

CONTACTS

FAVORITES

HISTORY

29

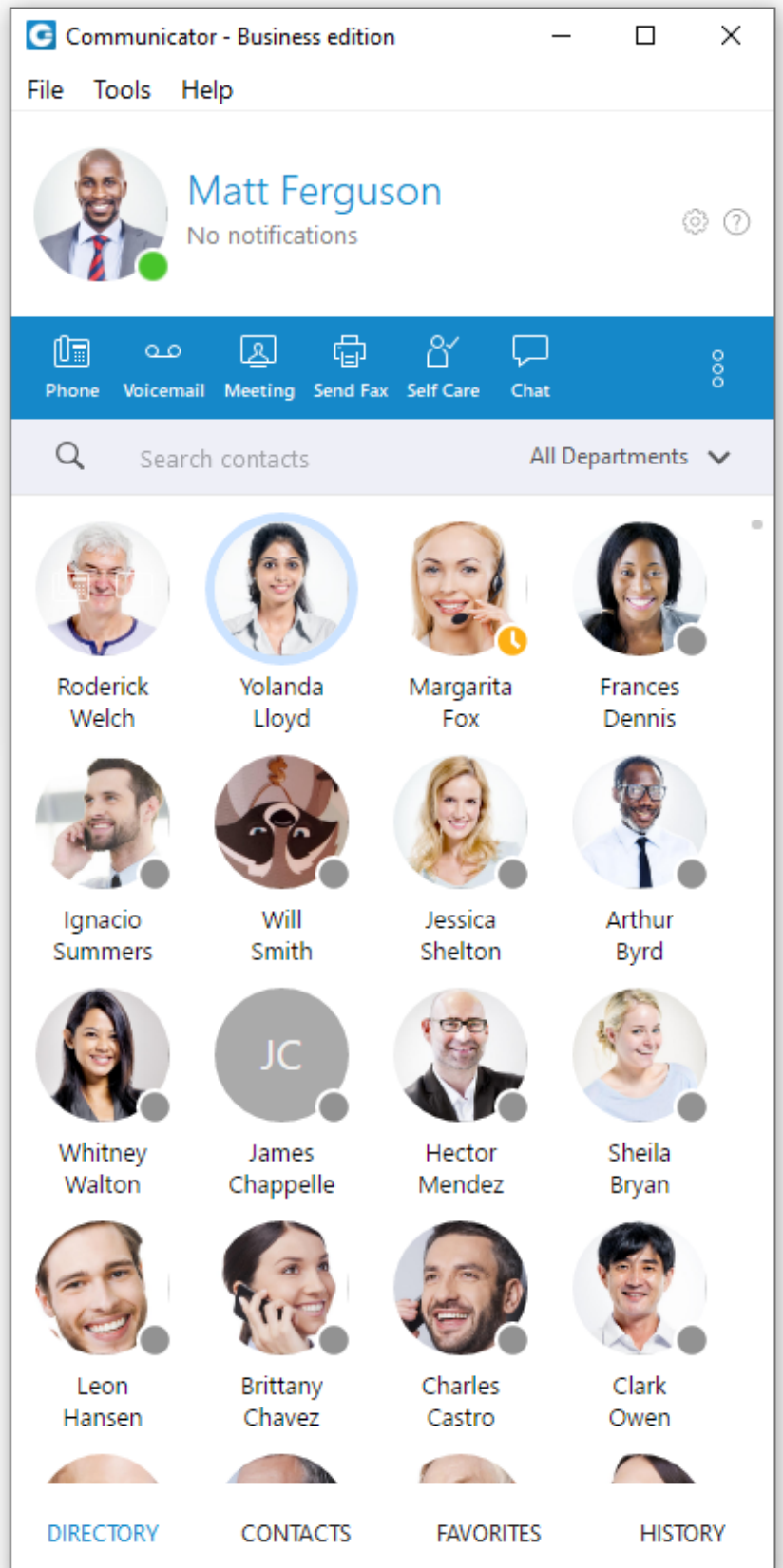
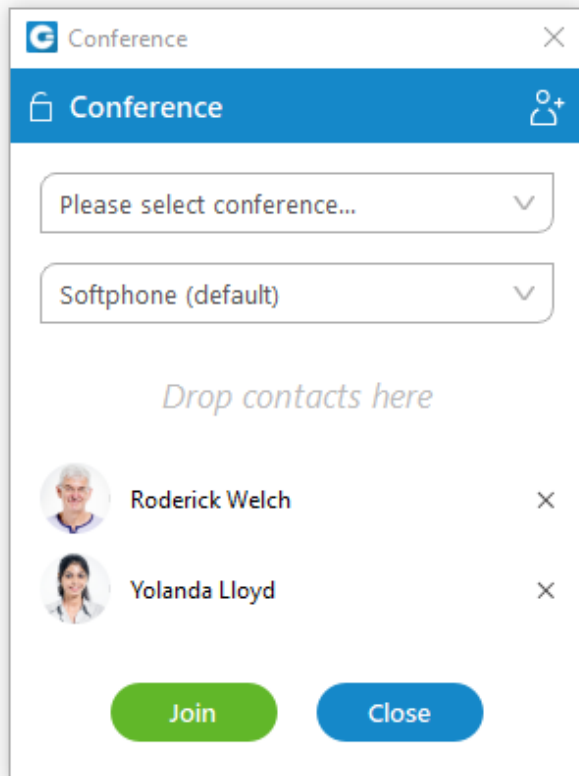
## Voice Conference

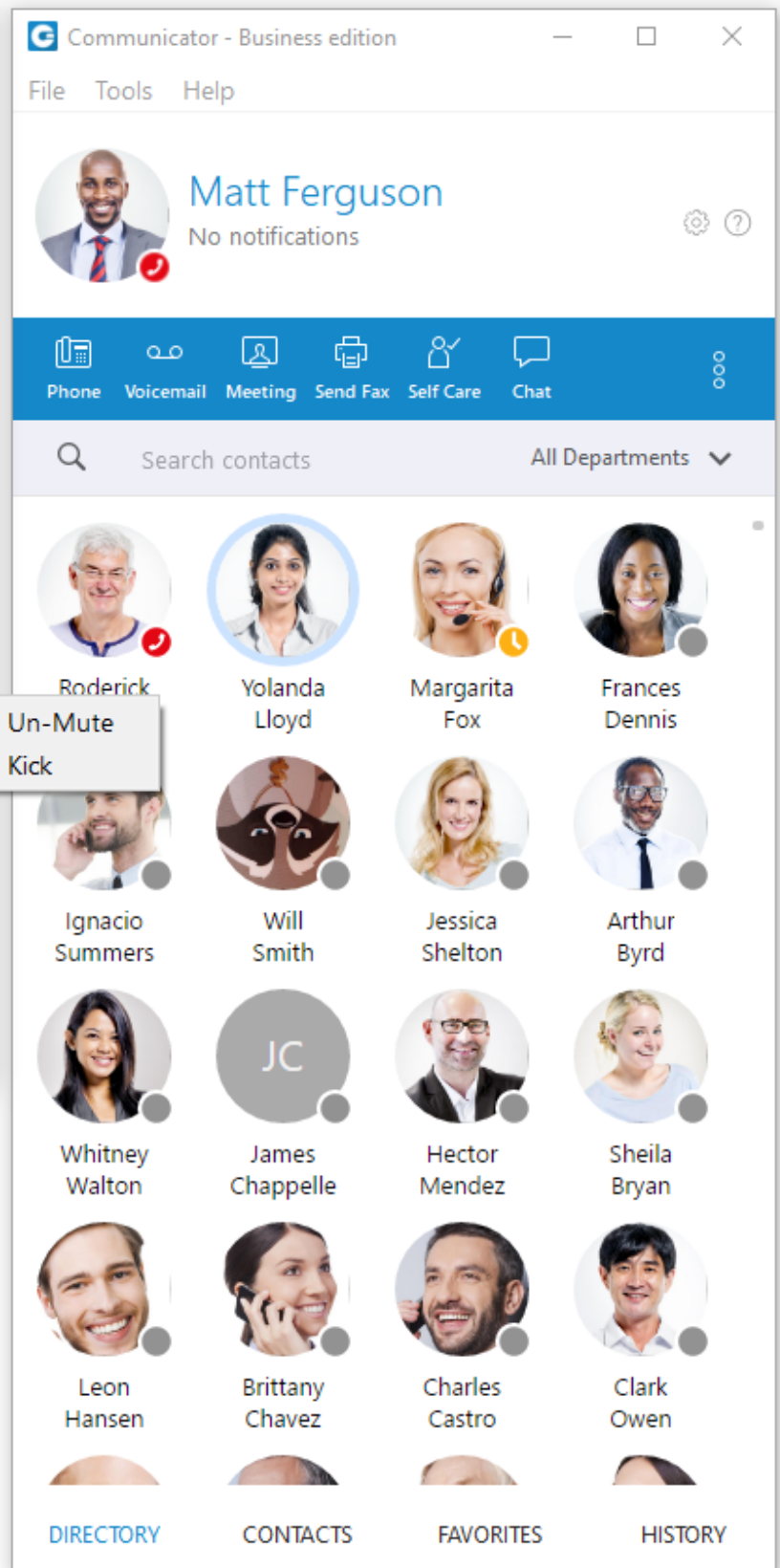
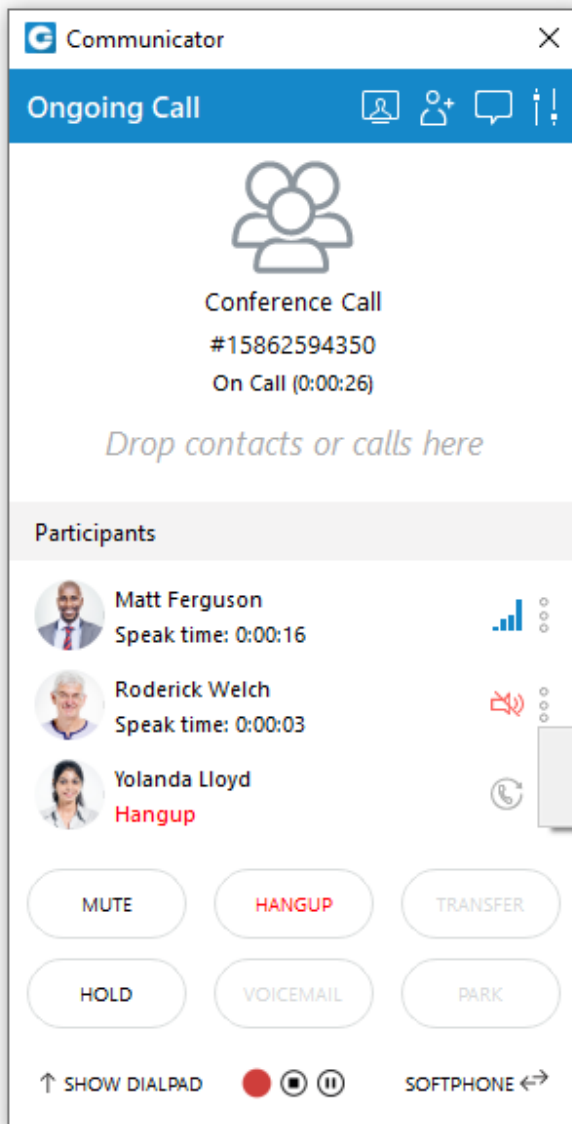
- Plus sign used to invite a contact using his landline or mobile number.
- Select a box to choose from a conference room

Development (128)



- 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.

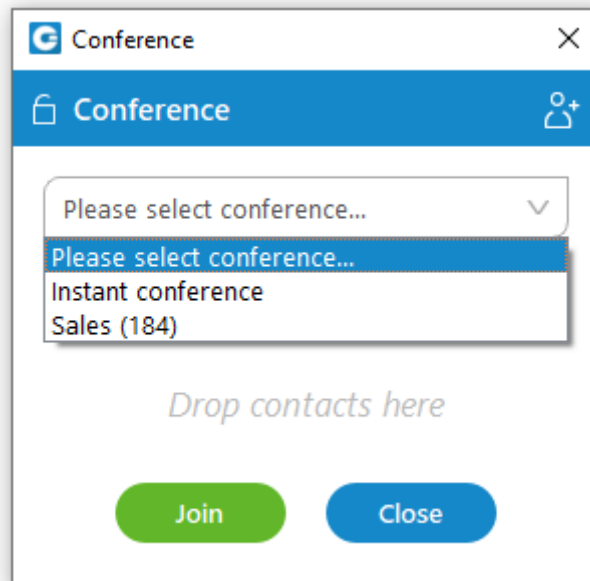




Conference can be created from dropdown list, **Instant** and **Predefined** conferences can be selected.

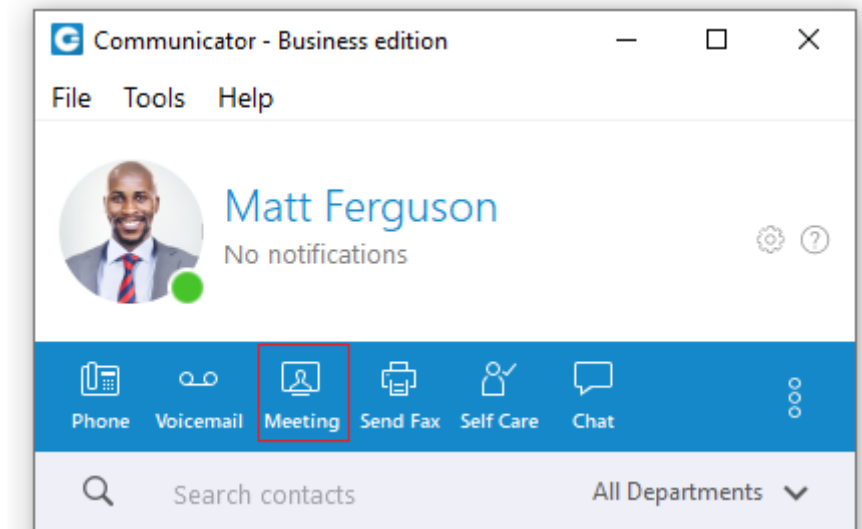
- **Instant conferences** - User can create a conference by adding one or more people to an ongoing call. With this option, you can add extensions or any number available from your contact list.
- **Predefined conferences** - Users can join predefined conference rooms and add other

participants.



## Communicator Meeting Introduction

Communicator meeting is an extension to Communicator, essentially you can launch meetings without the hassle of switching applications and keeping all of your Communicator contacts. Communicator meeting will allow you to meet with multiple users simultaneously with key features such as screen sharing. Communicator meetings are invite only (no guests), you must first receive an invite to participate in a meeting. In order to use Communicator meeting, you must first acquire Communicator and the Communicator meeting add on.



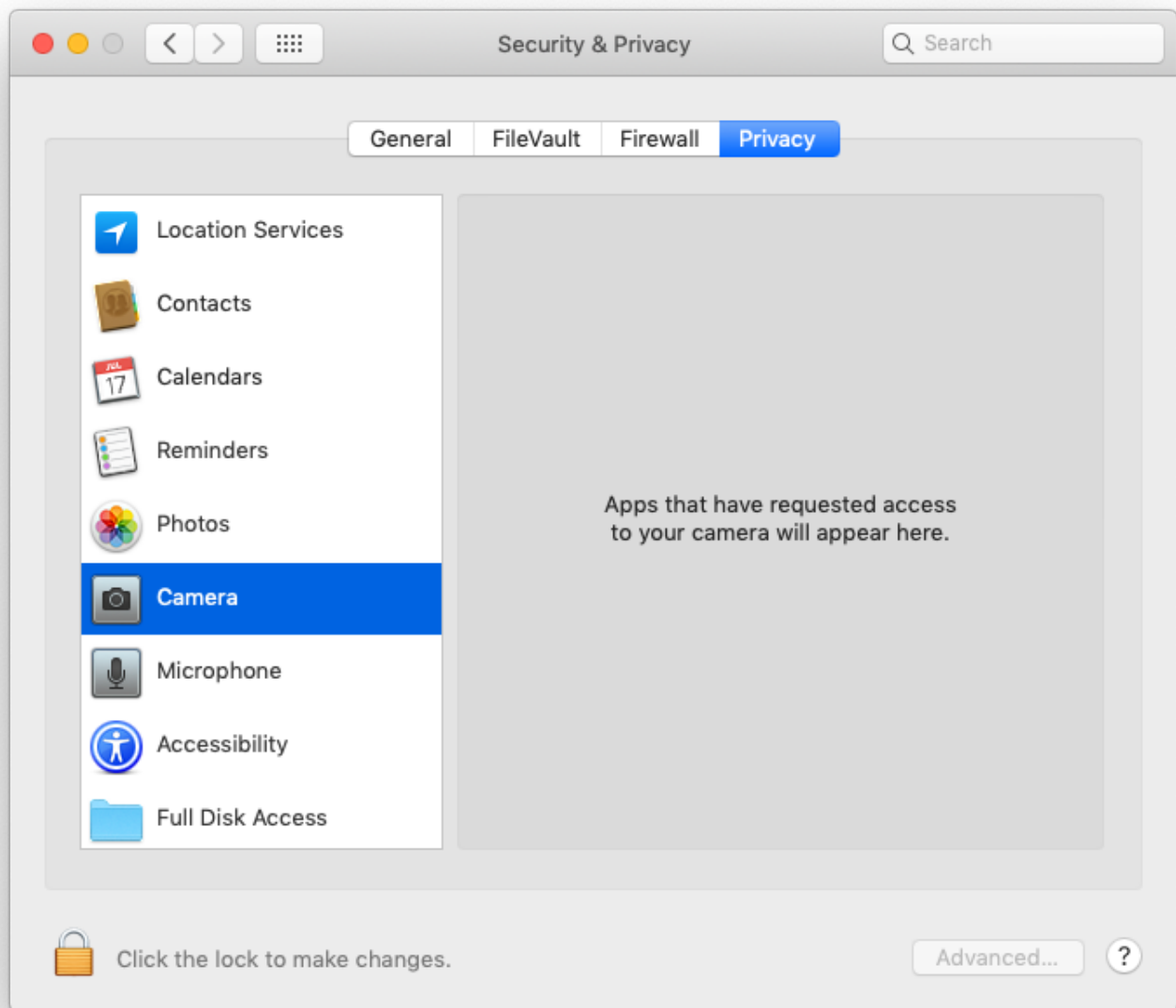
## Security Options



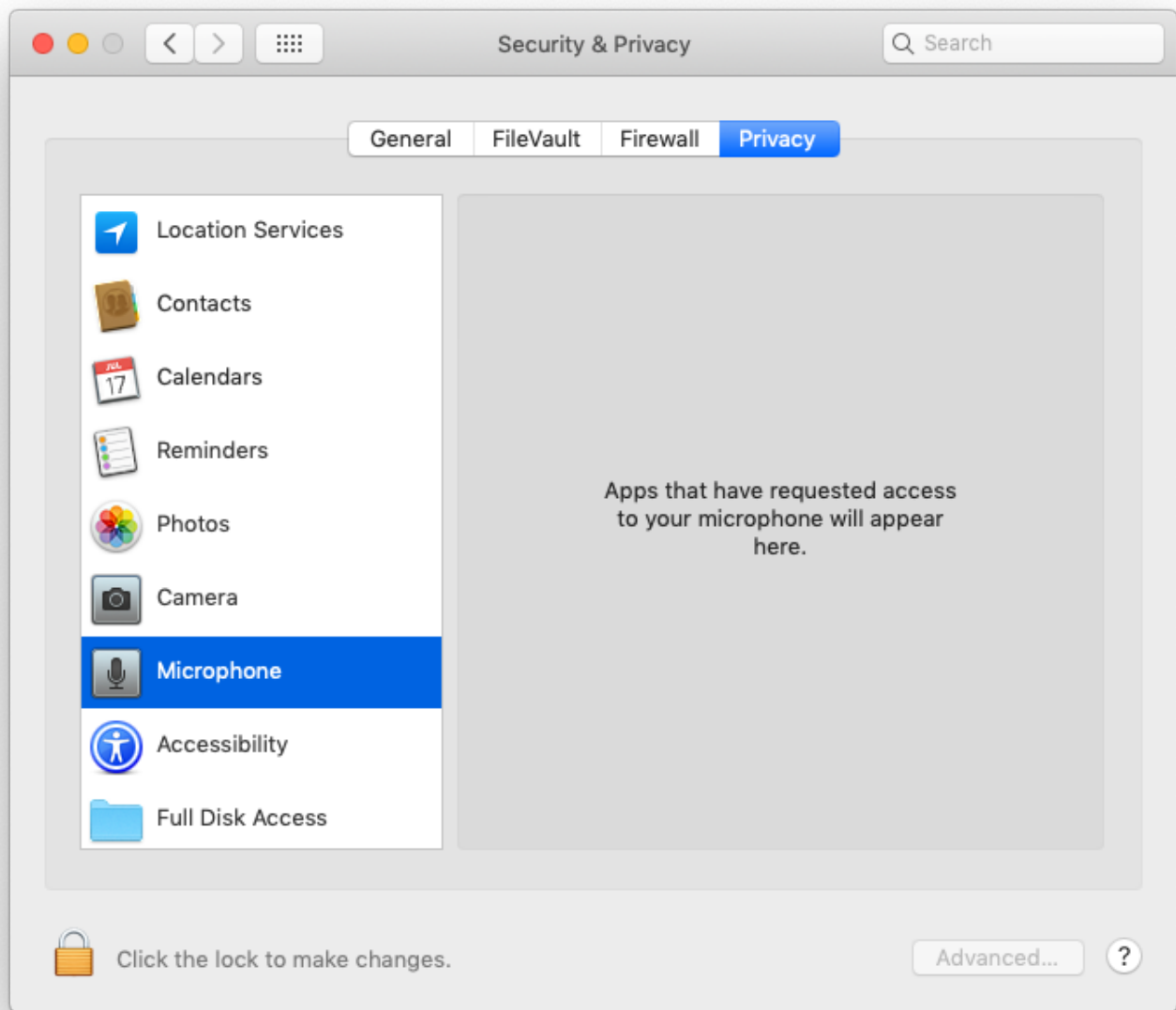
If you have a problem with using a microphone or camera with Communicator meeting on Mac OS please check security options described in this section.

Communicator needs permission to use your camera and microphone. You can view these options by going to: Settings > Security and Privacy > Privacy.

Here you will find the options to enable your camera and microphone.





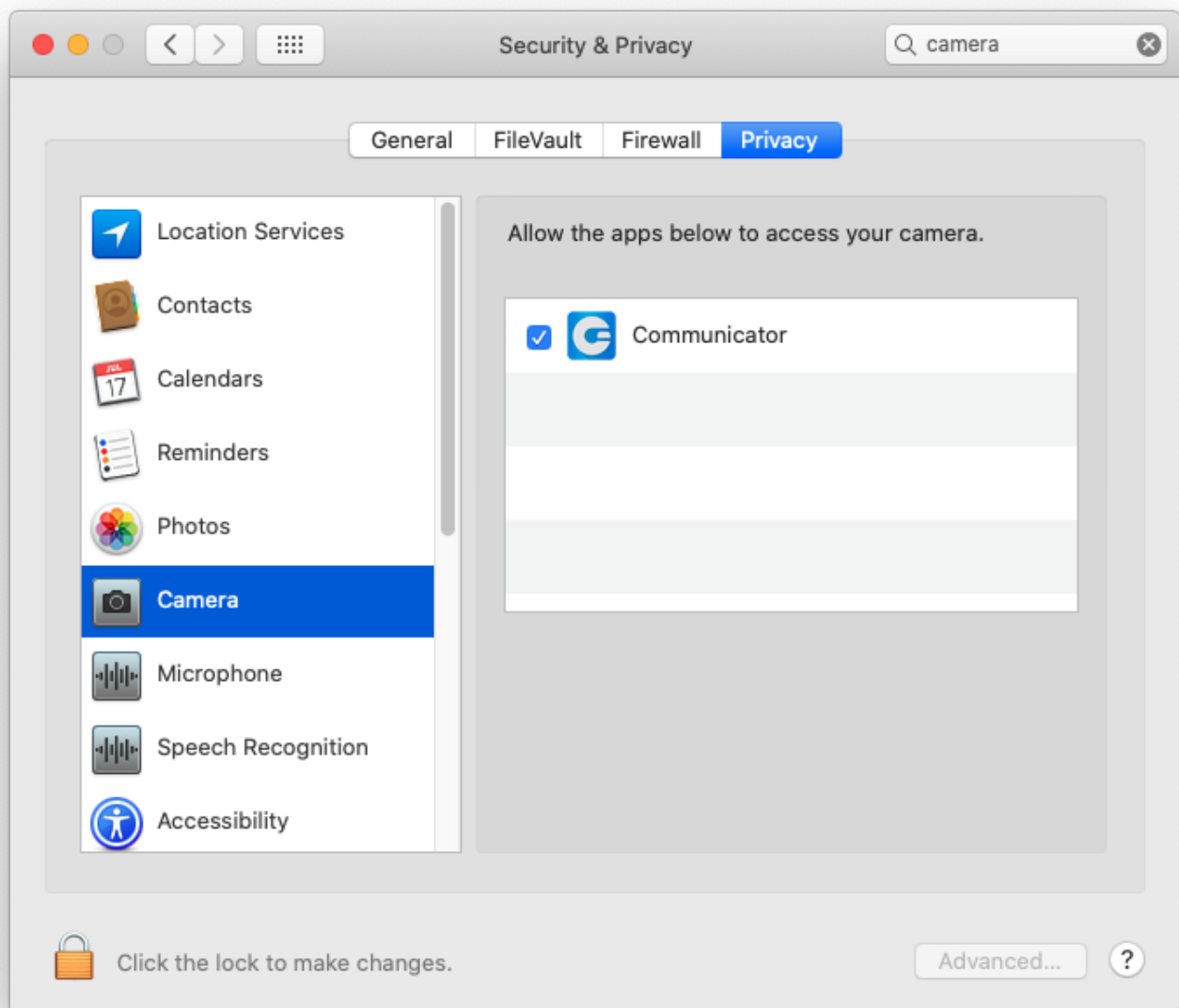


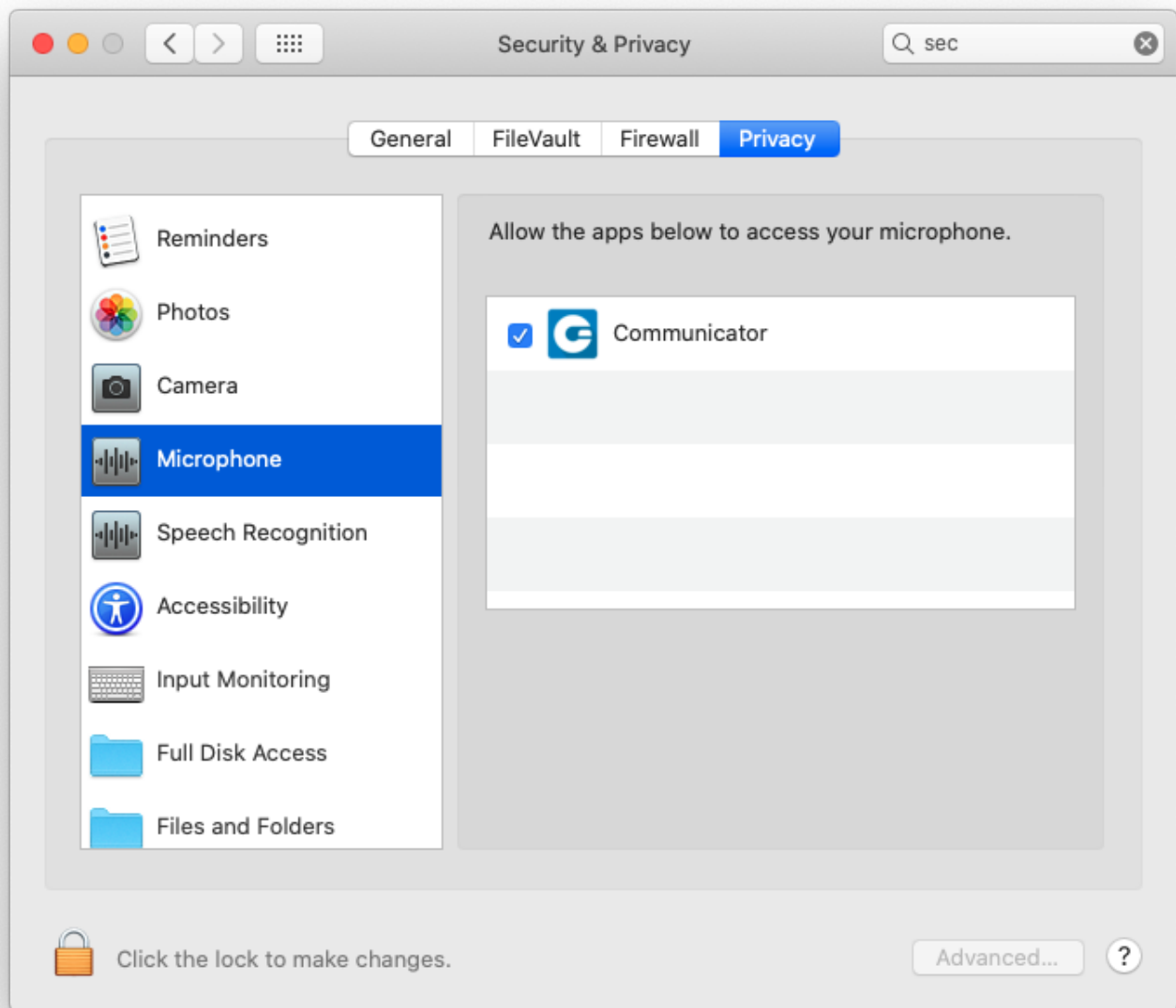
You will have a pop up that looks like this to confirm you are giving permission.

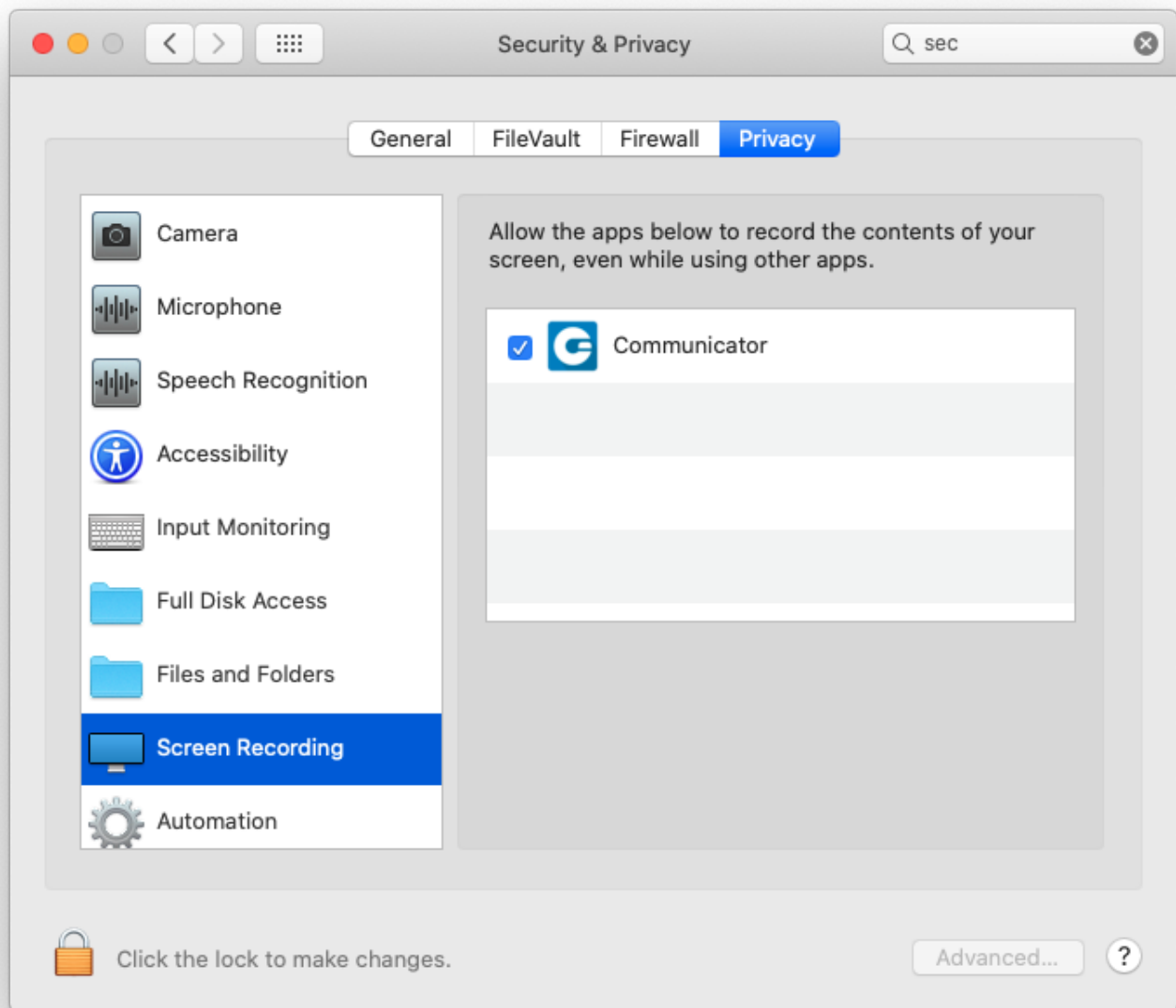




When they are enabled you can disable access at any time by unchecking the tick box.

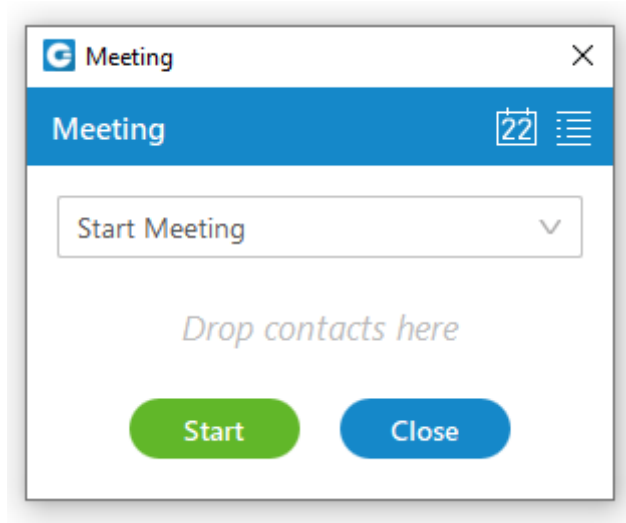




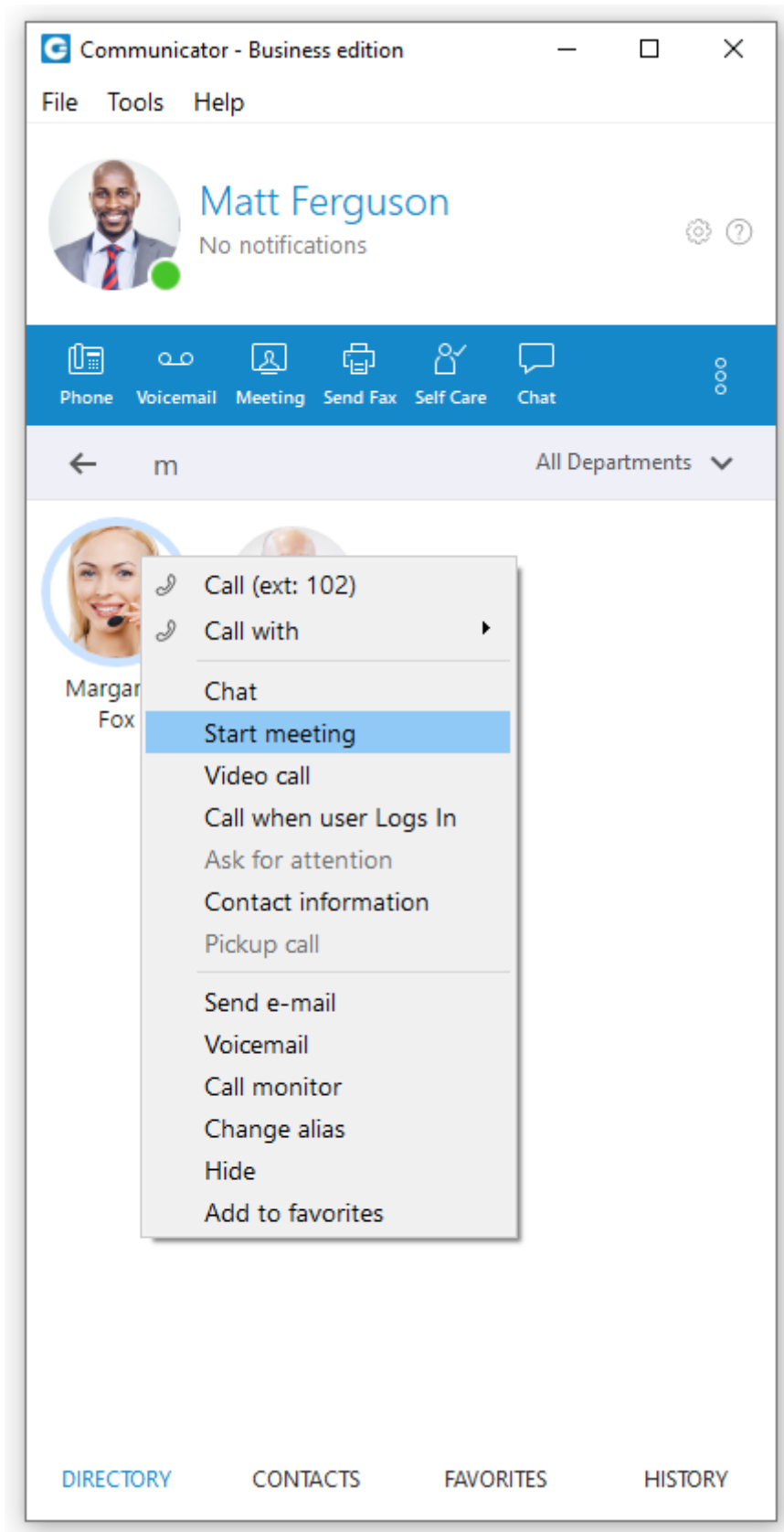


## Starting A Meeting

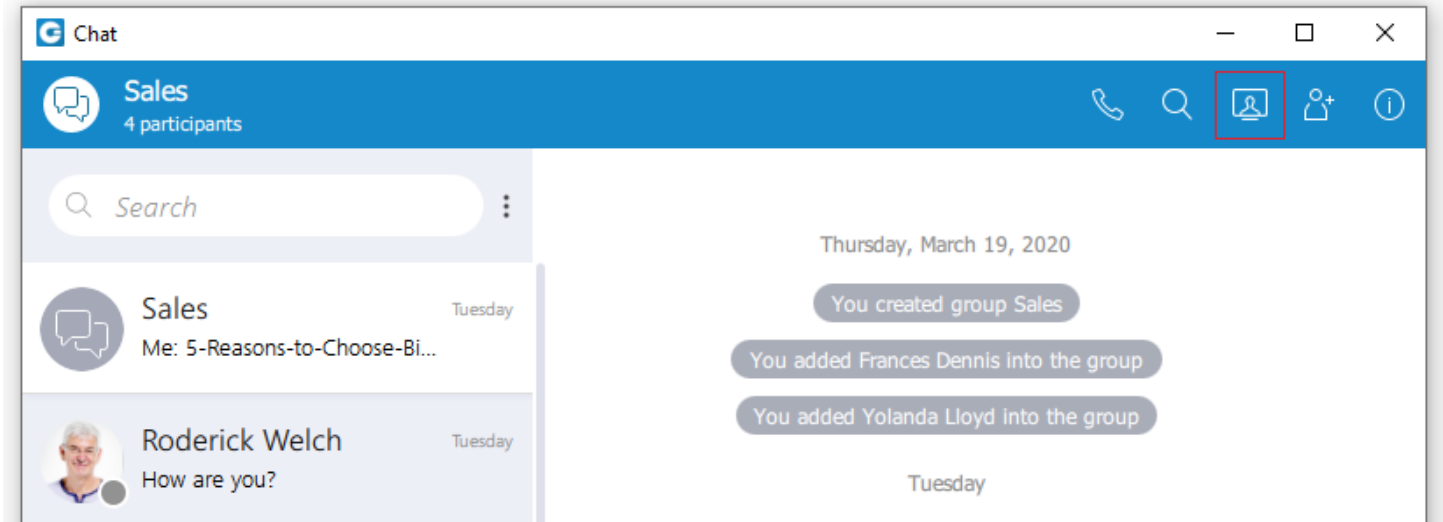
To launch Communicator meeting you must first have Communicator open, then simply click on the icon labeled “Meeting”, this will open up a small window that will allow you to drag contacts in. Once you have all the contacts that you want you can instantly “start” the meeting.



There is an alternative method of starting meetings, find the contact you wish to meet with 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.



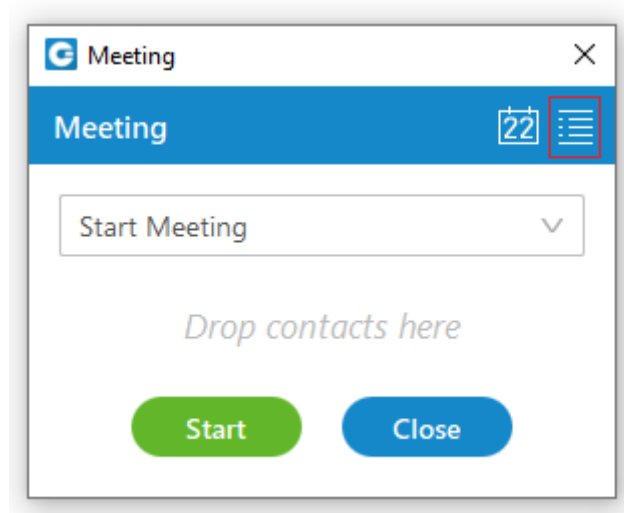
One final method to start a meeting is from a group chat. Once you are a member of a group chat you may start a meeting from the top right. Simply select the monitor icon and you are good to go.



## Meeting List

If you wish to view ongoing meetings there is a meeting list. To open the meeting list click on the top right symbol of the meeting window, upon opening the list you can view upcoming, recurring and recent meetings. You also have a “search” option on the top to navigate quickly. 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)



# Upcoming Meetings

An upcoming meeting is a meeting that you have scheduled for the future, e.g. in 3 hours you may have a meeting. It will prompt a pop up when the time is ready. All of your meetings should be found here.

Meeting List

Calendar URL


Search meeting by name or meeting number

Upcoming

Recurring

Recent

Wed Dec 11 2019




12:54 PM - 01:24 PM

Jesse Brown 346012950

Jesse Brown

Tue Jun 30



03:00 PM - 03:30 PM

Report

Jesse Brown

Meeting Info

Subject

Report

Number

499012320

Start

June, 30 2020; 15:00

Duration

30 min

Status

Not started

Participants

Jesse Brown

START

EDIT

DELETE



# 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.

Meeting List

Calendar URL


Search meeting by name or meeting number

Upcoming

Recurring

Recent

Mon Jun 1



03:00 PM - 03:30 PM

Report

Jesse Brown

Meeting Info

Subject

Report

Number

997019632

Start

June, 01 2020; 15:00

Duration

30 min

Status

Not started

Participants

Jesse Brown

EDIT

DELETE

## Recent Meetings

A recent meeting is a meeting that has happened previously, e.g. last Thursday there was a meeting.

Meeting List

Calendar URL


Search meeting by name or ID

Upcoming

Recurring

Recent


Thu Oct 3



03:16 PM - 03:46 PM

Jesse 691010381

Jesse




03:16 PM - 03:46 PM

Jesse 590011907

Jesse

Thu Sep 26



01:19 PM - 01:49 PM

Jesse 291010533

Jesse

Meeting Info

Subject

Femi 691010381

Number

691010381

Start

October, 03 2019; 15:16

Duration

30 min

Status

Finished

Participants

Jesse

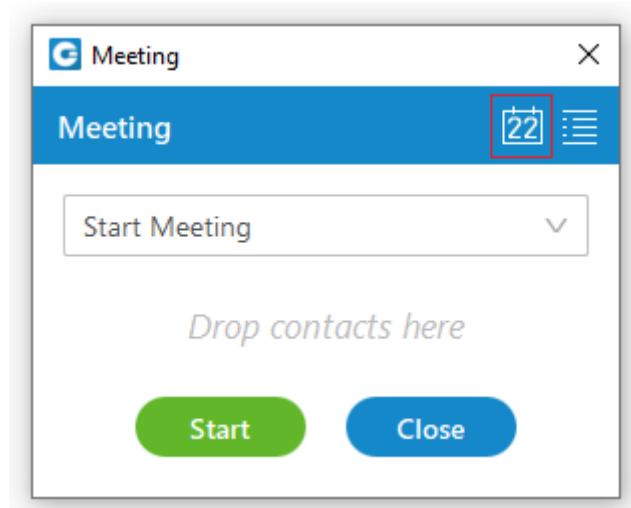
COPY

DELETE

## 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 shceduled 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 3pm) and how long it will recur for (e.g. stop after 10 meetings)



Communicator

### Schedule

Subject			<b>Contacts</b>   Email	
Start	Apr, 07 2020	14 : 00	 	
Duration	0 hr	30 min		
Time Zone	Central European Summer Time			
Recurring	<input type="checkbox"/>			
Description				
Participants				

Schedule

Cancel

☐ Abdul Pirbhai

☐ Adi Mahmutovic

☐ Admir Begtasagic Test

☐ Adnan Arapcic

☐ Adnan B Test

☐ Adnan Busuladzic

☐ Adnan Dizdarevic

☐ Adnan Puskarevic

☐ Adnan Test

☐ Ajdin Spahic

☐ Ainur Iukan

Contacts

Email

Enter email addresses separated with  
a space and press "Enter"

Communicator



Schedule

Subject

Start

Duration

Time Zone

Recurring

Description

Participants

Email



### Recurring

Repeat every

1



week



Repeat on

Sun

Mon

Tue

Wed

Thu

Fri

Sat

End



By

Apr, 14 2020



After

1 occurrences



Never

Recurrence

Every week on Mon, Thu, 1 occurrences

Save

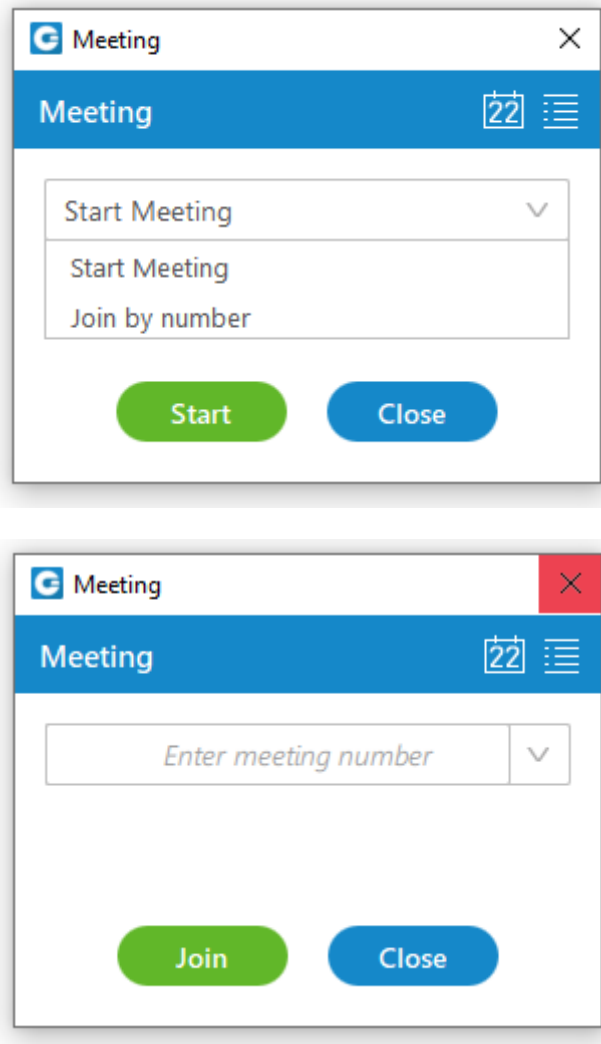
Cancel

Schedule

Cancel

## Join By Number

There is an additional option to “Join by number”, in which you enter an already existing meeting number to join the meeting. To access it click on the drop-down list from the meeting interface. The number code will make it easier to distribute access to the meeting.



## Meeting Interface

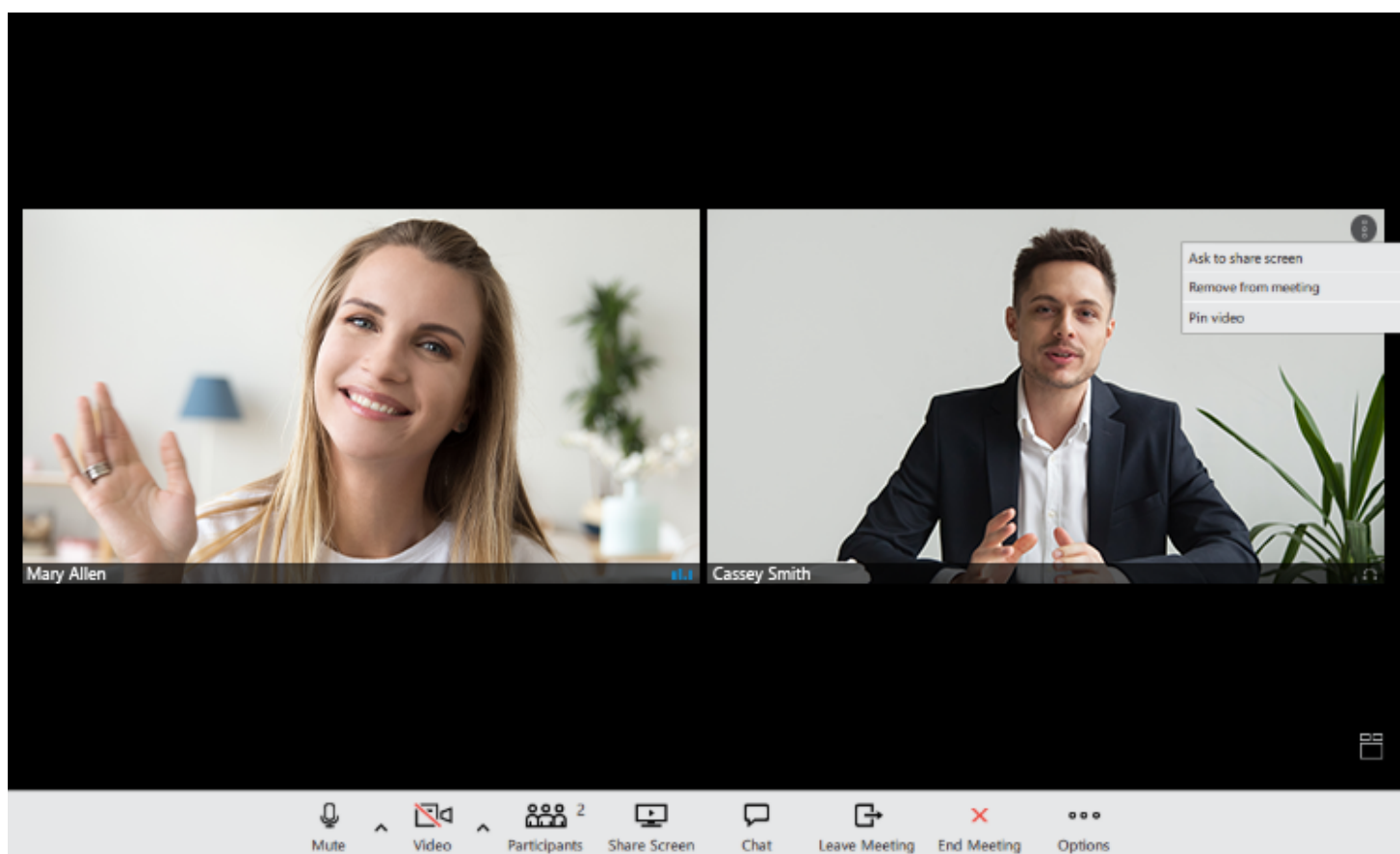
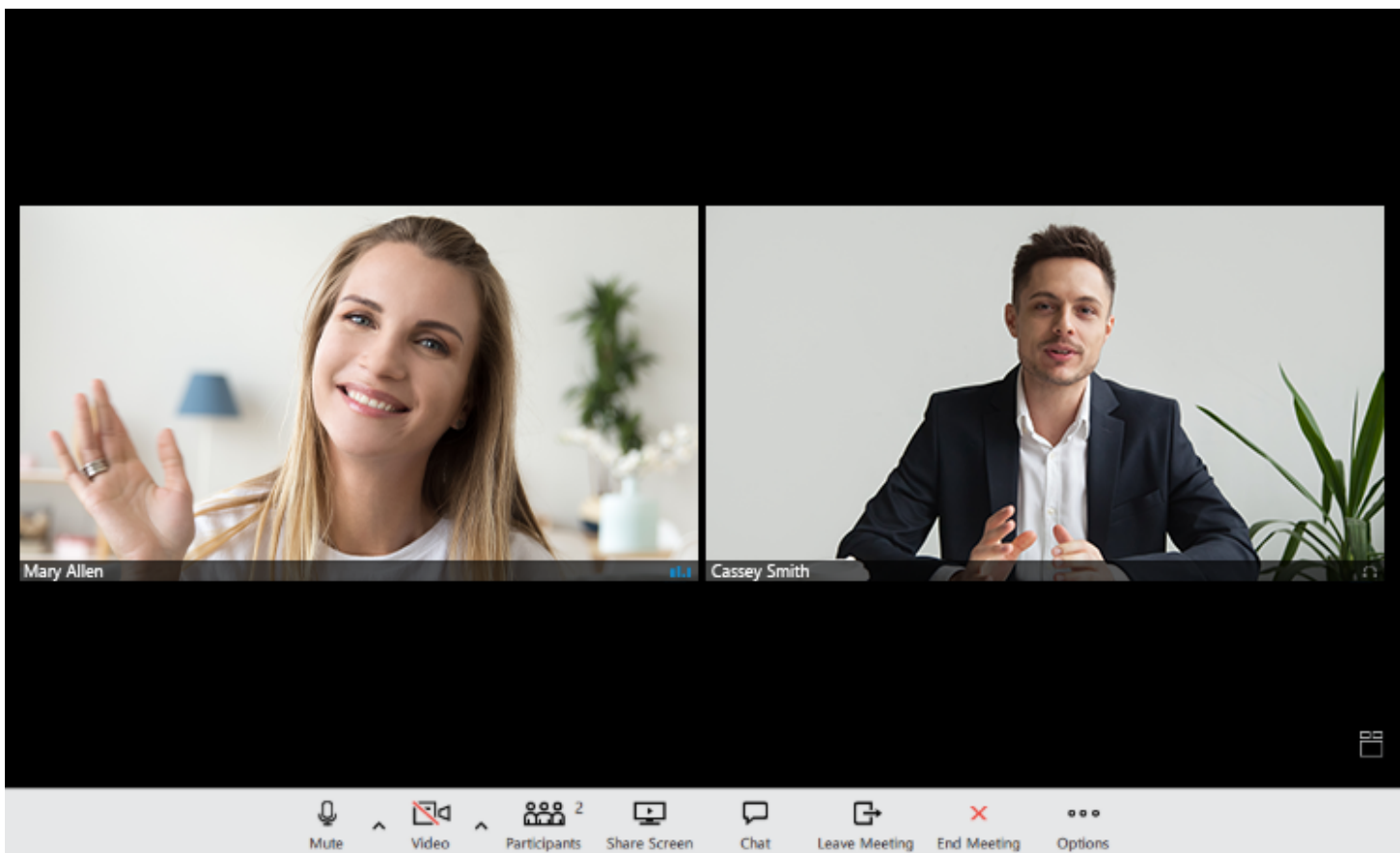
Here is the meeting window, you can invite many participants to the meeting, you have the following options at the bottom of the meeting screen:

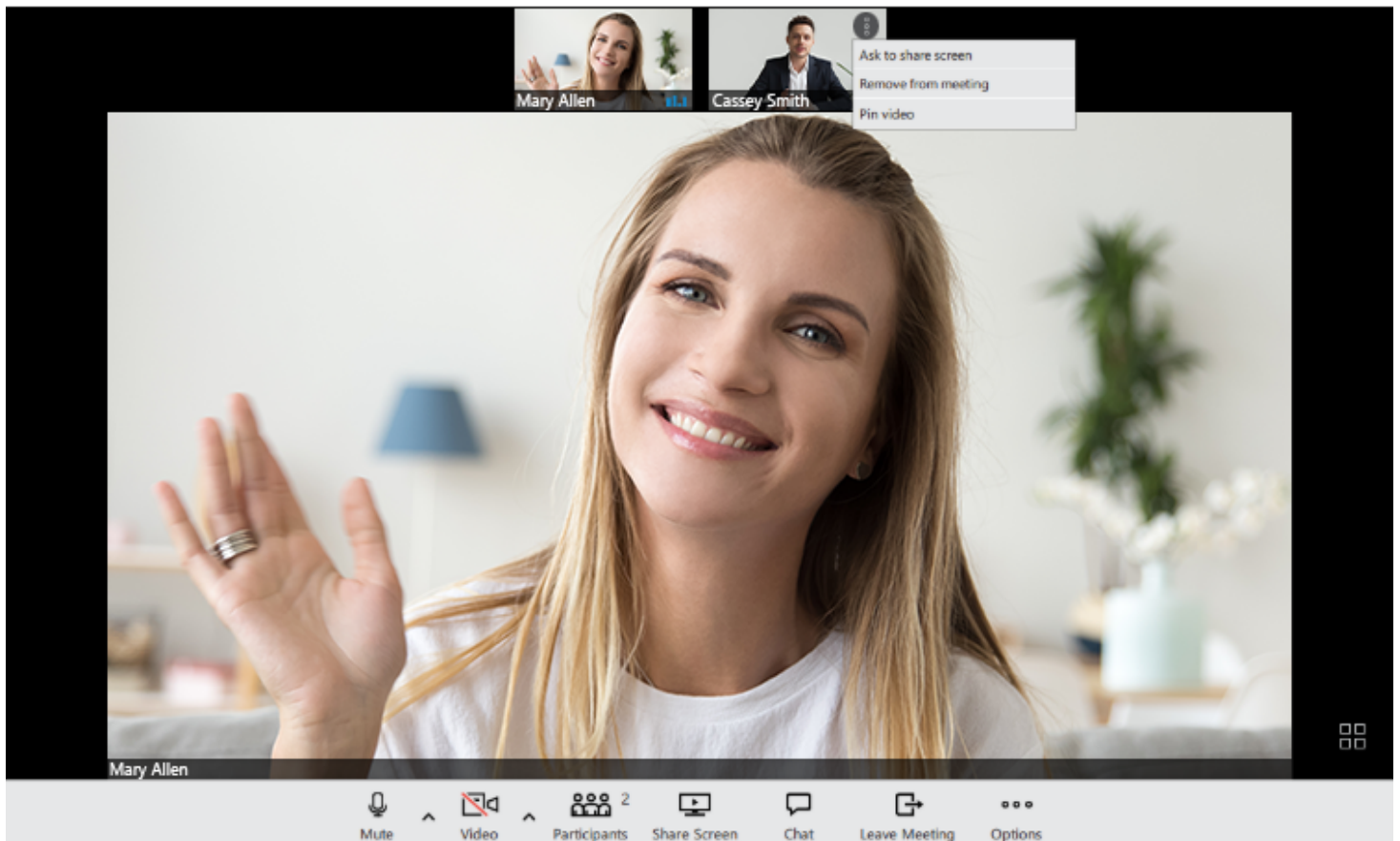
- Mute your own microphone (Disable/Enable the audio coming from your device)
- Disable/Enable your own video (Turn on or off the video shown from your camera)
- View the participant's list (See the participants in the meeting, if someone is missing you have the option to reinvite them. This will give 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)
- And additional options



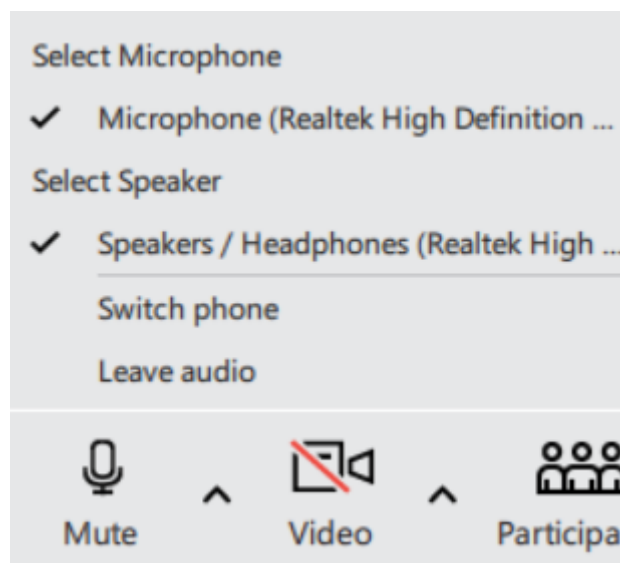
There is also an option to change the view of other participants in the meeting (bottom right corner). This helps with being able to adjust the size of an important participant e.g. if someone is sharing their screen and you want to see it clearly.





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

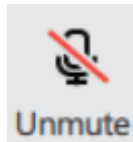
- Ask to share screen (prompts the participant to share their screen for the meeting to see, helps the participant achieve it faster)
- Mute (removes the ability to hear that person, useful for if they have a bad microphone)
- Remove from meeting (kicks a participant ideal for if they no longer need to be in the meeting)
- Pin video (makes their video the main one on display for you)



When you click on the arrow next to the “Mute” button you will be given the following options:

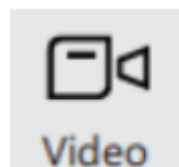
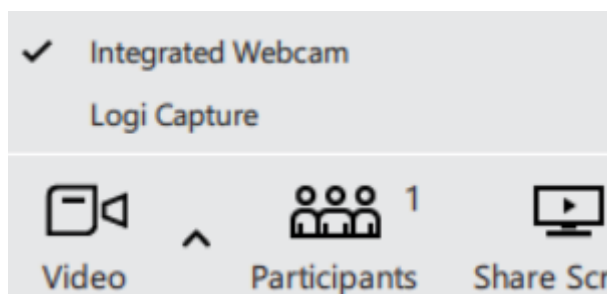


- Select Microphone (select which device you want to pick up your audio)
- Select Speaker (select which device you want the audio to play through)
- Switch Phone (the ability to switch the audio device you are using e.g. softphone to deskphone)
- Leave Audio (the ability to leave the audio channel to only view the video)
- In addition to this, you can "Mute" yourself (press the mute icon) to not let anyone else hear you



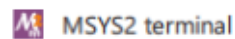
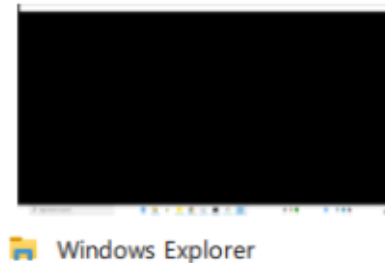
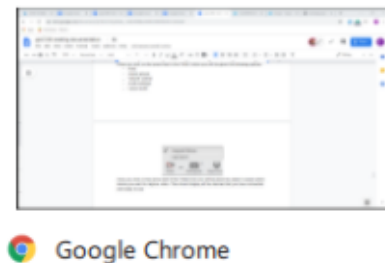
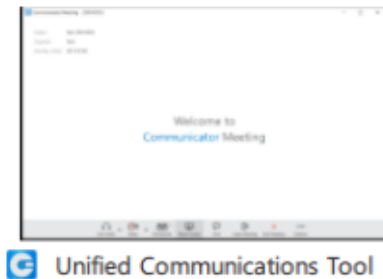
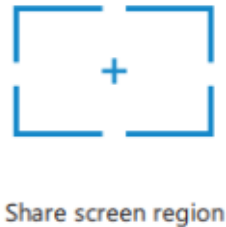
## Video Meeting

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 screen share button or request someone to prompt you with one. Then your screen should look something like this.

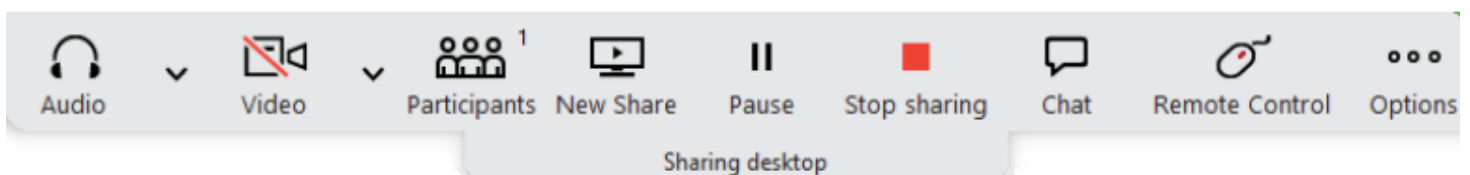


Share screen

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.)

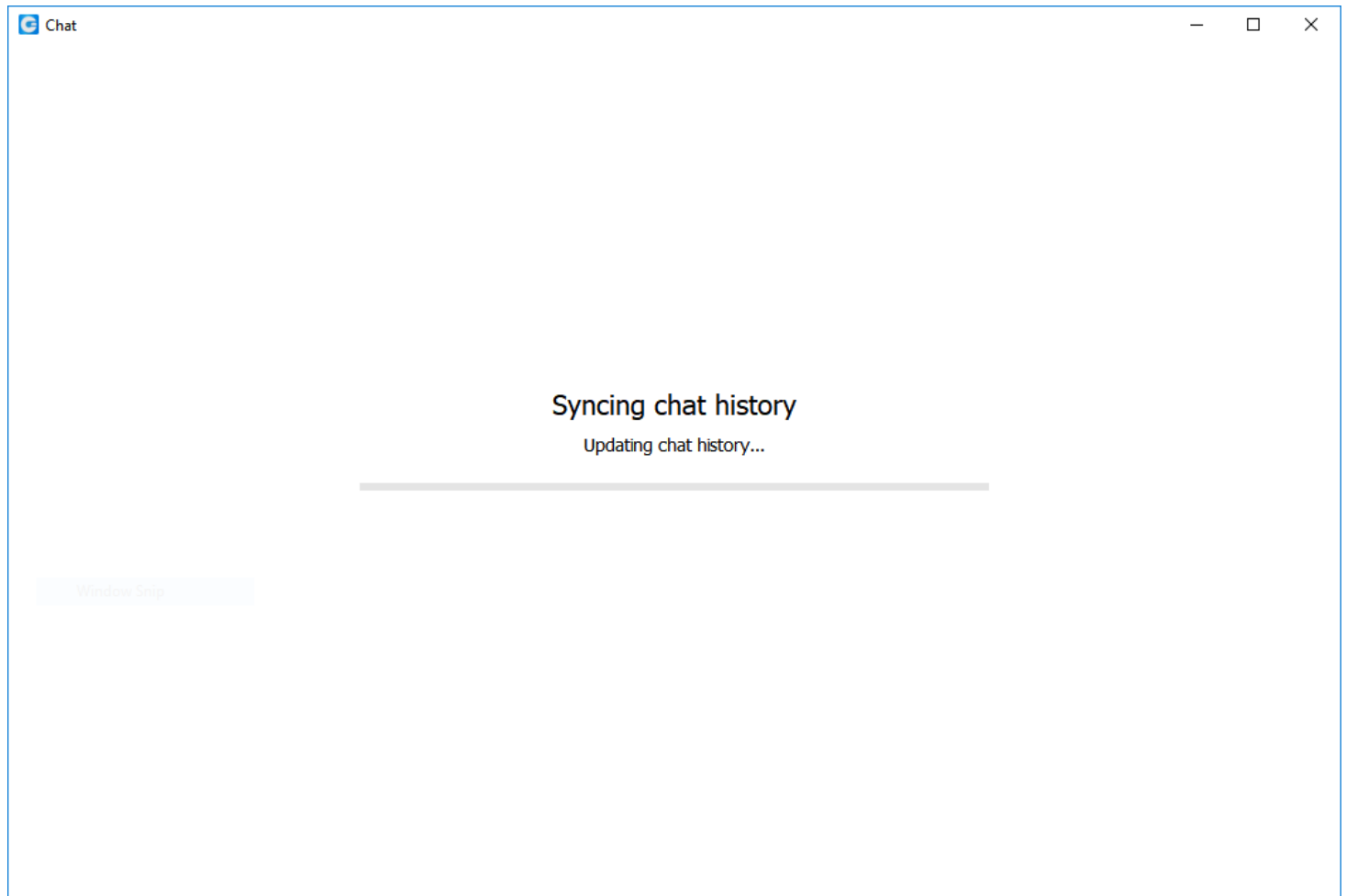
Under options, you have the added functionality to:

- 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 6.0 brings a unified chat between Desktop 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.



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.

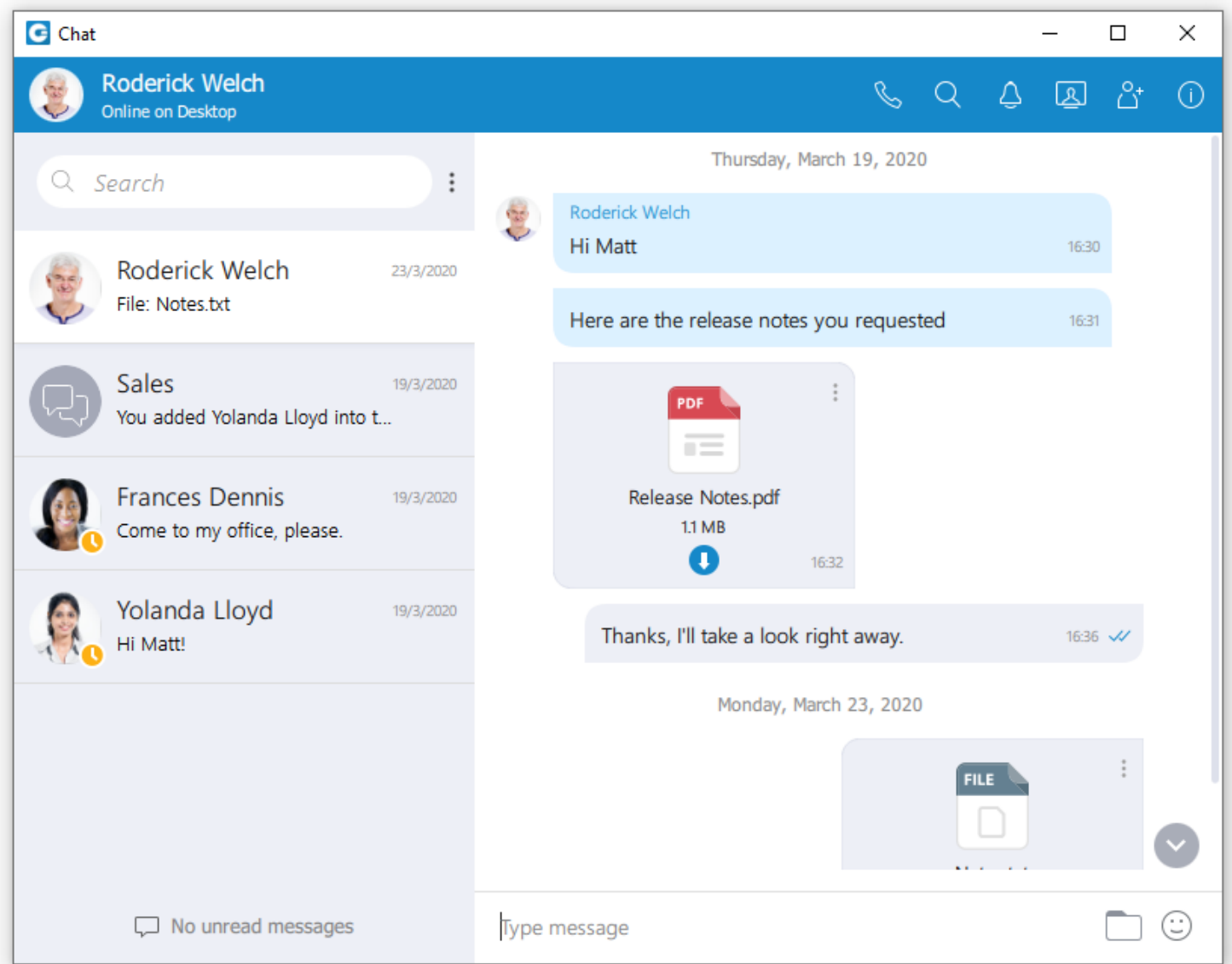
If you open the Chat window while the server is down, there is also an informative message that the chat server is not connected.



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.

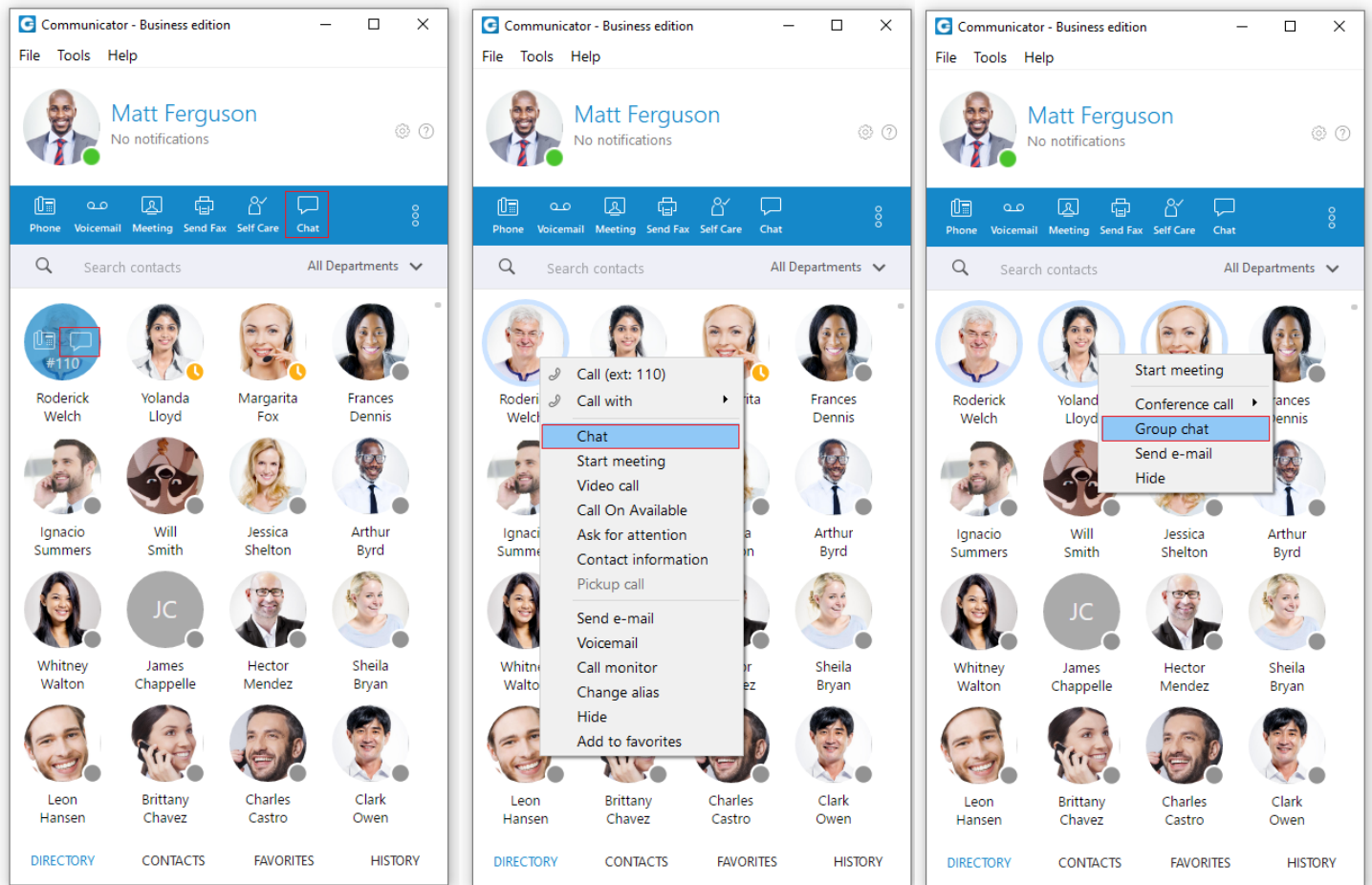
## Starting conversations



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:

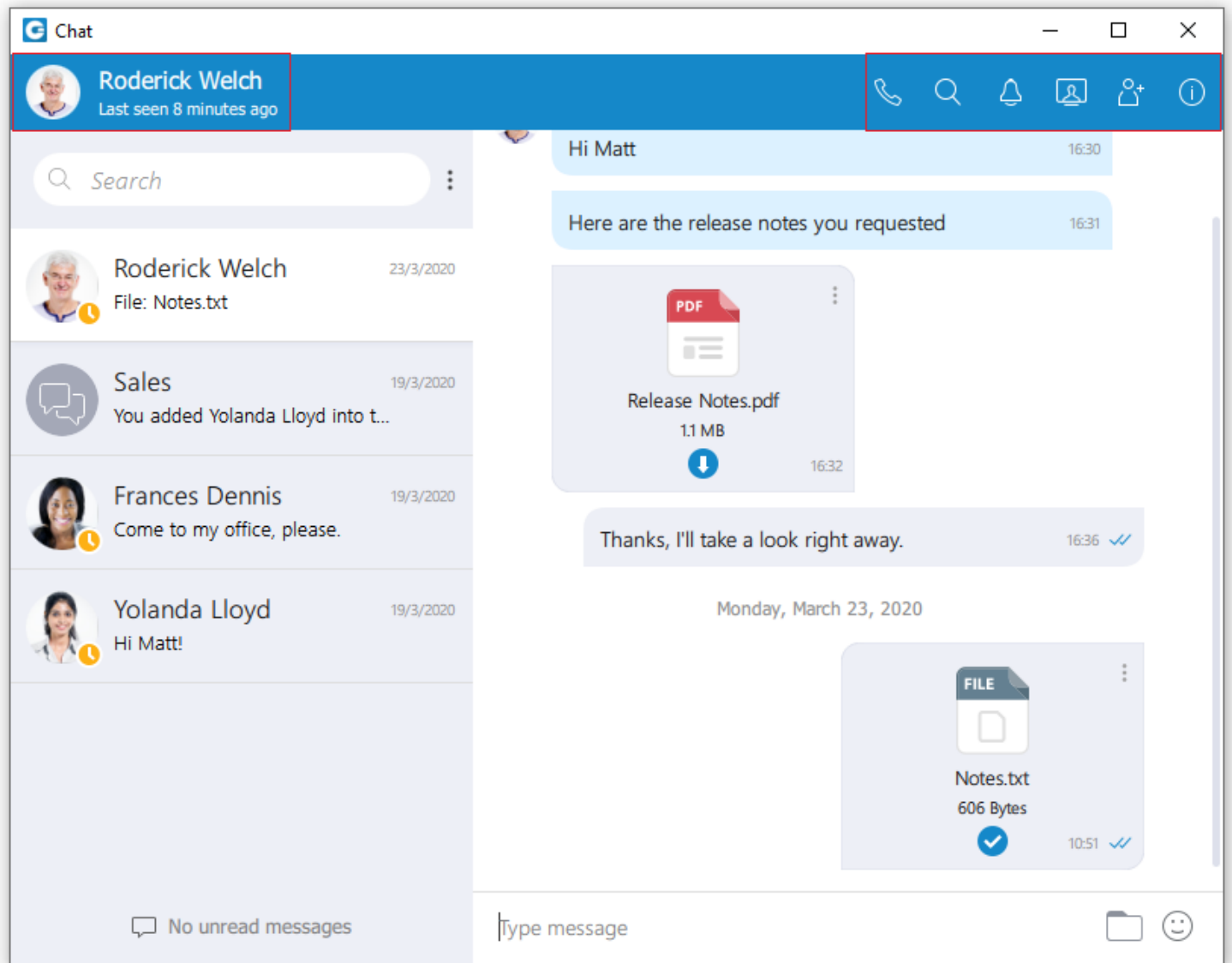
- Click on the chat icon when hovering over a user in the main window (only for grid view).
- Right click on a user in the main window, and choose option Chat from the menu.
- Double click on a user in the main window (if your default double click action is set to Chat inside the Preferences).
- Select 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

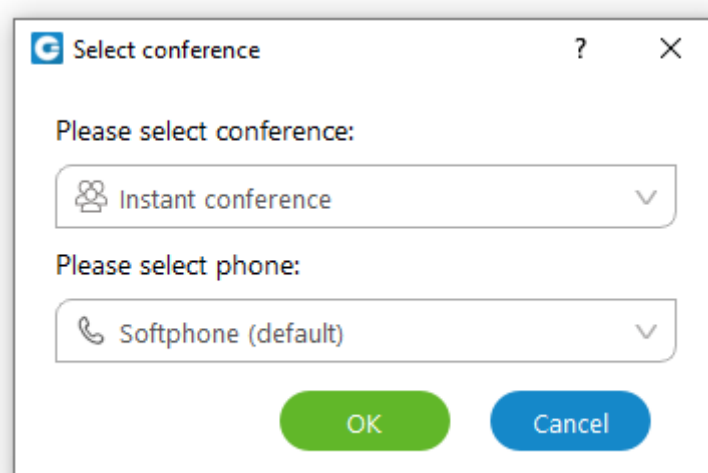
On top of the *Chat* window area there is a blue bar which contains information about the currently selected conversation, and also provides various actions available for that conversation.

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 participants label opens up the *Info* drawer. Below the user's name there is information about user's presence and status, e.g. is the user currently online, what is the user's status message, is he currently away from Desktop etc. In case of a group chat, there is a label indicating the number of participants in the conversation.




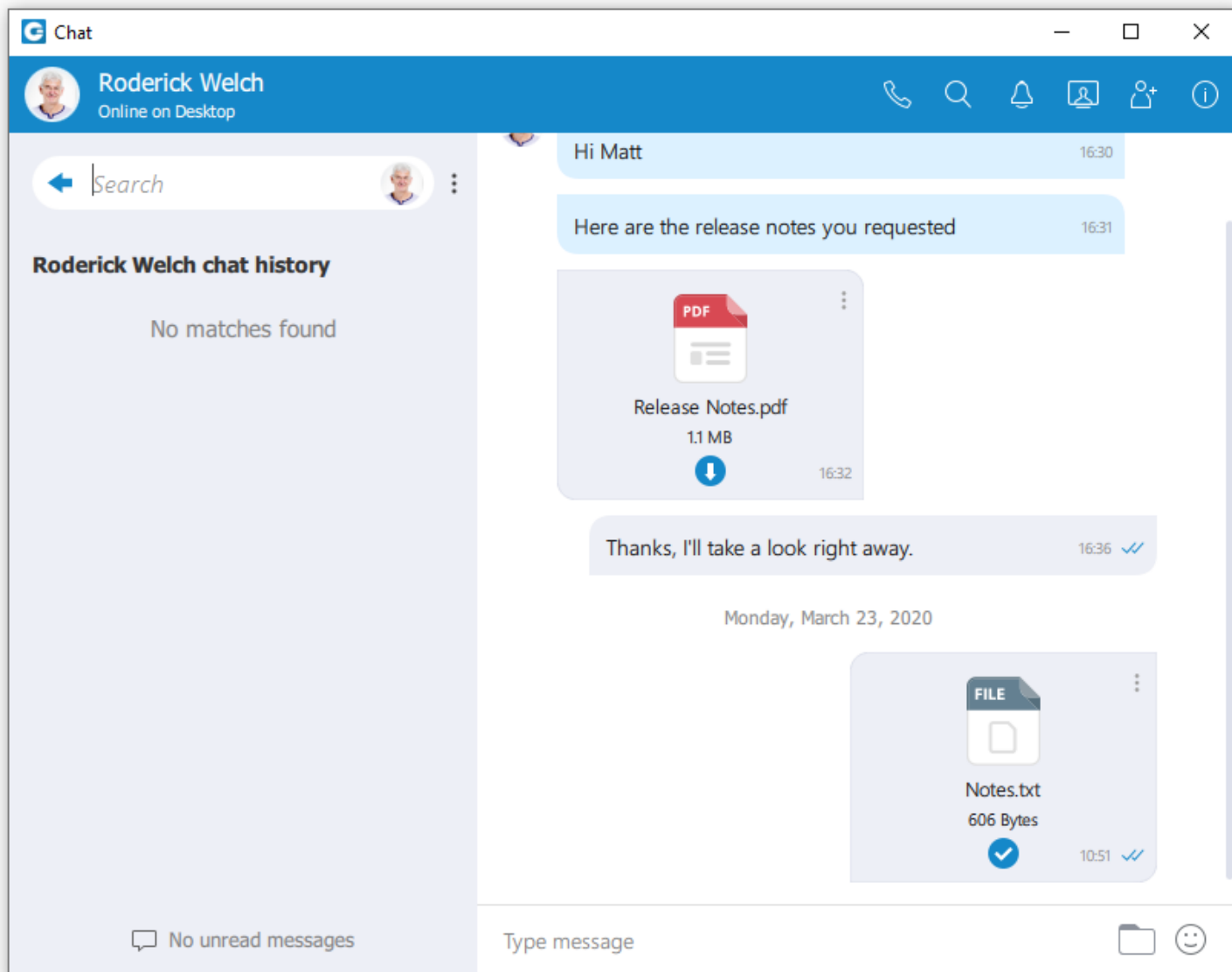
On the right side of the blue bar there are buttons for executing actions available for the currently selected conversation.


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

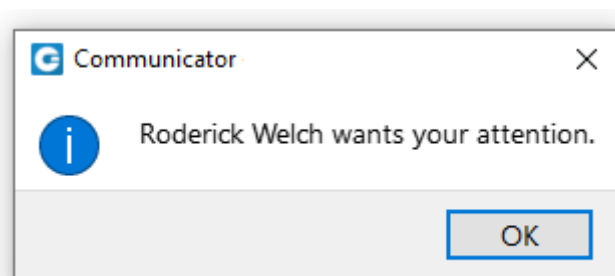






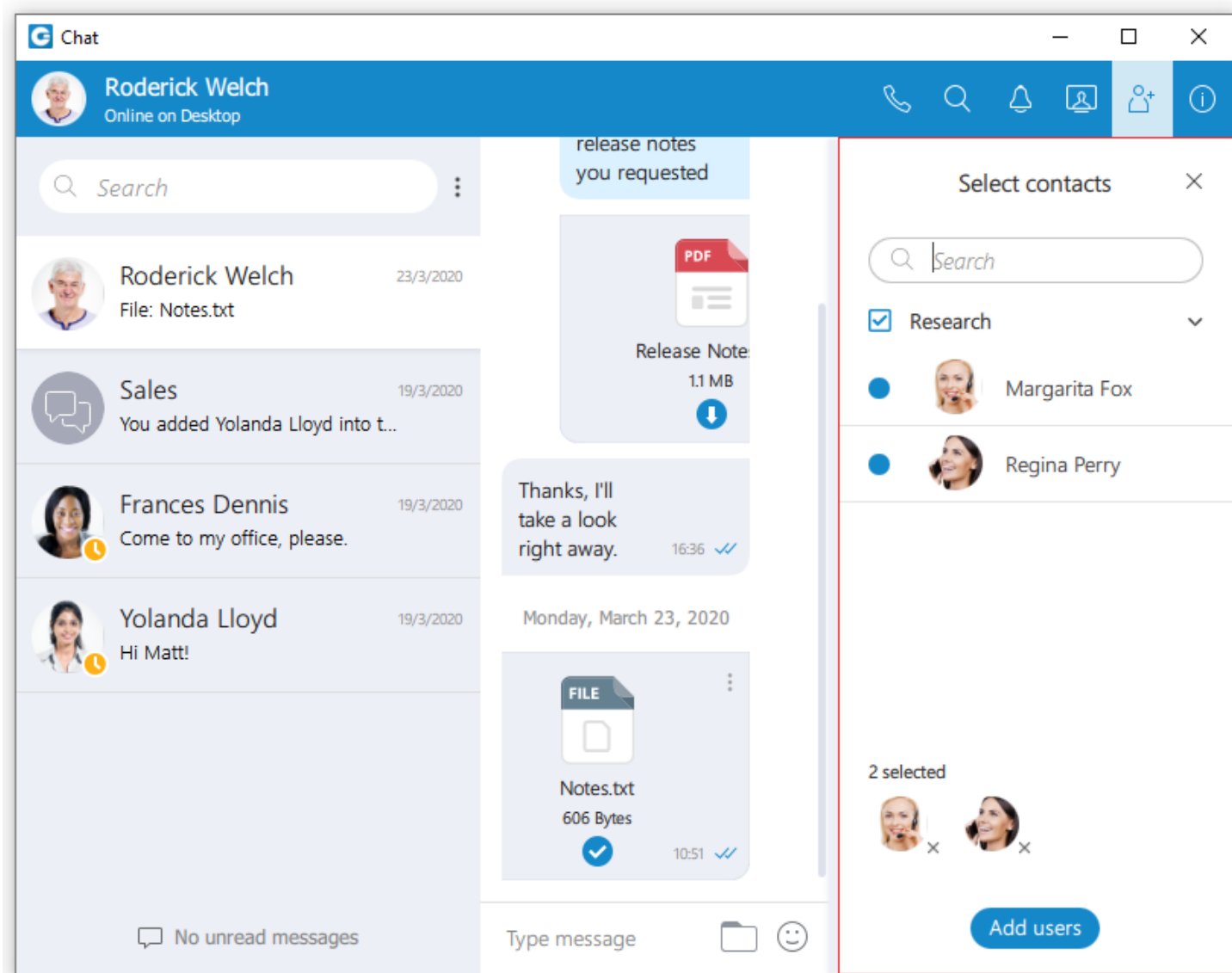
- \*  Search for messages from the current conversation




- \*  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.

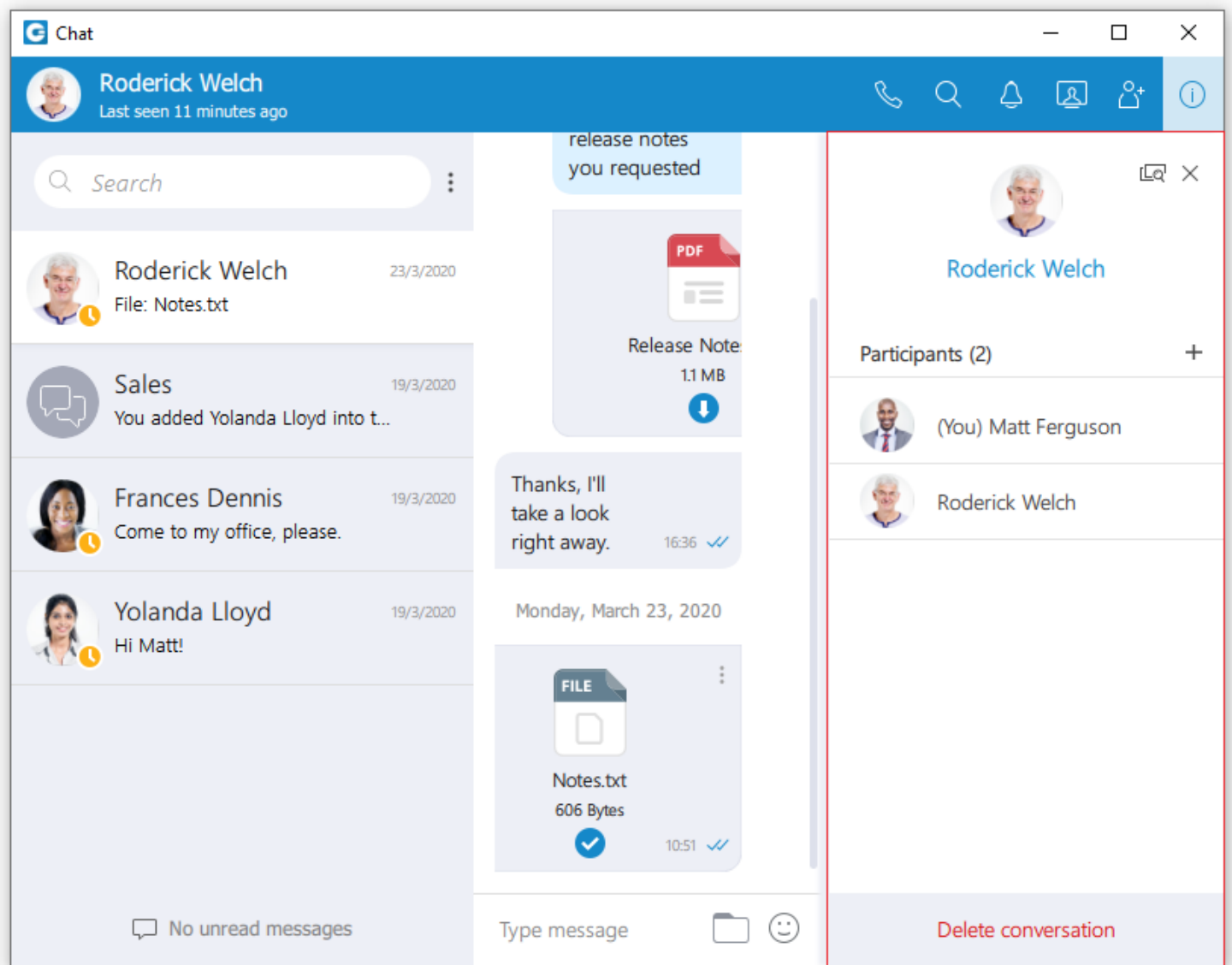


-  Open the chat info.

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.

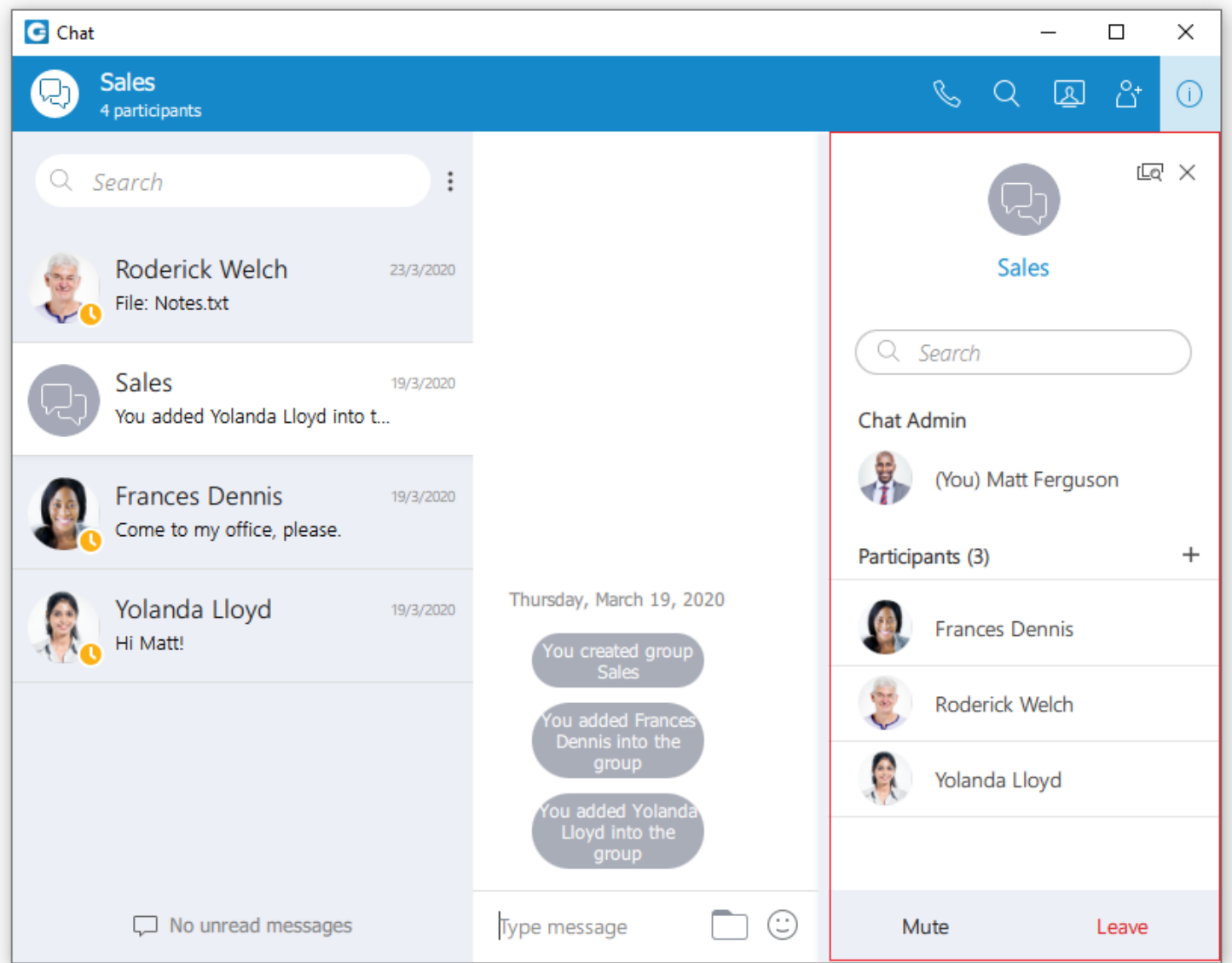
To collapse the users list and show a list of departments click on the name of the currently expanded department. To select all users from the currently expanded department, click on the checkbox next to the department name.

## Chat Info






For a 1 on 1 conversation info drawer shows all participants of the conversation. You can also add users into the conversation by clicking on the **Participants** label. You can hover over each participant to see information about their presence, and also to see available actions. You can delete the conversation by clicking on the **Delete** conversation button on the bottom of the window.

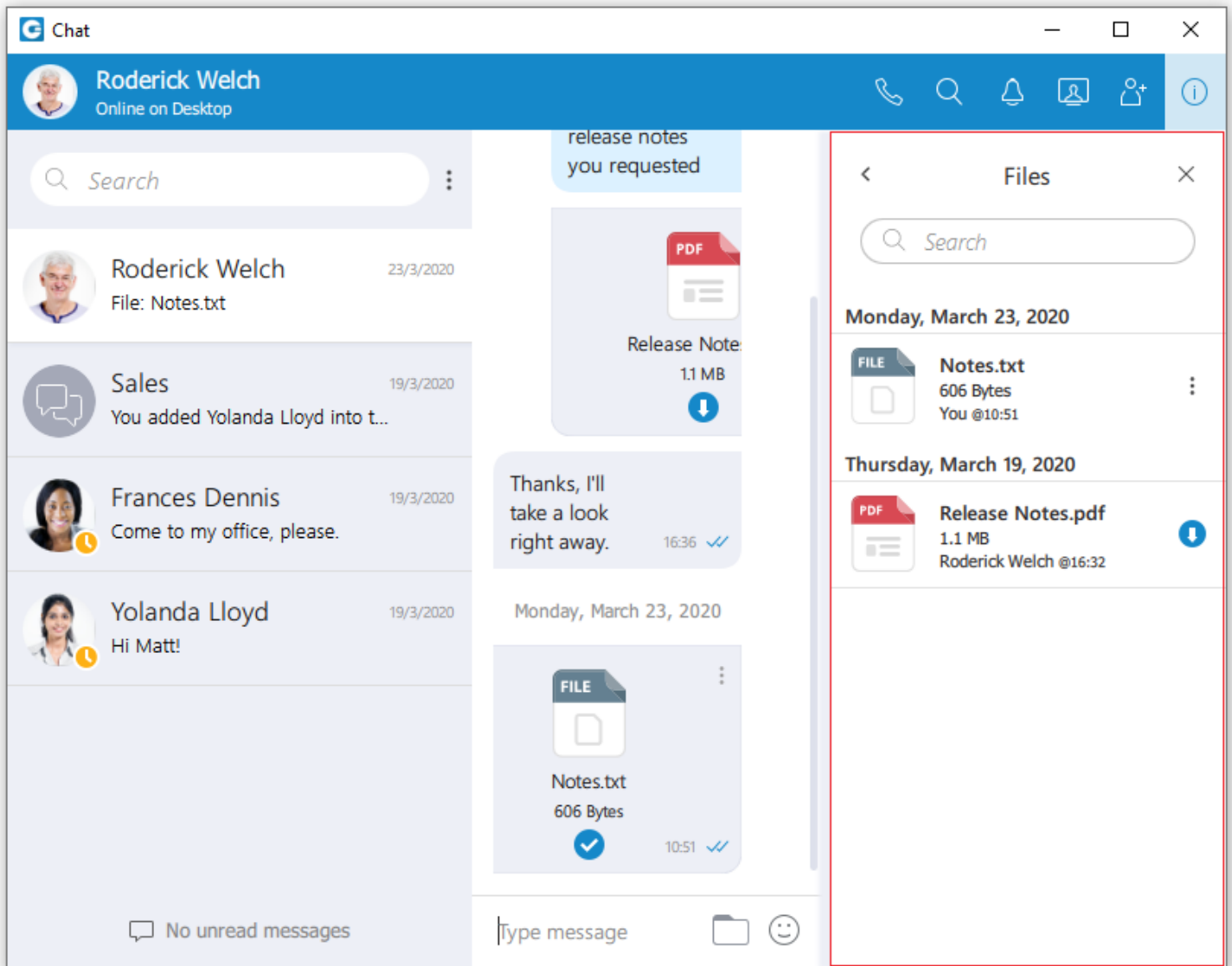
For a group conversation info drawer shows the group name, all participants of the conversation as well as the group administrator. If you are the group administrator you can change the group name by clicking on the current name, type in the new name and press enter on your keyboard. You can add users or filter participants of the conversation the same way as in a 1 on 1 conversation. You can hover over each participant to see information about their presence in the tooltip, and also see available actions. You can mute the group conversation by clicking on the **Mute** button on the bottom of the window. You can leave the group by clicking on the **Leave** button on the bottom of the window. When you click on the Leave button you are presented with a message box to choose if you would like to just leave the group and keep the chat history, or to leave the group and remove all messages from that group from the chat history as well.



When hovering over a participant, there are a few possible actions:

-  Call the hovered participant
-  Open the 1 on 1 conversation with the hovered participant
-  Kick the hovered participant (only available for the group administrator)



## Files overview





You can click on the  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 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 on the desired location with the desired

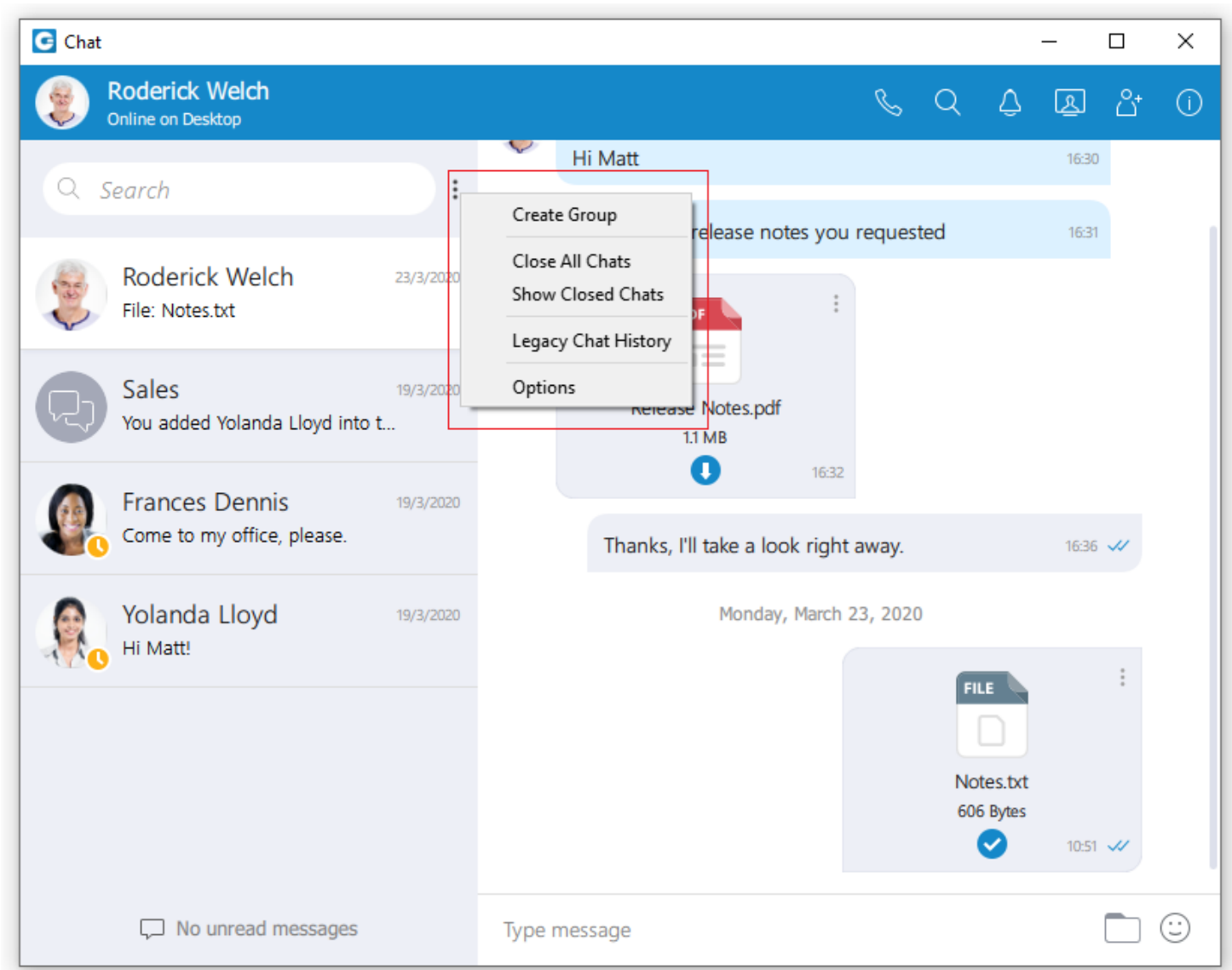
name.

-  Show progress of currently uploaded/downloaded file.
-  Click to cancel current uploading/downloading. Visible when you hover the progress circle.

## Options (3 dots) menu

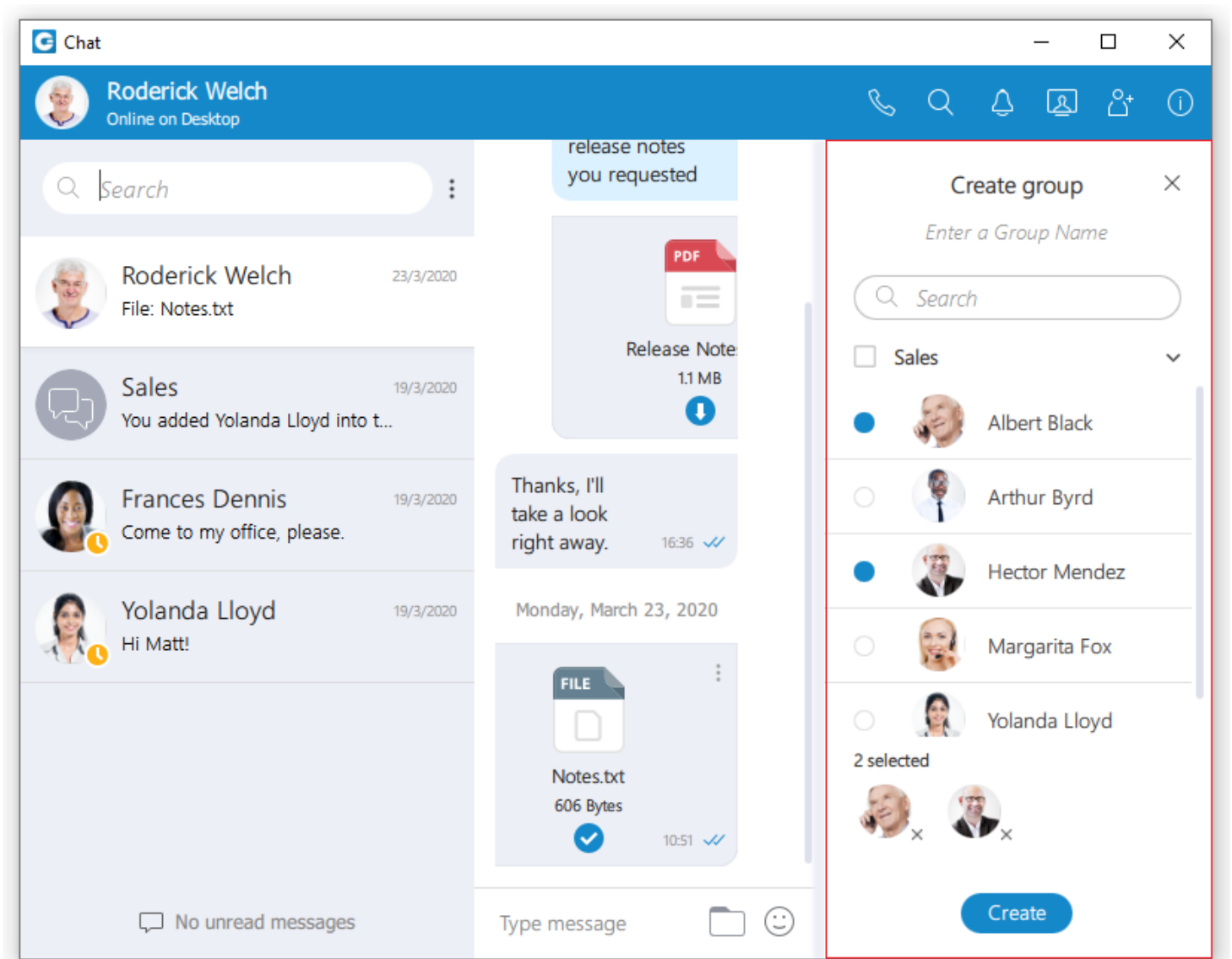
The menu contains the following options:

- 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.

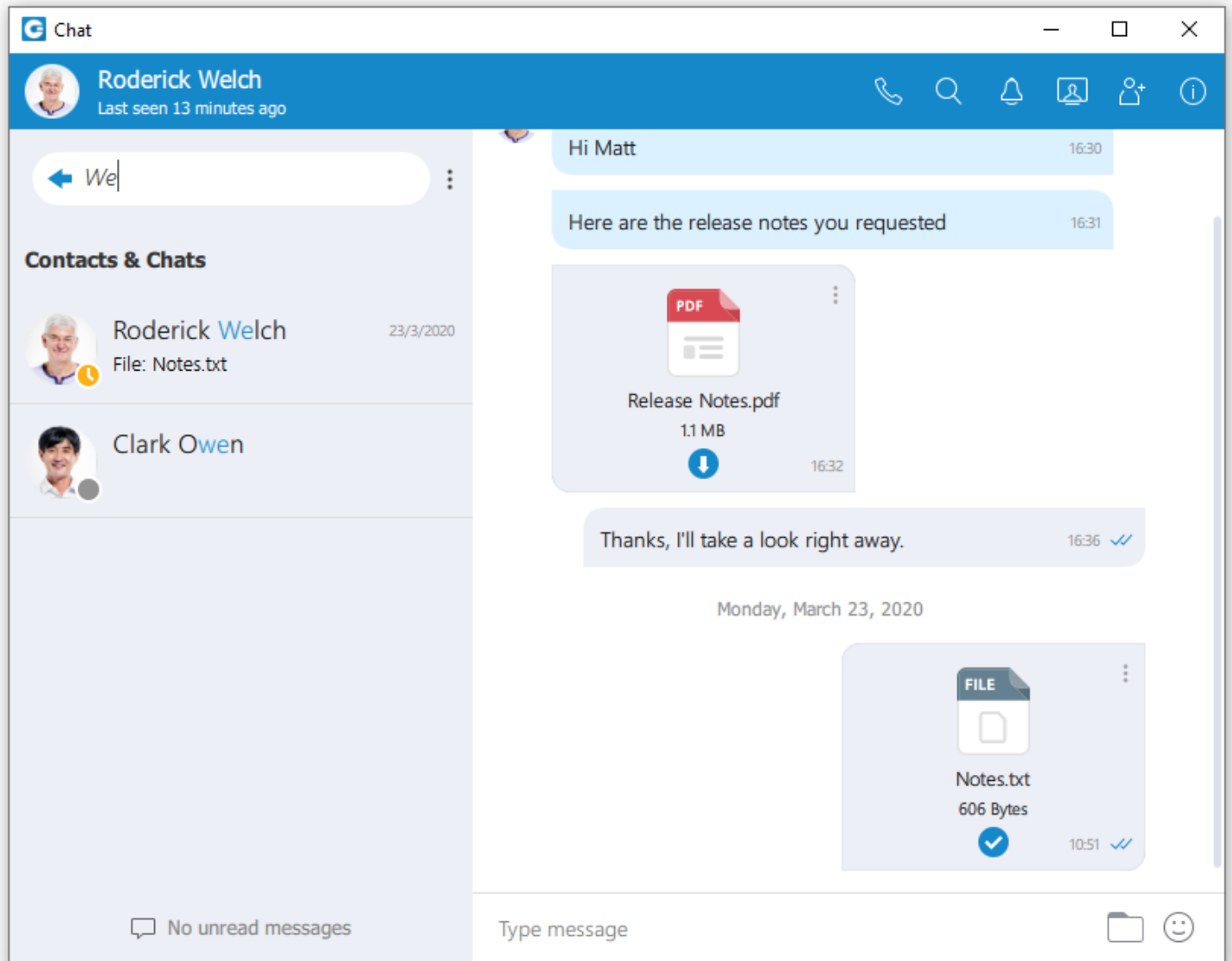
*Legacy Chat History* option is used to show chat history from previous versions so you would not lose all of the messages you had in your chat history prior to the update to Communicator version 6.0. This chat history is kept only for those purposes since old chat messages cannot be migrated to the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

*Options* option is used to quickly navigate to Chat section in the Preferences window

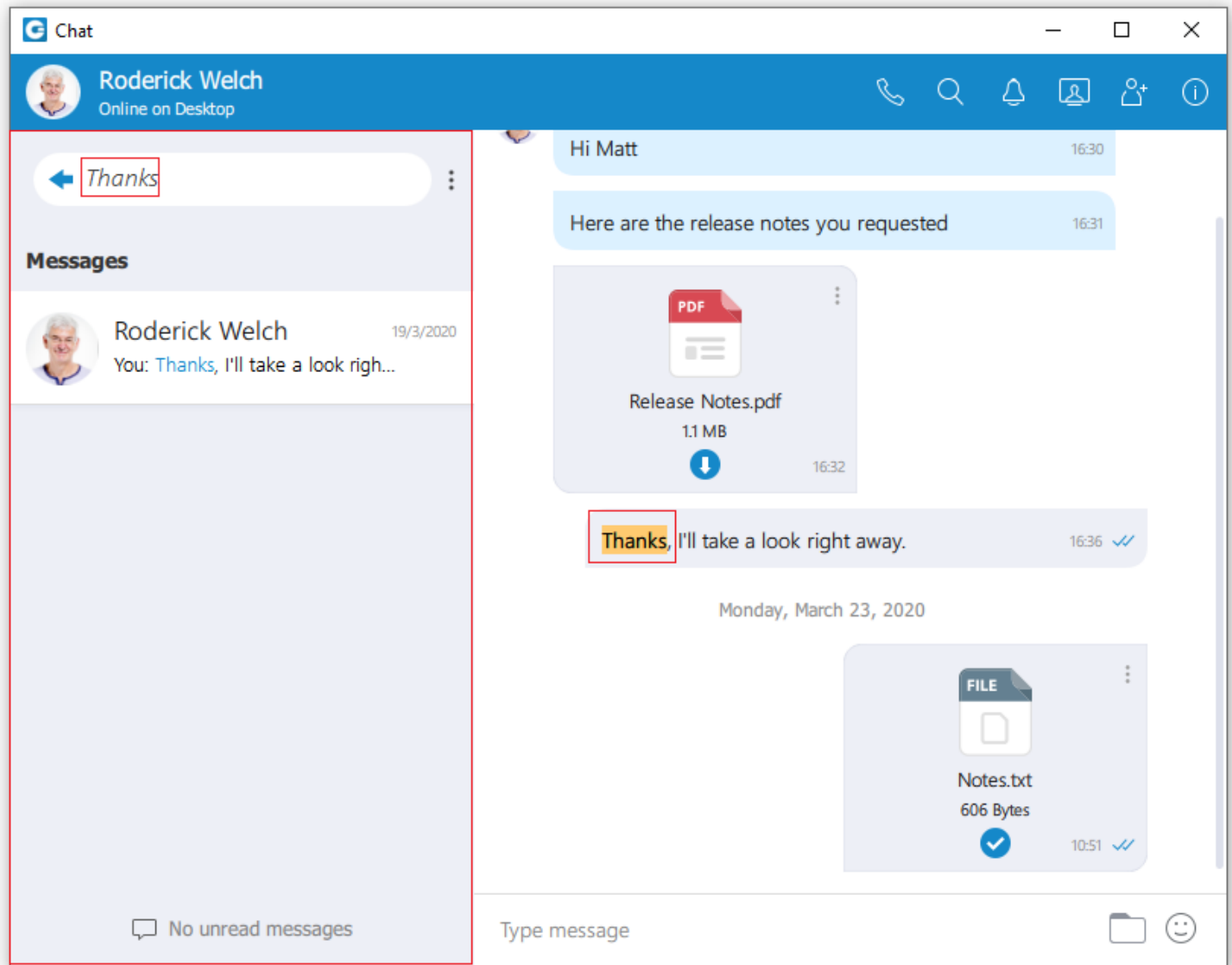
## Search and Chat History

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




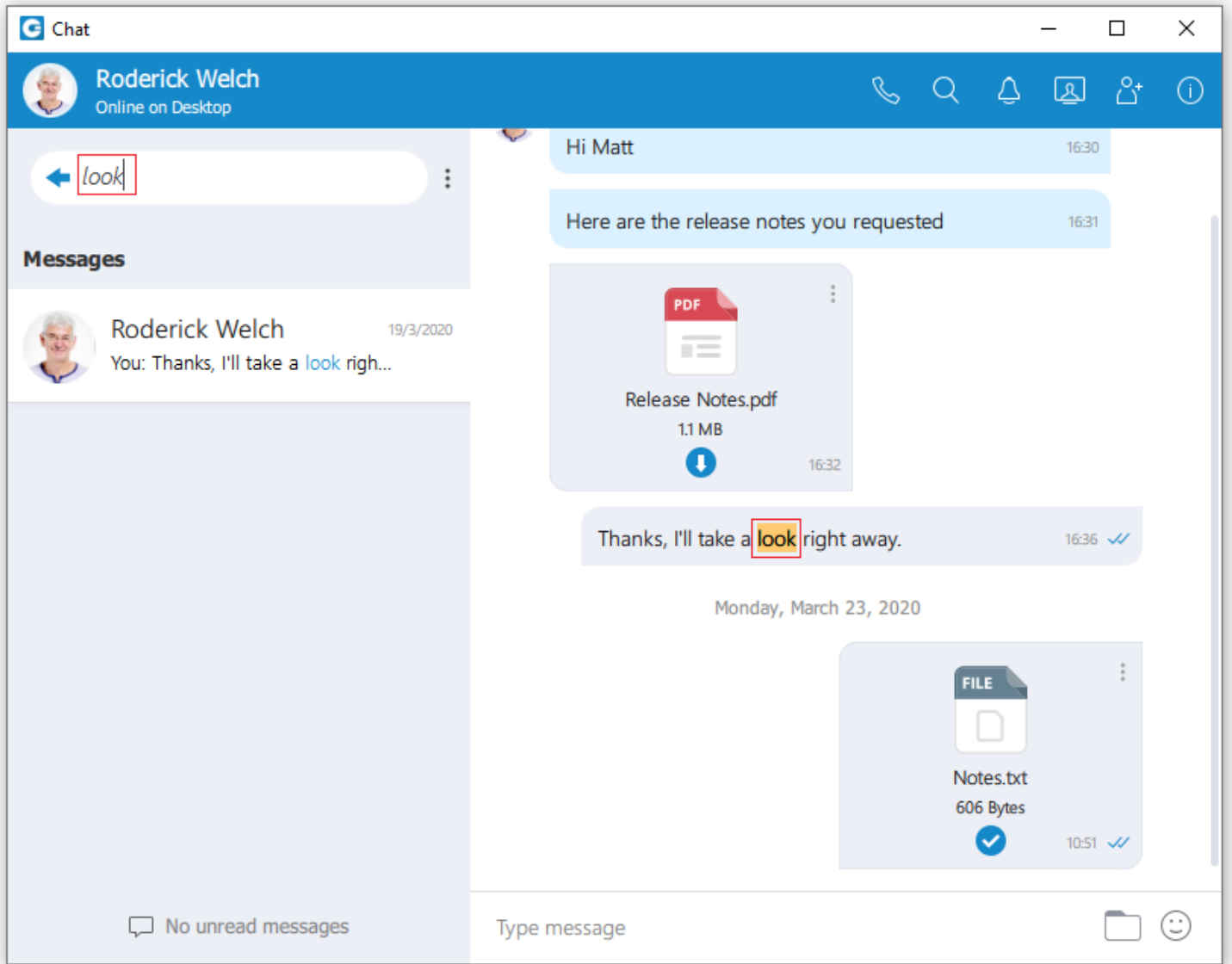




Unlike the versions prior to Communicator 6.0 chat history is now integrated into the **Chat** window so you don't have to open another window to search for a message. When you type in a term in the search field, the application is going to find all users or existing conversations that match the term, 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?

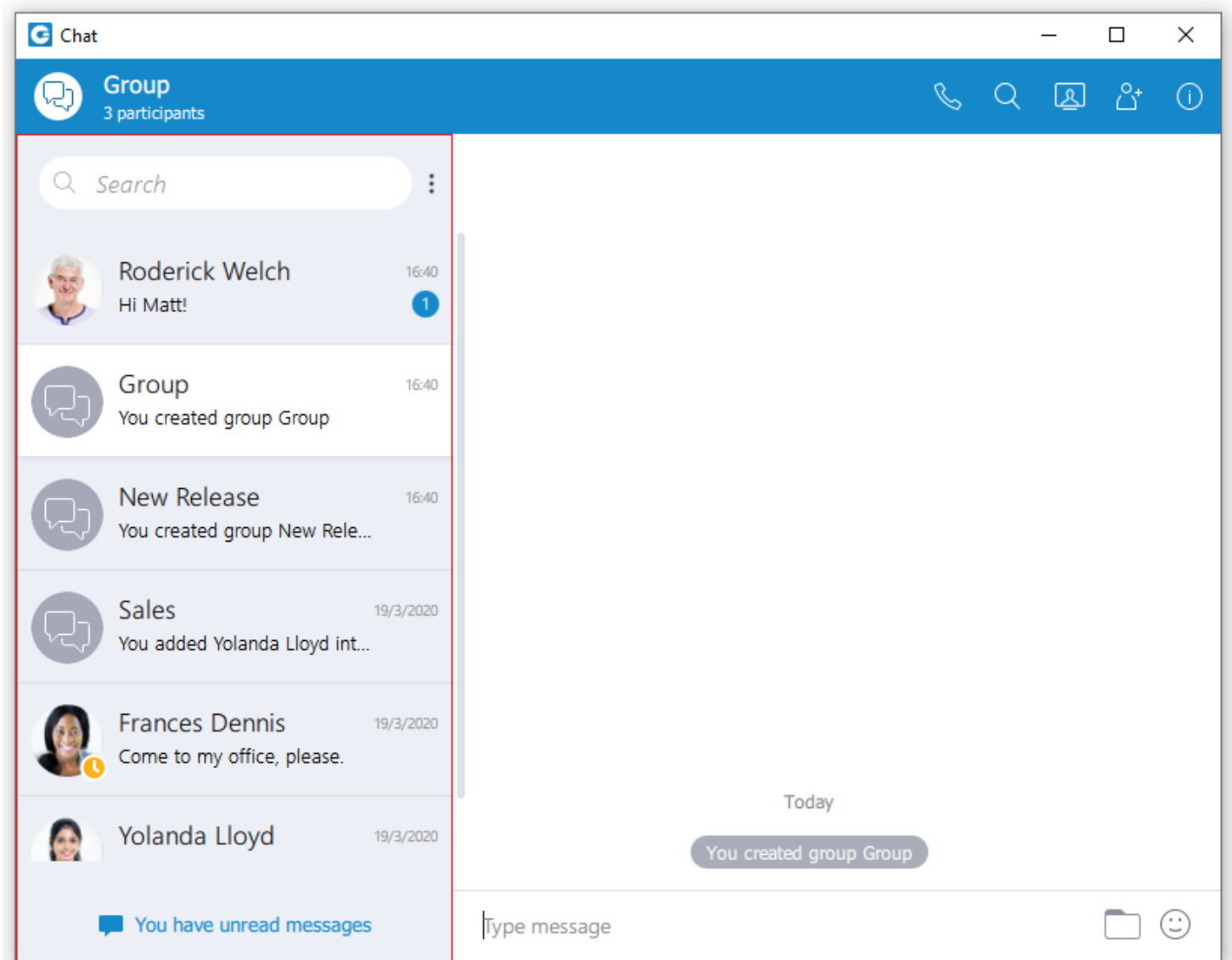
But maybe you just wanted to find the last two messages, where words “Hello” and “Bob” are right next to each other and in the right order (where the word “Hello” comes before “Bob”). In that case you have to put quotation marks around the term.


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.

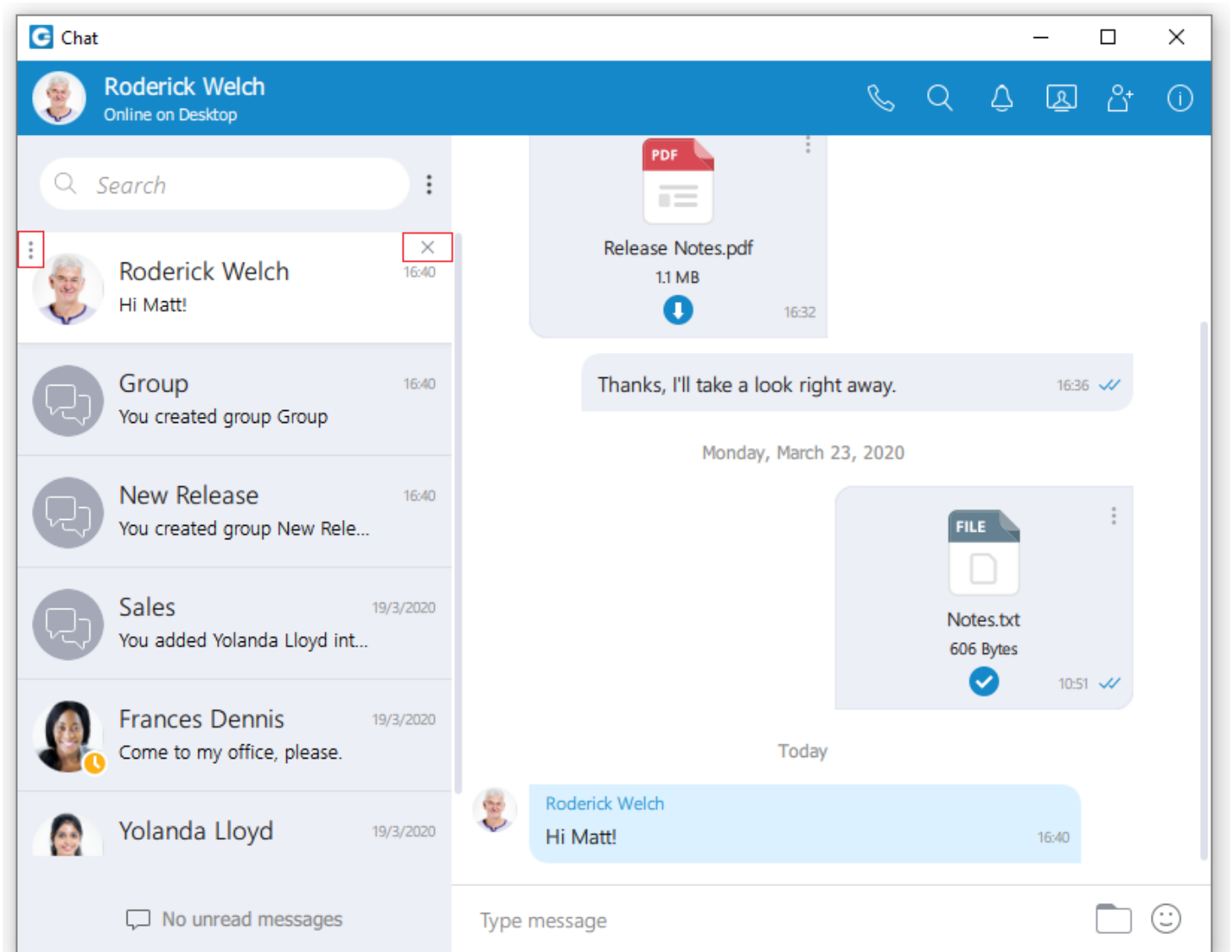
## Conversations list



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**

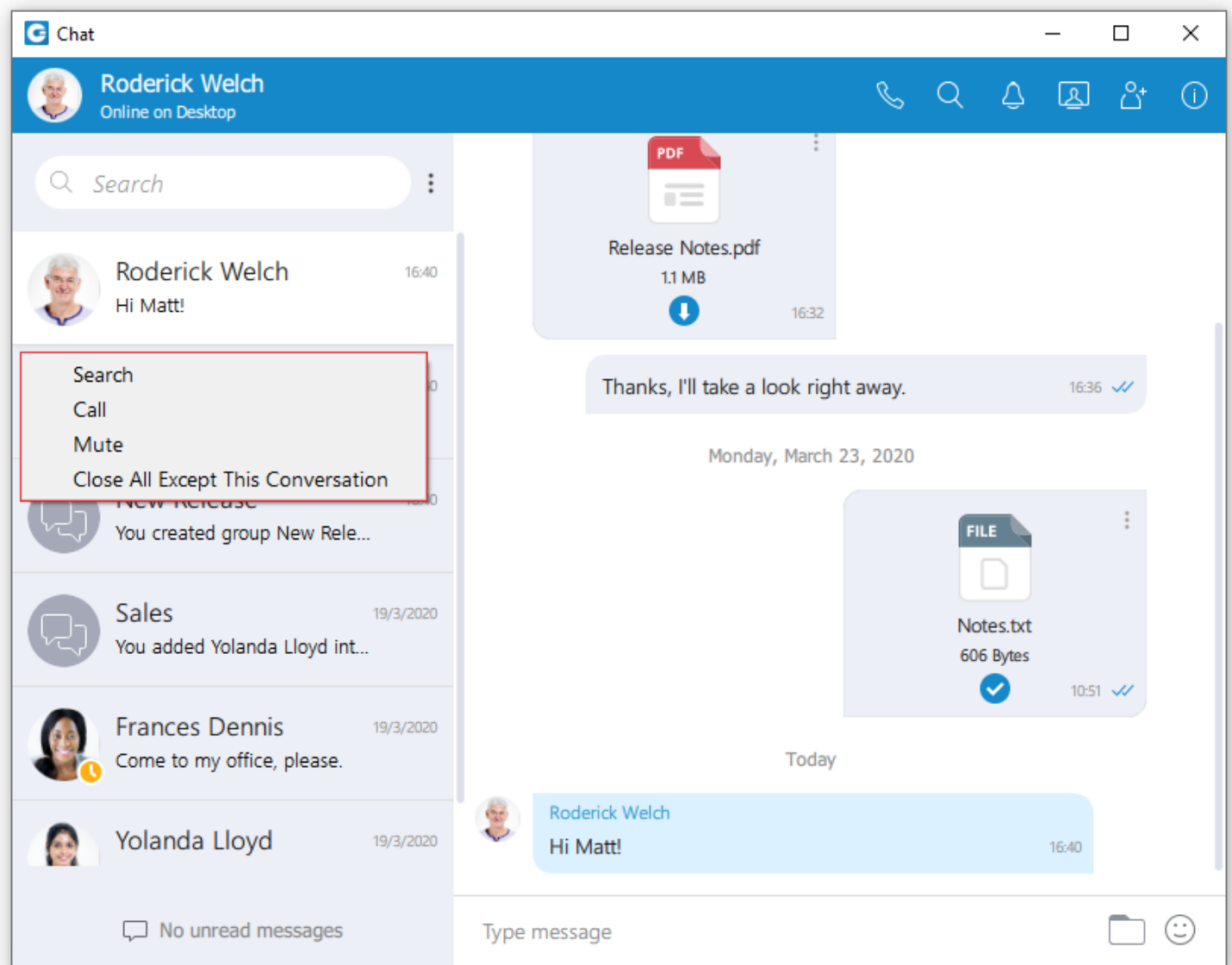
*chats* label to return to your active conversations list.


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
- Mute (only for group conversations)
- Close All Except This Conversation



**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.

**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 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

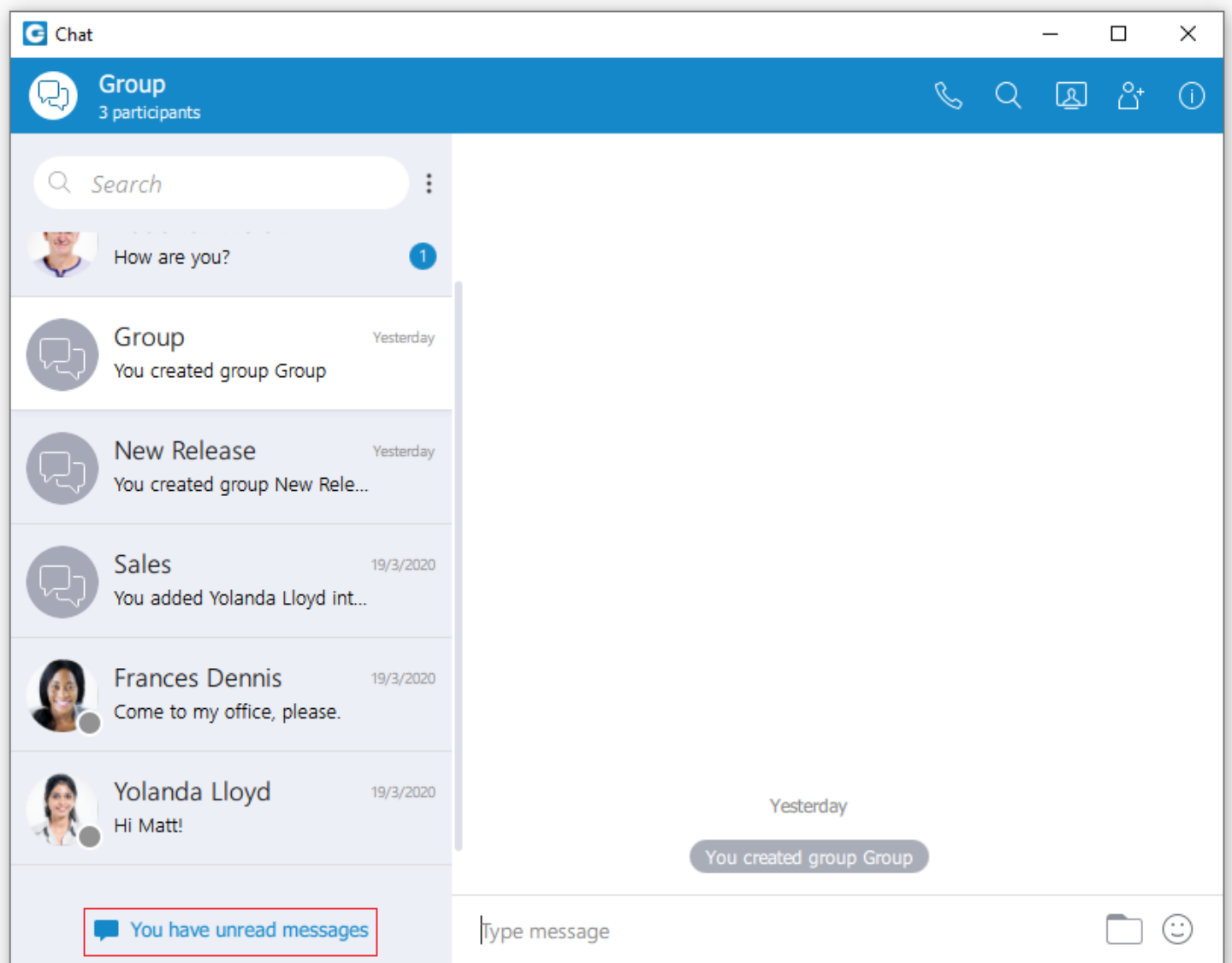
- Last message in the conversation
- Time of the last message in the conversation
- Number of unread messages (if any)

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.

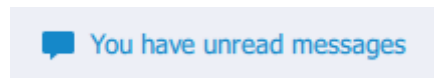
## Unread messages indicator



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 colour to draw the user's attention.

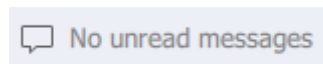


Click on a label to open up a menu showing a list of all conversations with unread messages indicating the number of unread messages in the parenthesis. Also, there is an option to mark all messages as read.

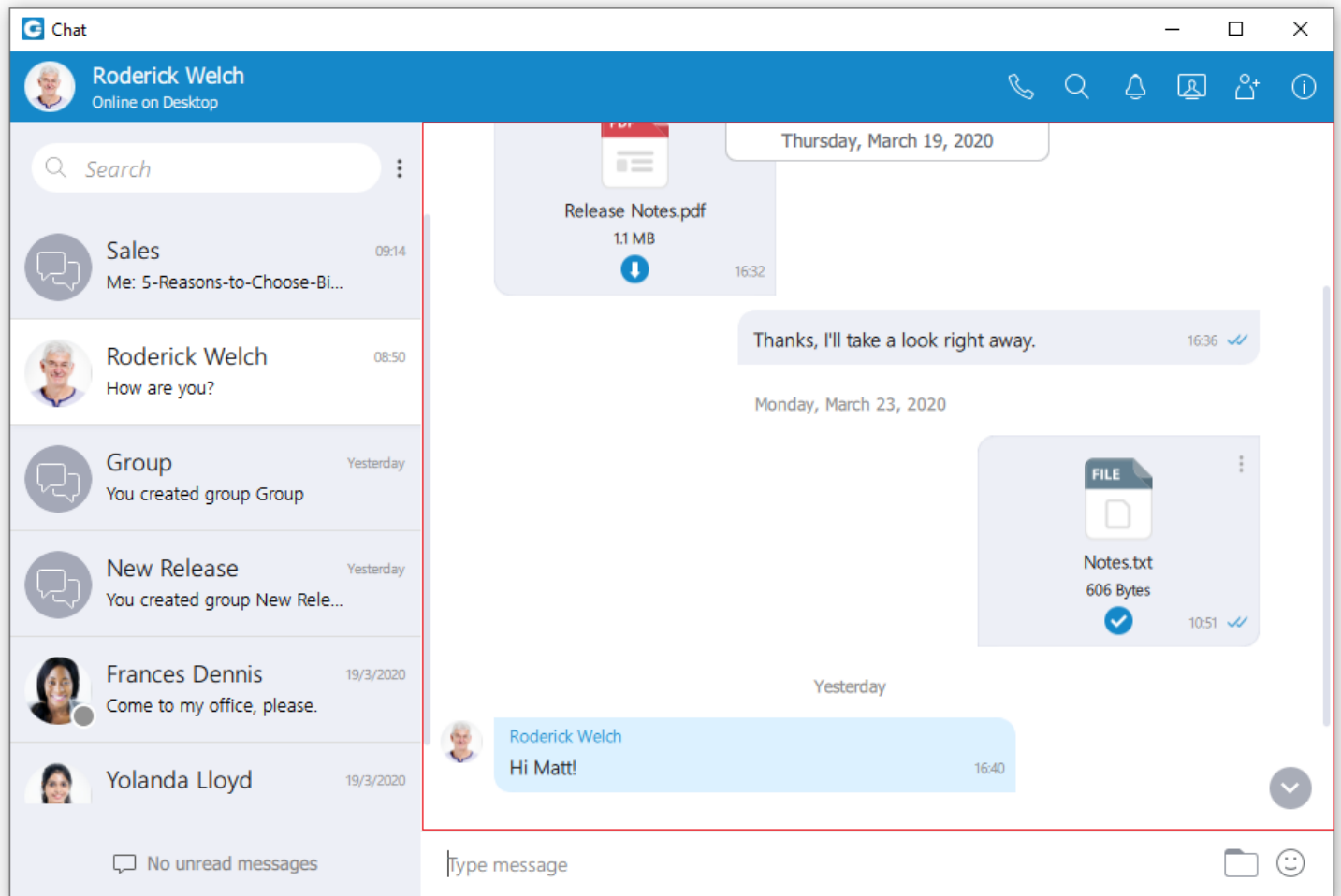


Marking all messages as read will effectively send seen to all those conversations even though you haven't read those messages yet. Clicking on any other option besides *Mark all as read* opens the selected conversation. This can be used as a quicker way to find conversations with unread messages instead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

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! 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 *Copy message* and *Show plain text* options.

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

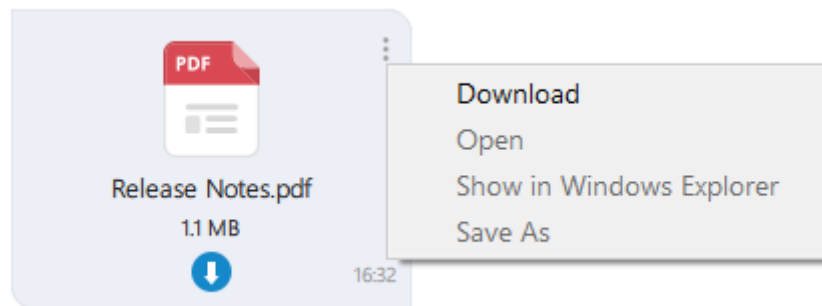
*Show plain text* option is used to disable all message formatting (links, emojis etc.), to see the original message source. If you right-click on the message again after you've pressed the *Show plain text* option, there is a *Show rich text* option to revert it and to see the formatted message with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

## File message

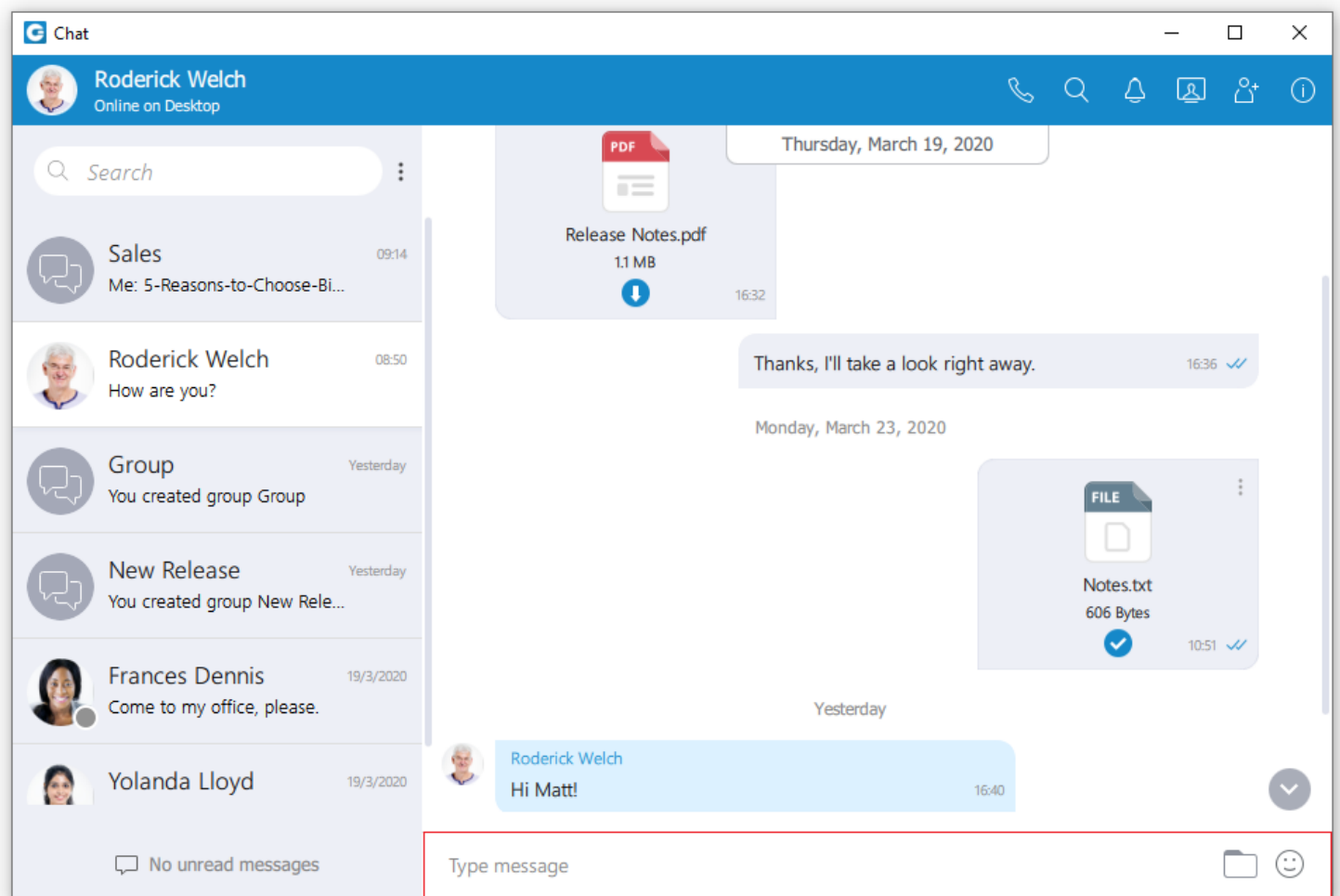


Besides regular text messages, you can use the chat in Communicator 6.0 to share files.

For image and video files there is a thumbnail which 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 to create a copy of the file.

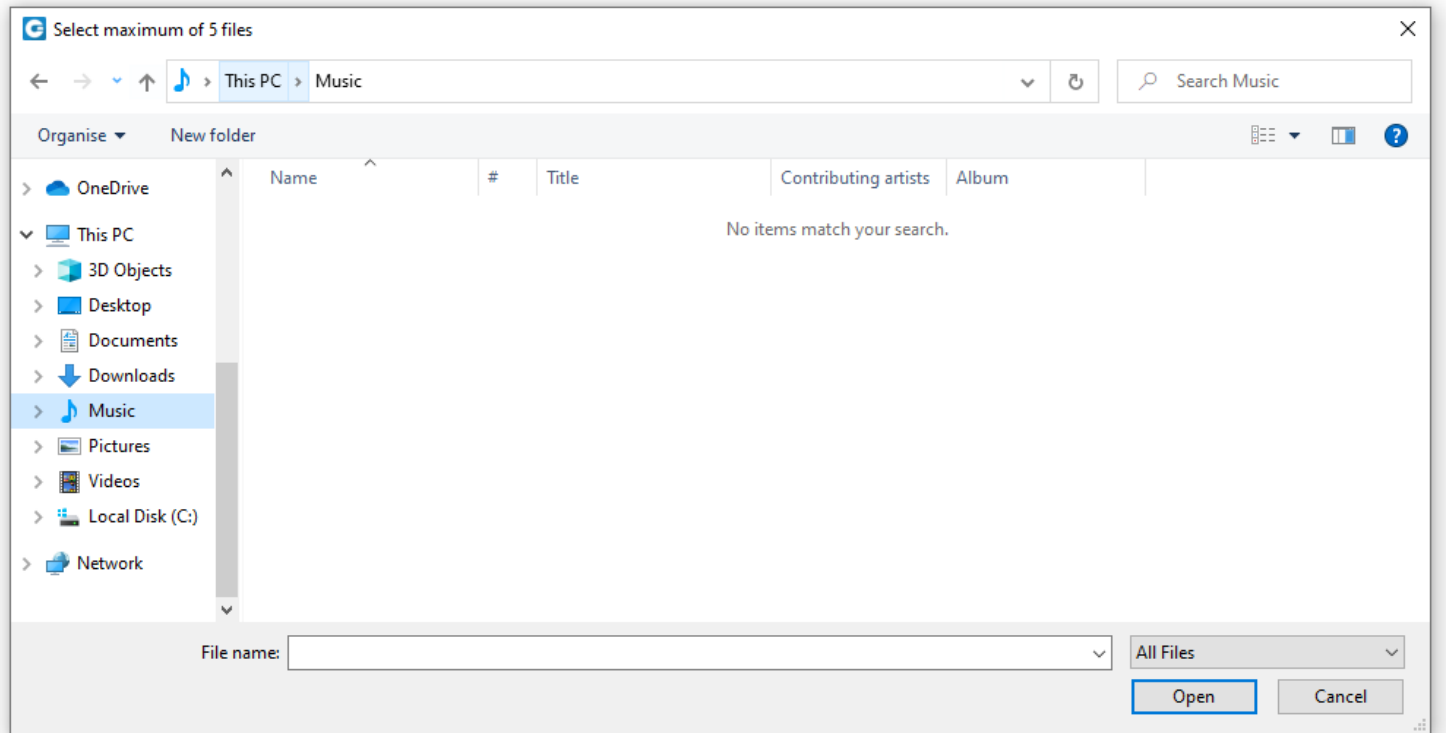


## Input field

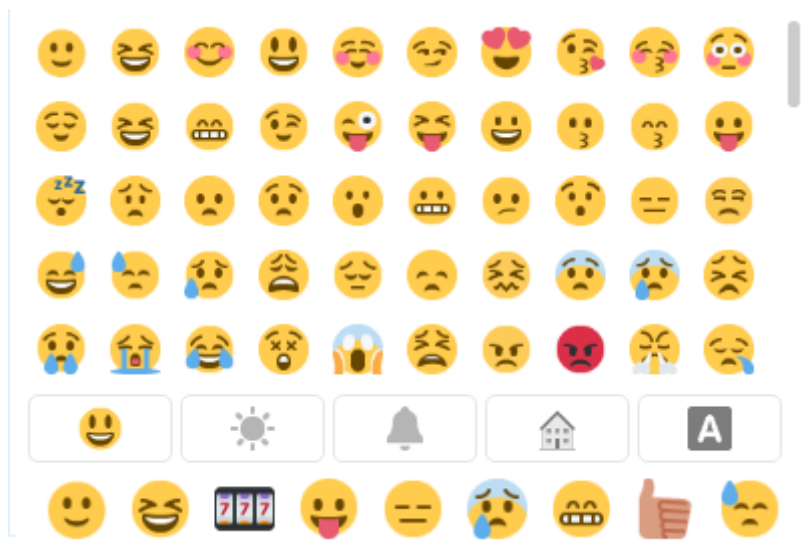


*Type message* field on the bottom of the *Chat* window is used to send messages to the currently selected conversation. After typing a message press the Enter (Return) key on your keyboard to send a message. To type in a new line press Shift+Enter or Ctrl+Enter (Command+Enter for macOS). The length of the message you can send is limited to 10 000 characters.

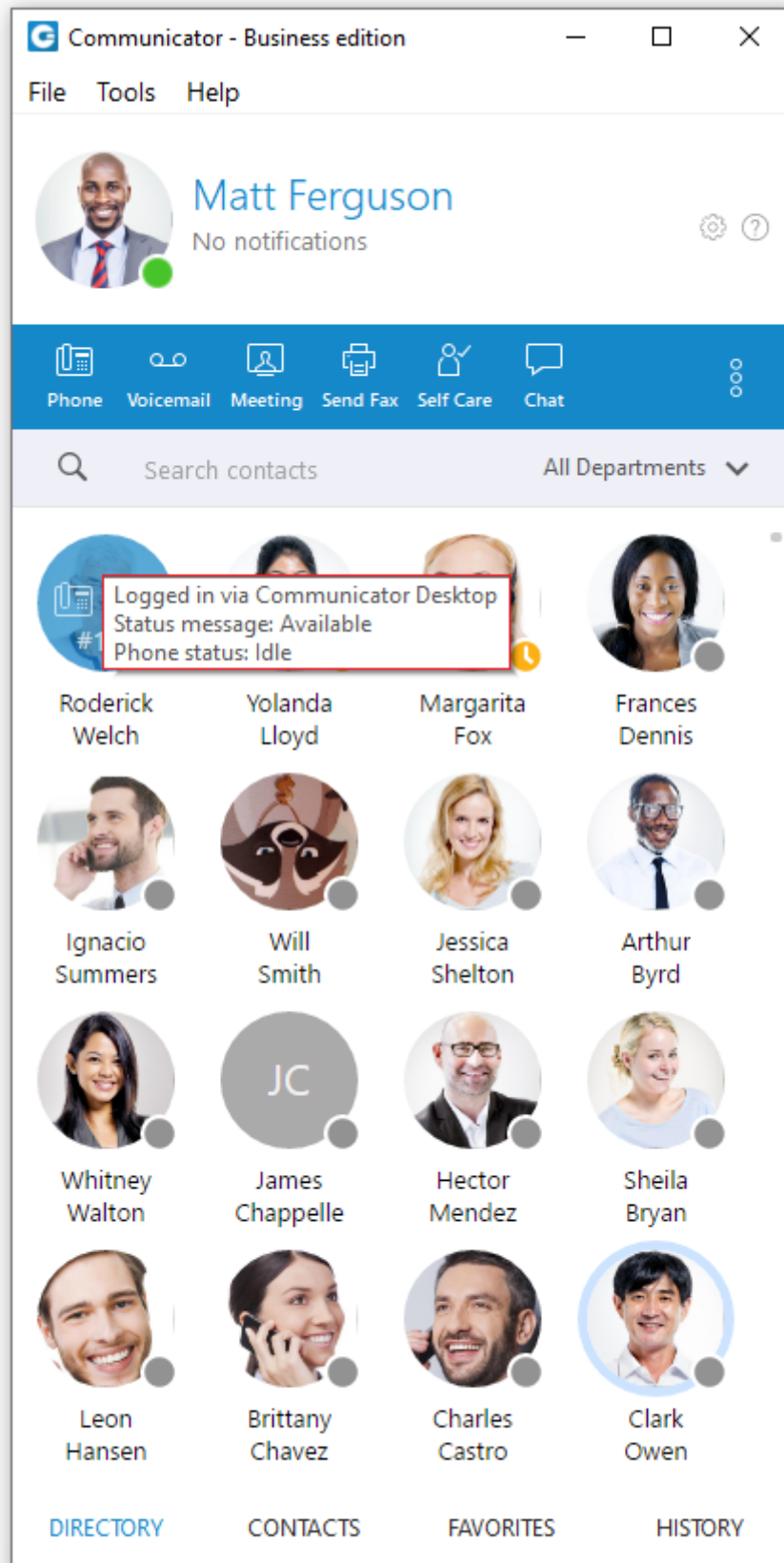
On the right of the input field there is a folder icon used to send files. Clicking on the icon opens up a dialog where you can pick up to 5 files to be sent to the currently selected conversation. Also, you could send files by dragging them from *Windows Explorer* (*Finder* on macOS) to the messages area inside of the *Chat* window.



On the right of the input field there is an emoji icon used to send emojis. Clicking on the icon shows an emojis window where you can browse through emojis separated into categories. On the bottom of the emojis window there is a list of your most recently used emojis.









## Presence



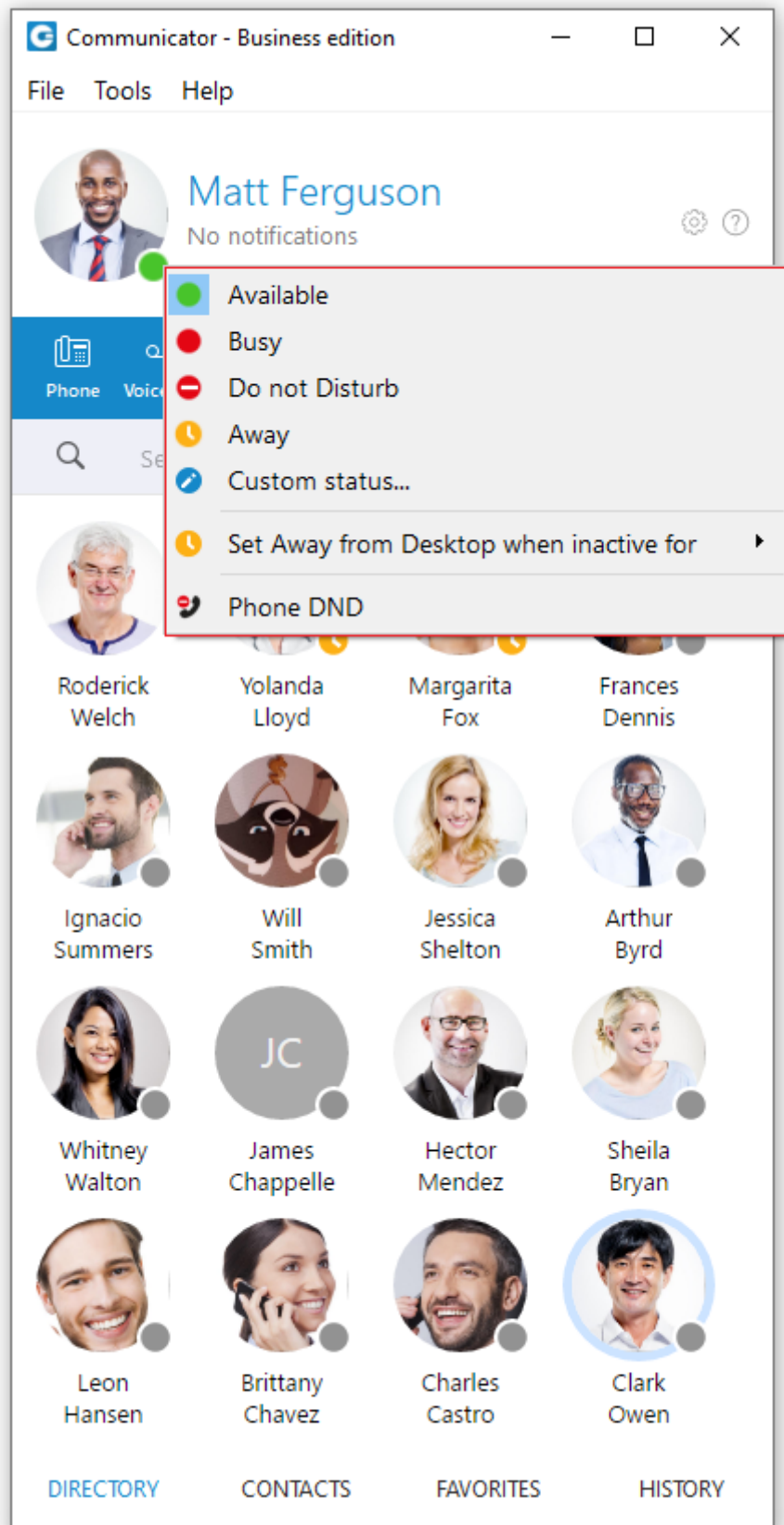
Communicator 6.0 brings a unified presence that is synced across all of your devices (Desktop and Mobile). For a currently online user you can see if they are connected via Desktop, via Mobile or even both. For users who are not currently connected, you can see when was their last activity, in order 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 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. A menu will pop up and you can choose between:

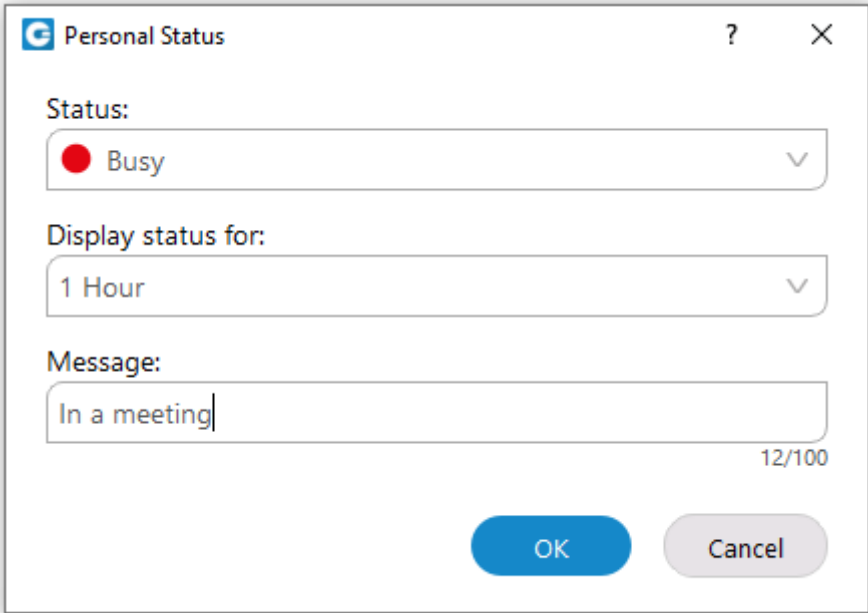
- Available
- Busy

- 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.



**Personal Status** ? X

Status:

Display status for:

Message:  
 12/100

OK Cancel

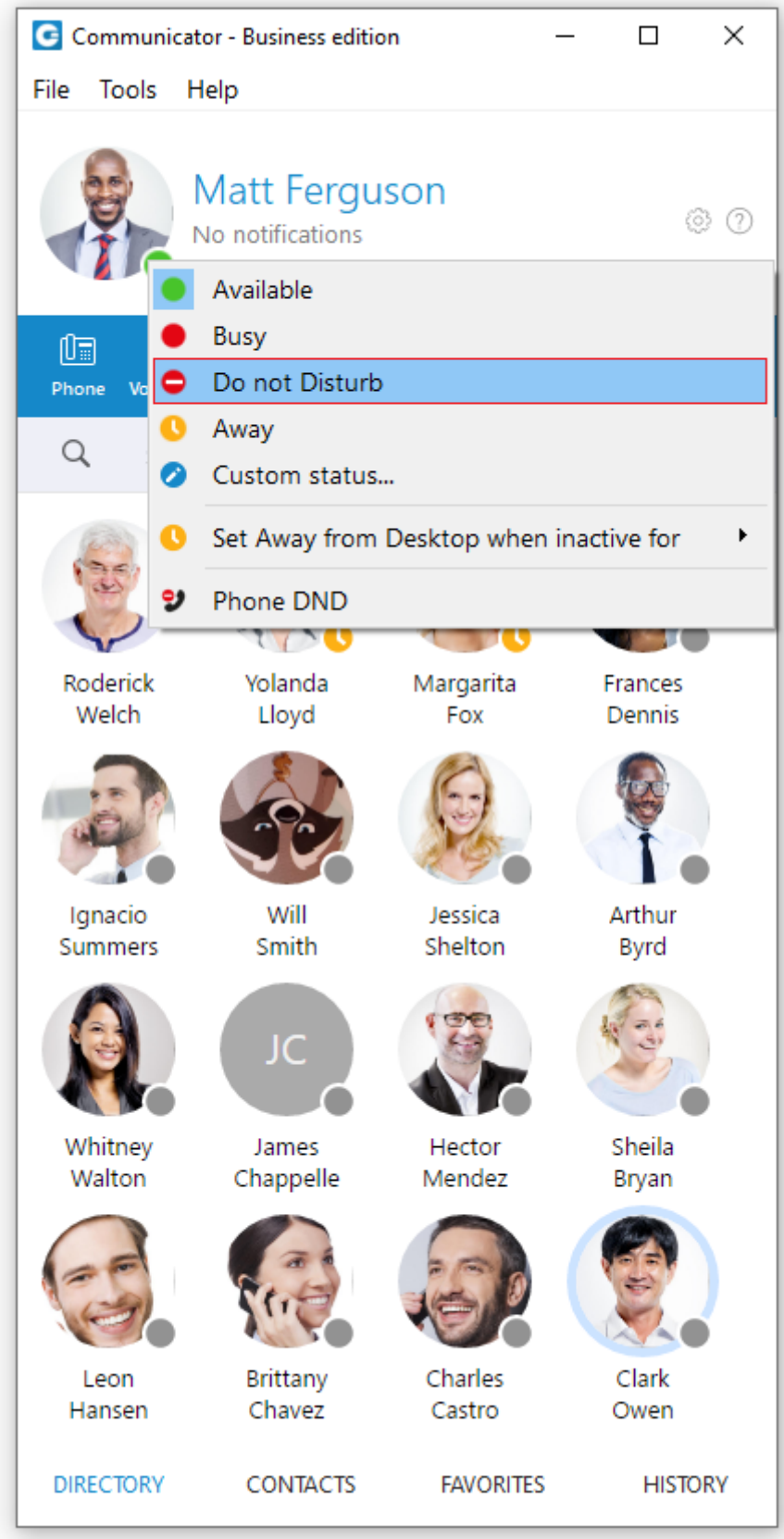
When setting status expiration you can choose between:

- Today
- 1 hour
- 4 hours
- 8 hours

- 12 hours
- 2 days
- 5 days
- This week
- Always

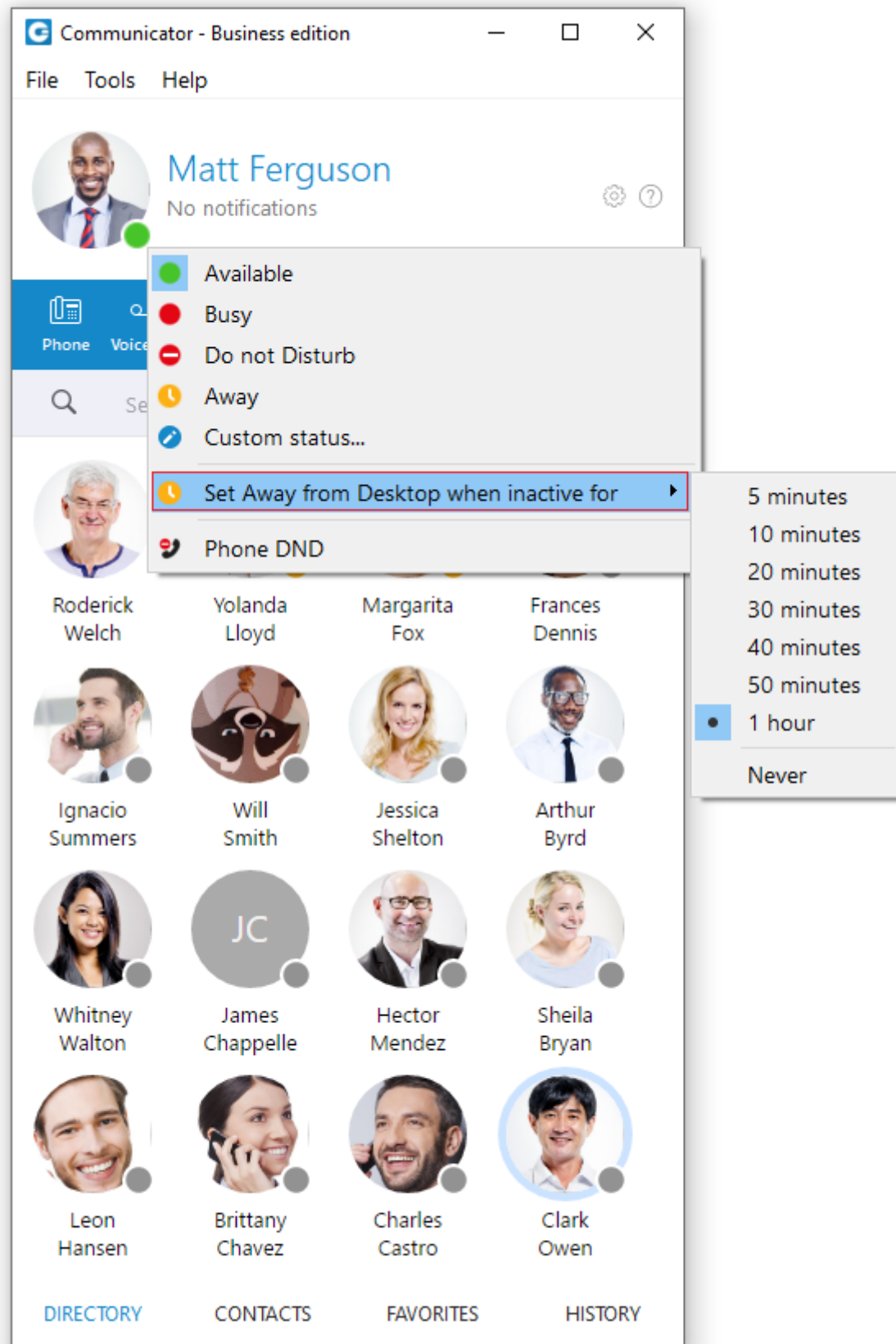


## Do not Disturb status



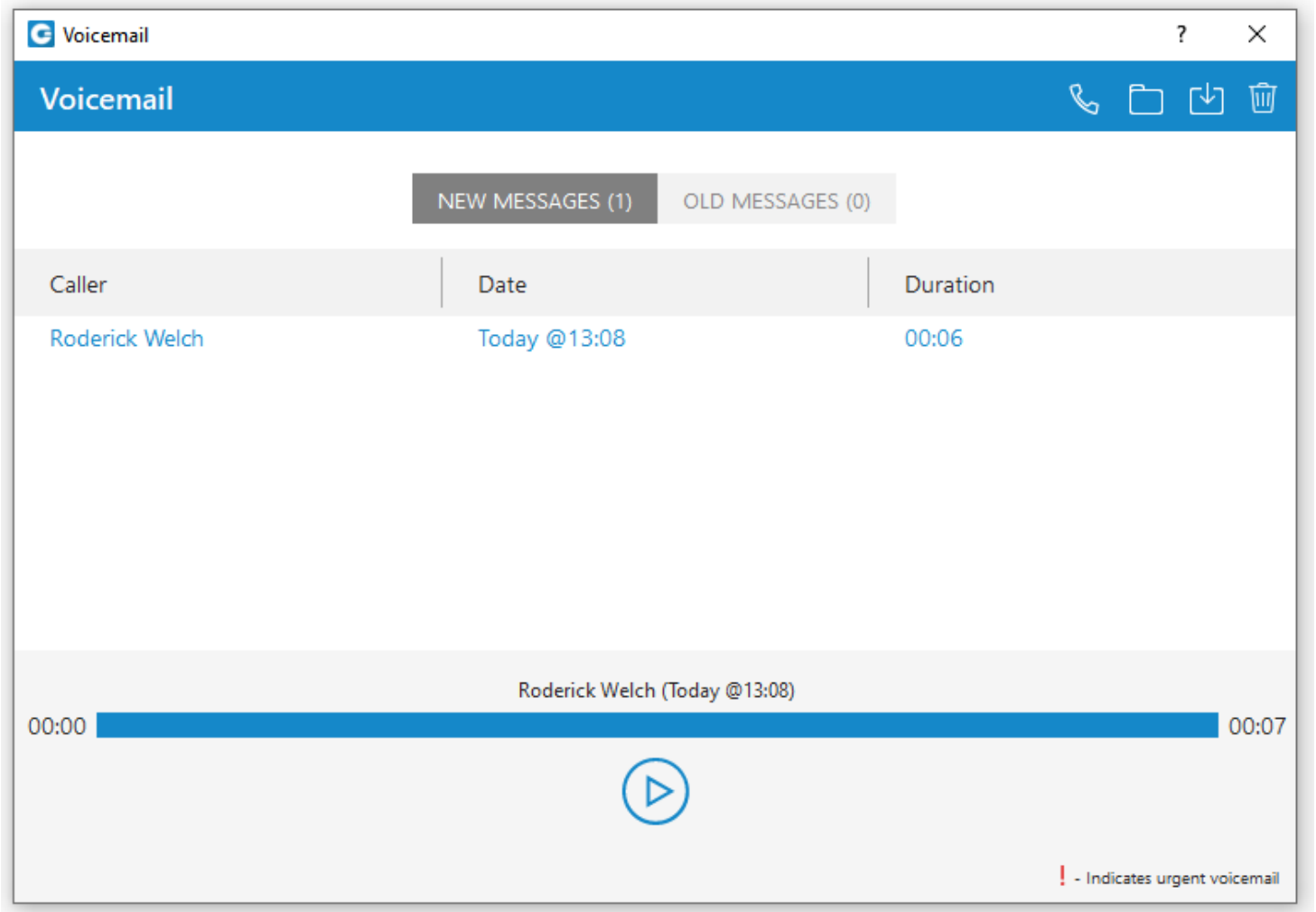
Setting your status to *Do not Disturb* (including custom *Do not Disturb* statuses) disables chat notifications, conference join notifications and notifications informing you that someone has come online via Desktop. This allows you to easily remove distractions during an important period of the day when you need to fully concentrate on the task at hand. Note that this overrides the settings in *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



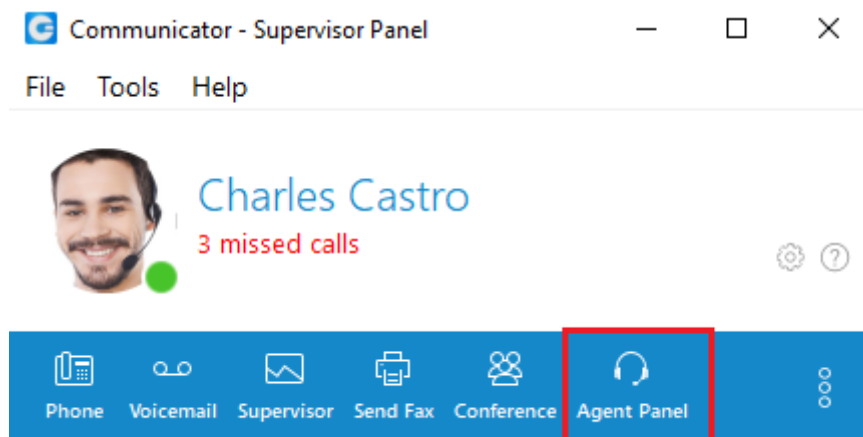
- Select a Voicemail message and click  to delete it. Please note, voicemail delete is permanent.
- Click  to move the selected voicemail message to the old messages directory.
- Click  to place a call to a contact who left a voicemail message.
- Click  to save a voicemail file to the disk.
- Click  to play the selected voicemail message.
- Click **NEW MESSAGES (1)** tab to show new voicemail messages.
- Click **OLD MESSAGES (0)** tab to show old voicemail messages.

## Agent panel (available in Communicator Call Center edition - Agent edition and Supervisor edition)

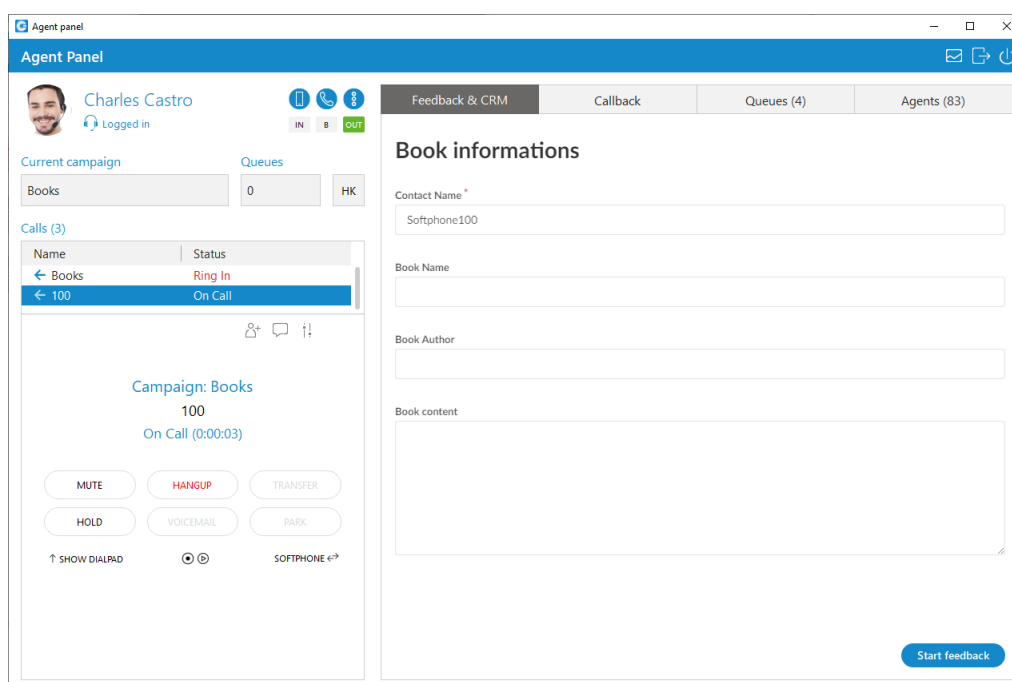
Communicator 6.0 includes a fresh new design for Agent Edition.

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.

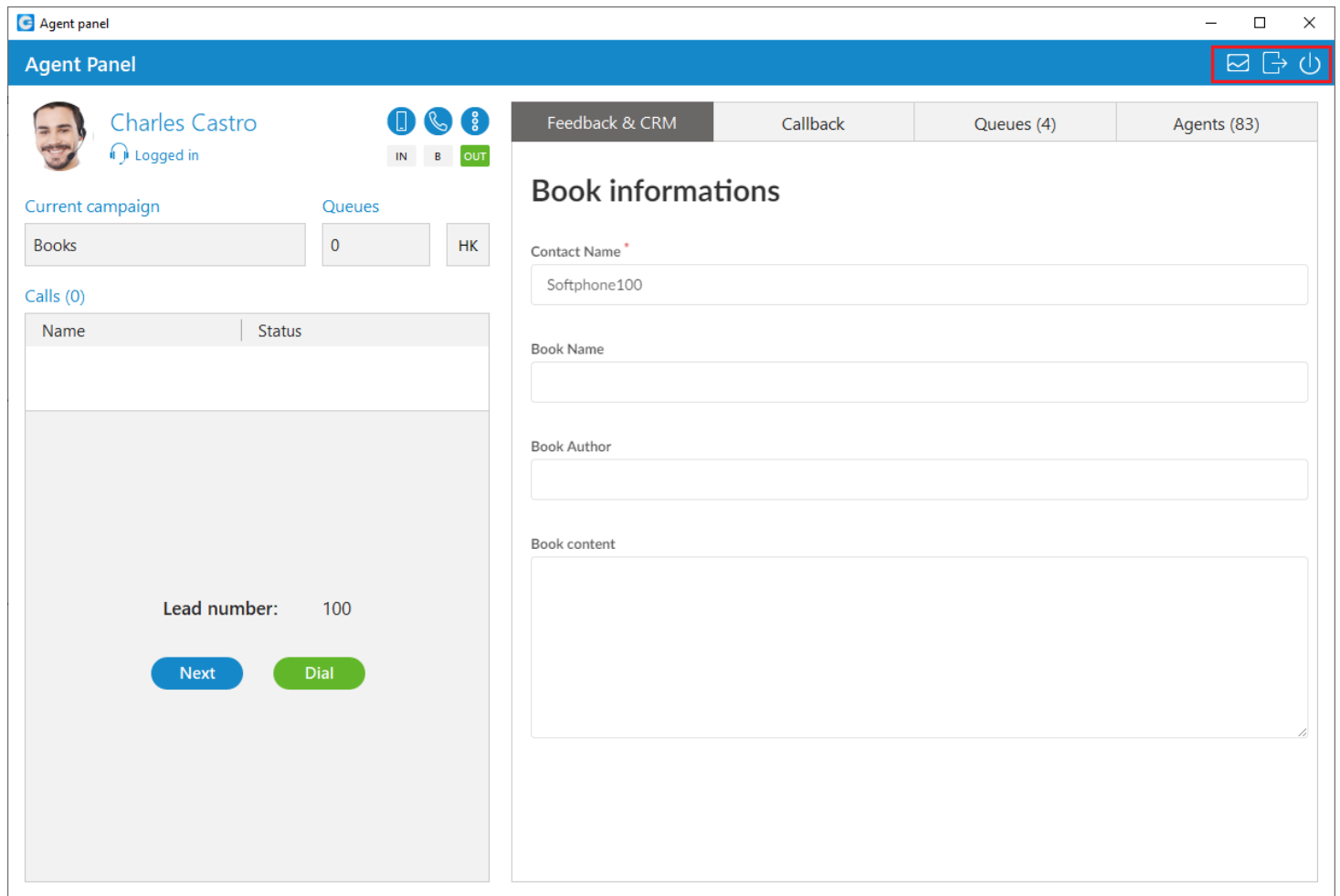
*Agent Panel* window can be opened by clicking on the module icon from the *main window*.




Communicator 6.0 also brings 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:

-  Open *supervisor window* directly without switching to the *main window*. This icon is visible only when the user is logged in as a supervisor.

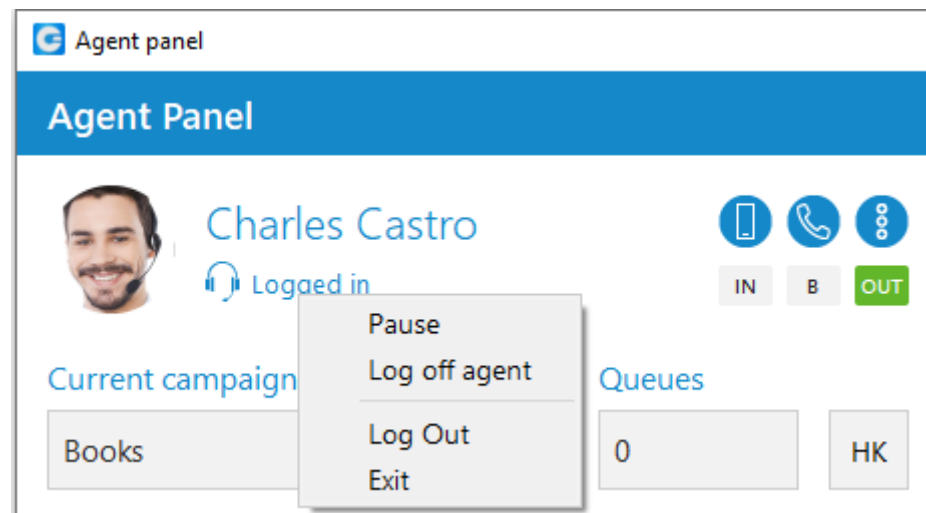
Next icons are visible in both, supervisor and agent editions:

-  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, are presented agent information. 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 (🎧 **Logged in** , 🛑 **Logged off** , 🛑 **Paused 00:35** , 🎧 **Logged in Pending pause** ).

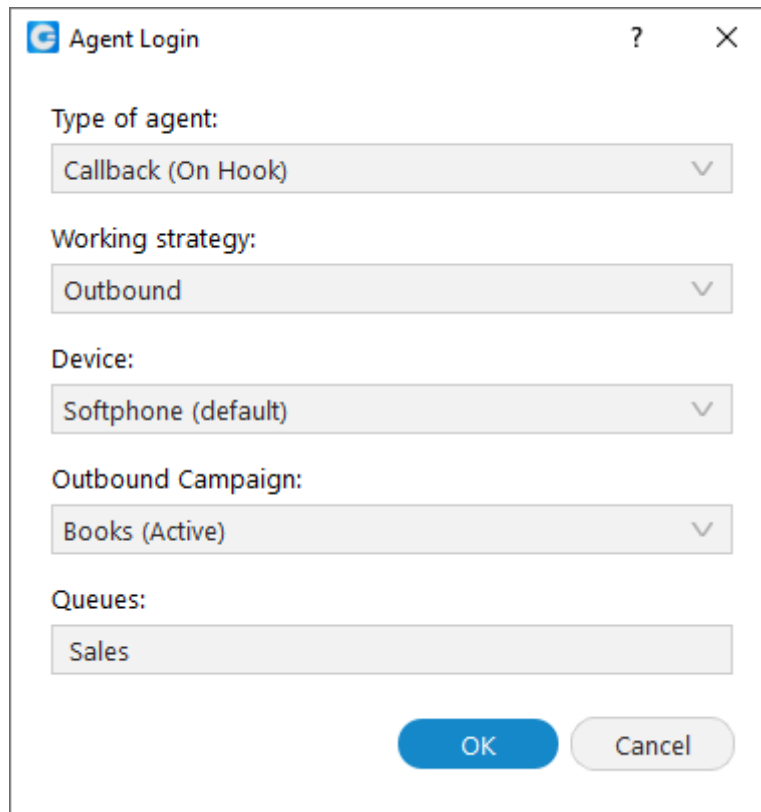


When the user clicks on the status label while the agent is logged in, a menu is shown with the following actions:

- **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.
- **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 *Agent Login* window is automatically displayed. The color of the status label changes to red. Status text is set to “Logged off”.

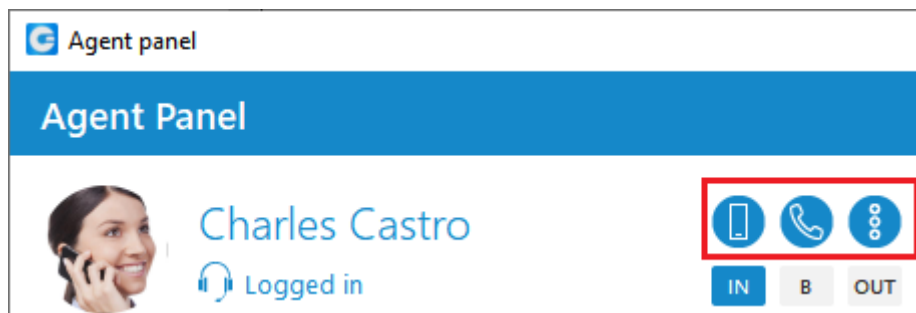
## Agent Login window

The image shows a screenshot of the 'Agent Login' window. It has a title bar with a blue 'G' icon, the text 'Agent Login', and standard window controls (help, close). The window contains five dropdown menus: 'Type of agent:' with 'Callback (On Hook)' selected, 'Working strategy:' with 'Outbound' selected, 'Device:' with 'Softphone (default)' selected, 'Outbound Campaign:' with 'Books (Active)' selected, and 'Queues:' with 'Sales' selected. At the bottom right are 'OK' and 'Cancel' buttons.




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

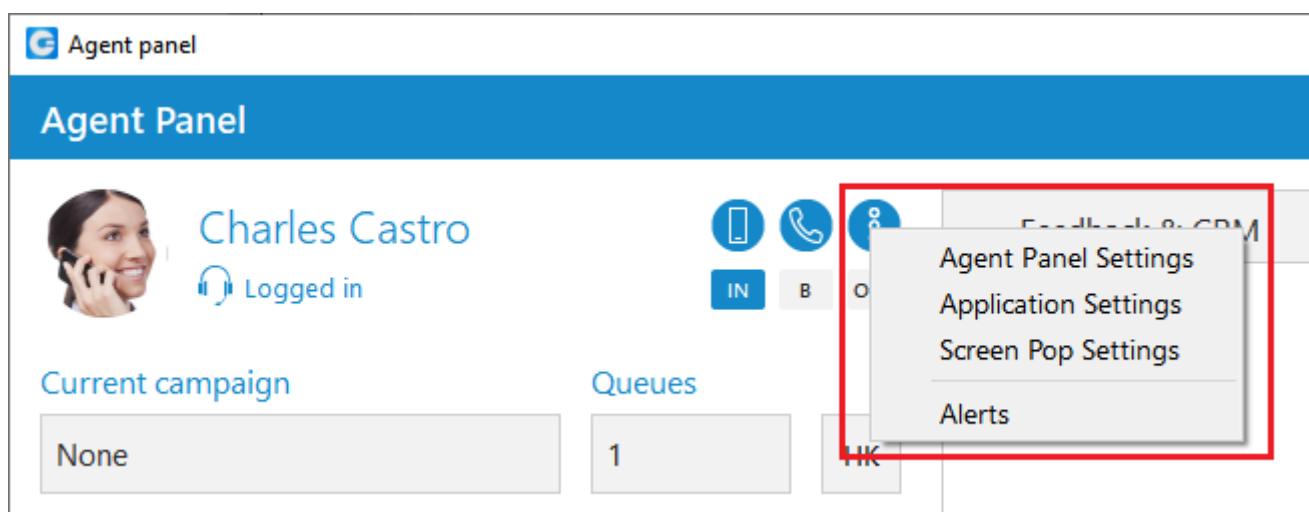
- **Type of agent** - You can choose whether you want to log in as the callback or dynamic agent.
- **Working strategy** - You can choose between outbound, inbound and blended strategy.  
Inbound mode means an agent works only in queues.  
Outbound mode means an agent works only in campaigns.  
Blended mode means the system will automatically move the agent from inbound to outbound strategy if a queue is not busy, or 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 *phone dialog*
-  - 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* - open *Alerts* dialog



## Direction buttons

In Communicator 6.0 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 *minimum idle agents* parameter per *Queue*,



that can be found and updated on PBXware. Manual blending means that agent can choose manually direction 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.

The screenshot displays the 'Queue > Edit' interface in PBXware. On the left, a sidebar menu lists various system components, with 'Queues' and its sub-item 'Queues' highlighted. The main content area is titled 'Queue > Edit' and includes a 'Hide Advanced Options' link. The 'General' section contains the following fields:

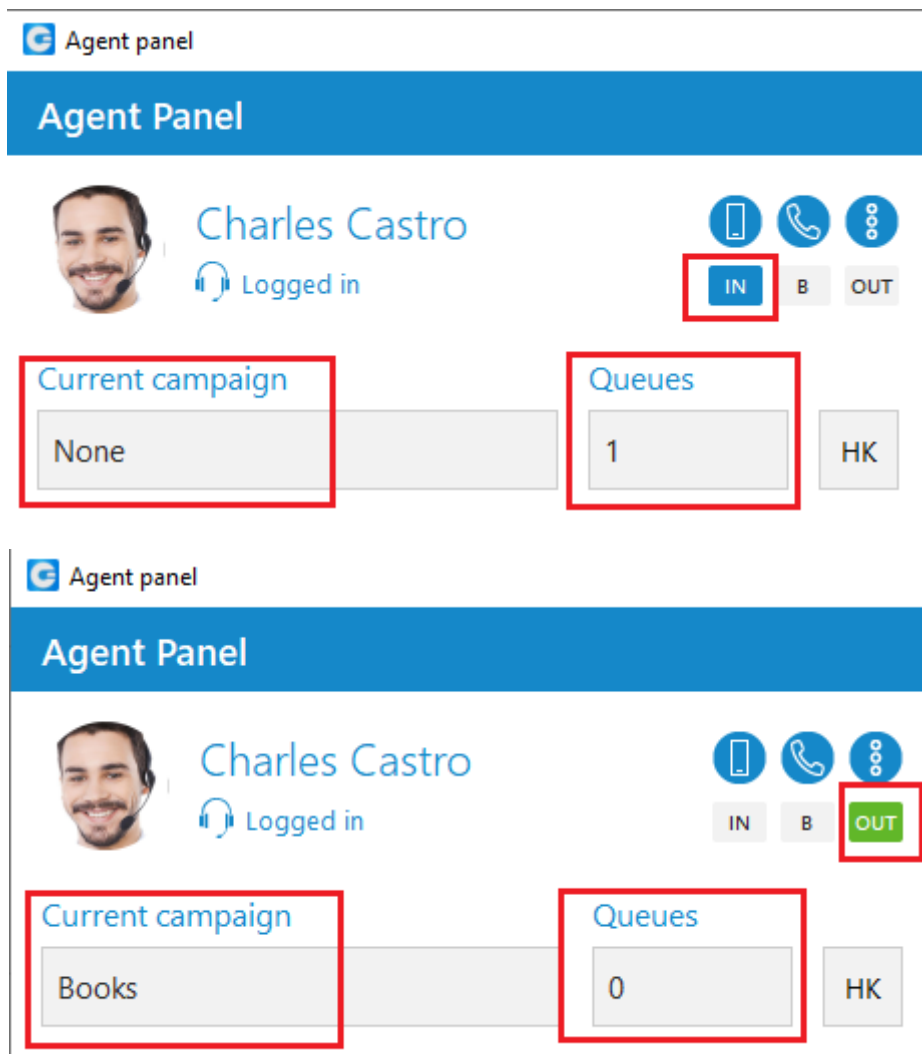
- Queue Name: Queue106 (with a green checkmark)
- Queue Number: 106 (with a green checkmark)
- Max Waiting Callers: 10 (with a green checkmark)
- Music On Hold: Please select ... (dropdown menu)
- Rings to Answer: 0 (with a green checkmark)
- RTP Delay (sec): 1
- Replace CallerID: (empty text field)
- Language: (empty text field)
- Queue URL: (empty text field)
- Custom Ringtone: (empty text field)
- Custom sounds folder: (empty text field)
- Detect caller early hangup: Yes, No, Not Set (radio buttons)
- Minimum Idle Agents (min 1): 1 (highlighted with a red box)

At the bottom of the 'General' section, there is a button labeled 'Operation times'.

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

If an error occurs with an agent login session, the following message will be displayed within the *Agent Panel* window:

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

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 is 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

The screenshot shows the 'Agent Panel' window. At the top, it displays the agent's name 'Charles Castro' and status 'Logged in'. Below this, there are sections for 'Current campaign' (Books) and 'Queues' (0). A red box highlights the 'Calls (3)' section, which contains a table with the following data:

Name	Status
→ Arthur Byrd	On Call
→ Margarita Fox	On Hold

Below the table, the details for the selected call (Arthur Byrd) are shown: 'Arthur Byrd', 'Ext: 112', and 'On Call (0:00:08)'. There are buttons for 'MUTE', 'HANGUP', 'TRANSFER', 'HOLD', 'VOICEMAIL', and 'PARK'. At the bottom, there are options for 'SHOW DIALPAD' and 'SOFTPHONE'. On the right side of the panel, there are tabs for 'Feedback & CRM', 'Callback', 'Queues (4)', and 'Agents (15)'. The 'Callback' tab is selected, showing a 'No callbacks' message.

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)

Agent panel

Agent Panel

Charles Castro

Logged in

IN

B

OUT

Current campaign

Books

Queues

0

HK

Calls (1)

Name	Status
← 100	Finished

CALL FINISHED

100

0:00:26

1

Retry

2

Personal

3

Not available

4

Finished

5

DNC Global

6

DNC

7

Completed list

Feedback & CRM

Callback

Queues (4)

Agents (15)

Book informations

Contact Name \*

Softphone100

Book Name

Book Type

☐ Science

☐ Fiction

Book Author

Book content

Submit

Cancel

Handling dialer calls is a little bit different from regular calls.

Each dialer call belongs to a specific campaign. The campaign can have different strategies. Currently, Communicator 6.0 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.

Agent panel

Agent Panel

Charles Castro
  
Logged in

IN

B

OUT

Current campaign

Books

Queues

0

HK

Calls (1)

Name	Status
← 100	Finished

CALL FINISHED
  
100
  
0:00:02

1

Retry

2

Personal

3

Not available

4

Finished

5

DNC Global

11/7/2019 10:53 AM

Submit

Feedback & CRM

Callback

Queues (4)

Agents (15)

Book informations

Contact Name \*

Softphone100

Book Name

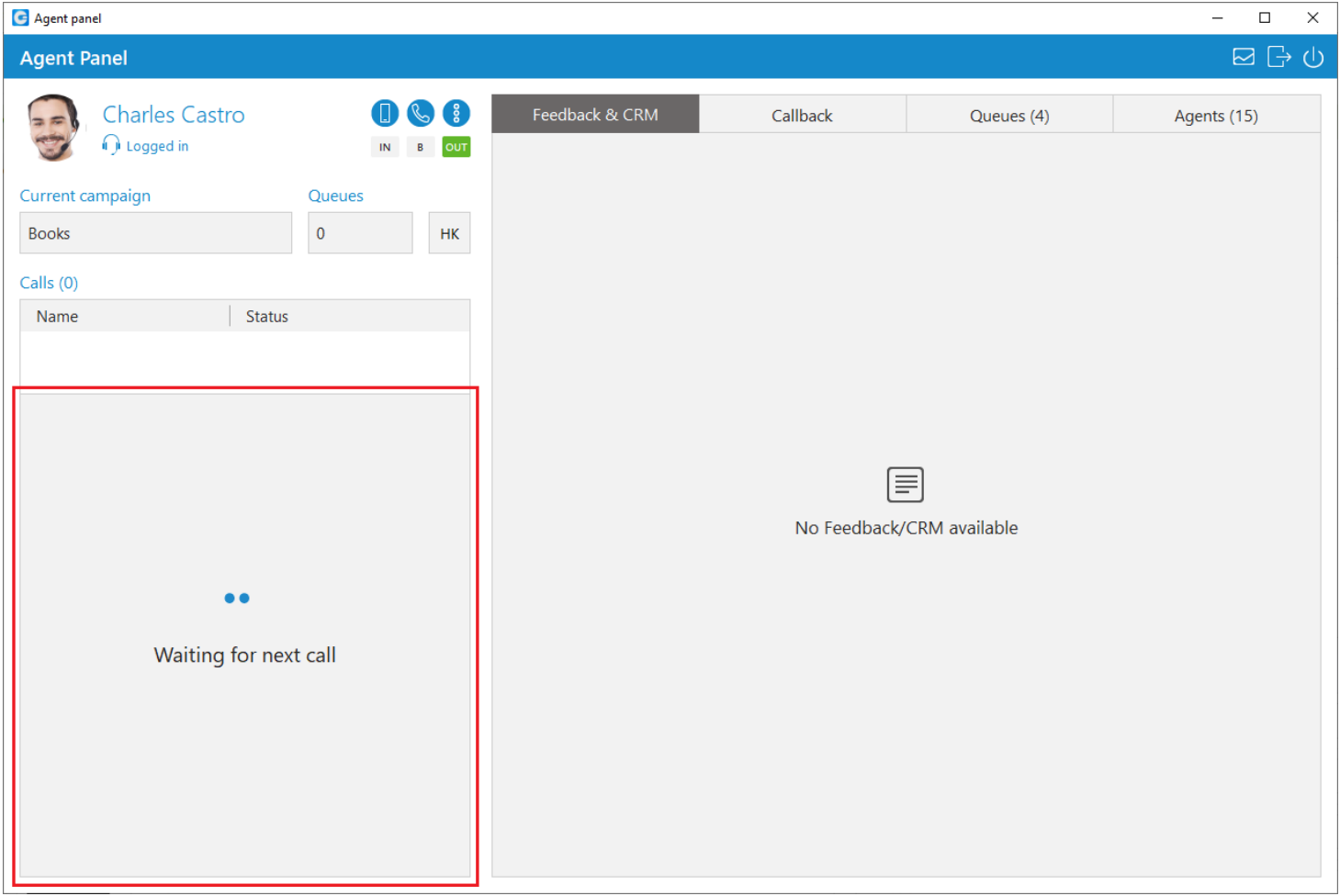
Book Author

Book content

Start feedback

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

The screenshot shows the 'Agent panel' interface. At the top, there's a blue header with 'Agent Panel' and navigation icons. Below the header, the agent's profile 'Charles Castro' is shown with a 'Logged in' status and icons for 'IN', 'B', and 'OUT'. The main area is divided into sections: 'Current campaign' with 'Books' and 'Queues' (0), and 'Calls (0)'. A modal window is open, titled 'This lead is callback', displaying lead details: 'Lead number: 100', 'Nr. of tries: 1', 'Last disposition: Personal', and 'Last call date: 07 Nov, 2019'. At the bottom of the modal are 'Next' and 'Dial' buttons. The background shows the 'Book informations' section with fields for 'Contact Name' (Softphone100), 'Book Name', 'Book Author', and 'Book content'.

Agent panel

Agent Panel

Charles Castro  
Logged in

IN B OUT

Current campaign

Books

Queues

0

HK

Calls (0)

Name | Status

*This lead is callback*

- Lead number: 100
- Nr. of tries: 1
- Last disposition: Personal
- Last call date: 07 Nov, 2019

Next Dial

Feedback & CRM

Callback

Queues (4)

Agents (15)

### Book informations

Contact Name \*

Softphone100

Book Name

Book Author

Book content

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

Agent panel

Agent Panel

Charles Castro  
Logged in

Current campaign: Books  
Queues: 0  
Calls (0)

Book informations

Contact Name: Softphone100

Book Name

Book Author

Book content

This lead is callback

- Lead number: 100
- Nr. of tries: 2
- Last disposition: Personal
- Last call date: 07 Nov, 2019

Dial

Next call in : 20 sec

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...

## Hotkeys

Agent panel

Agent Panel

Charles Castro  
Logged in

Current campaign: Books  
Queues: 0  
Calls (0)

Disposition Hot Keys

When active press keyboard key for the desired disposition

- 1 Retry
- 2 Personal
- 3 Not available
- 4 Finished
- 5 DNC Global
- 6 DNC
- 7 Completed list
- 8 Test

HK



HK

When the user hovers the mouse over the **HK** button, he gets the list of dispositions and their keyboard shortcuts for the current campaign, displayed in the area next to the **HK** button. As long as **HK** button is 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 dialled

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

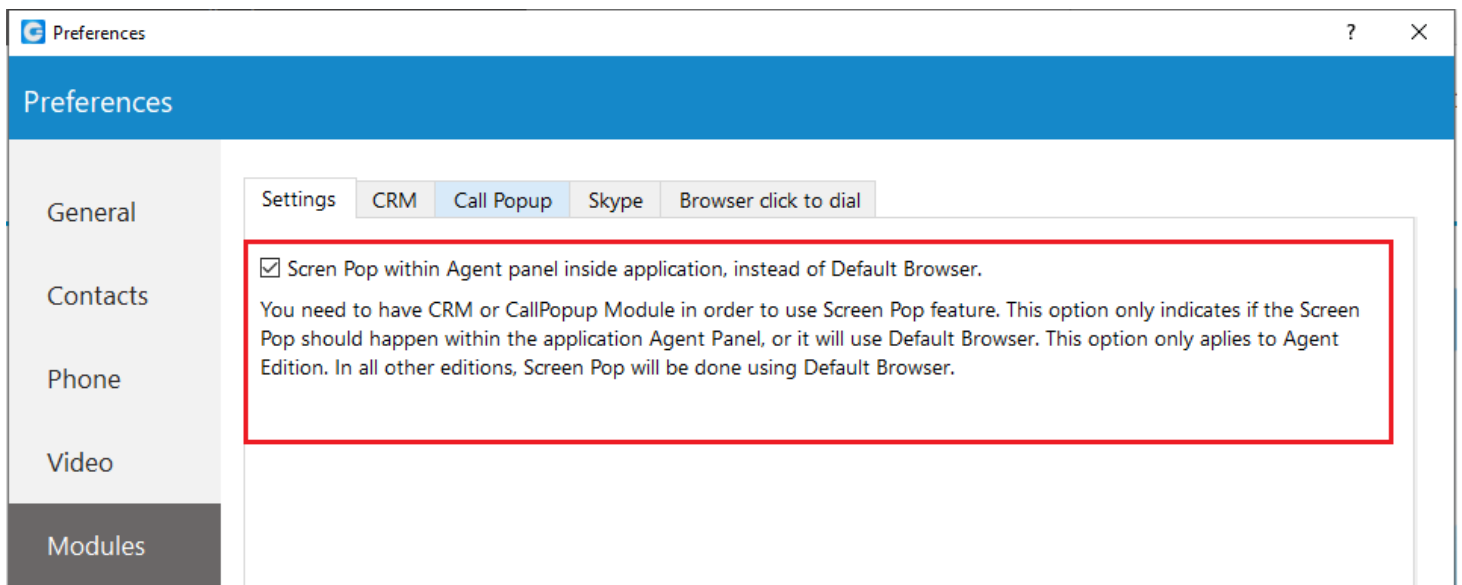
On the right side of the *Agent Panel* window, there are *Feedback&CRM*, *Callback*, *Queues* and *Agents* tabs.

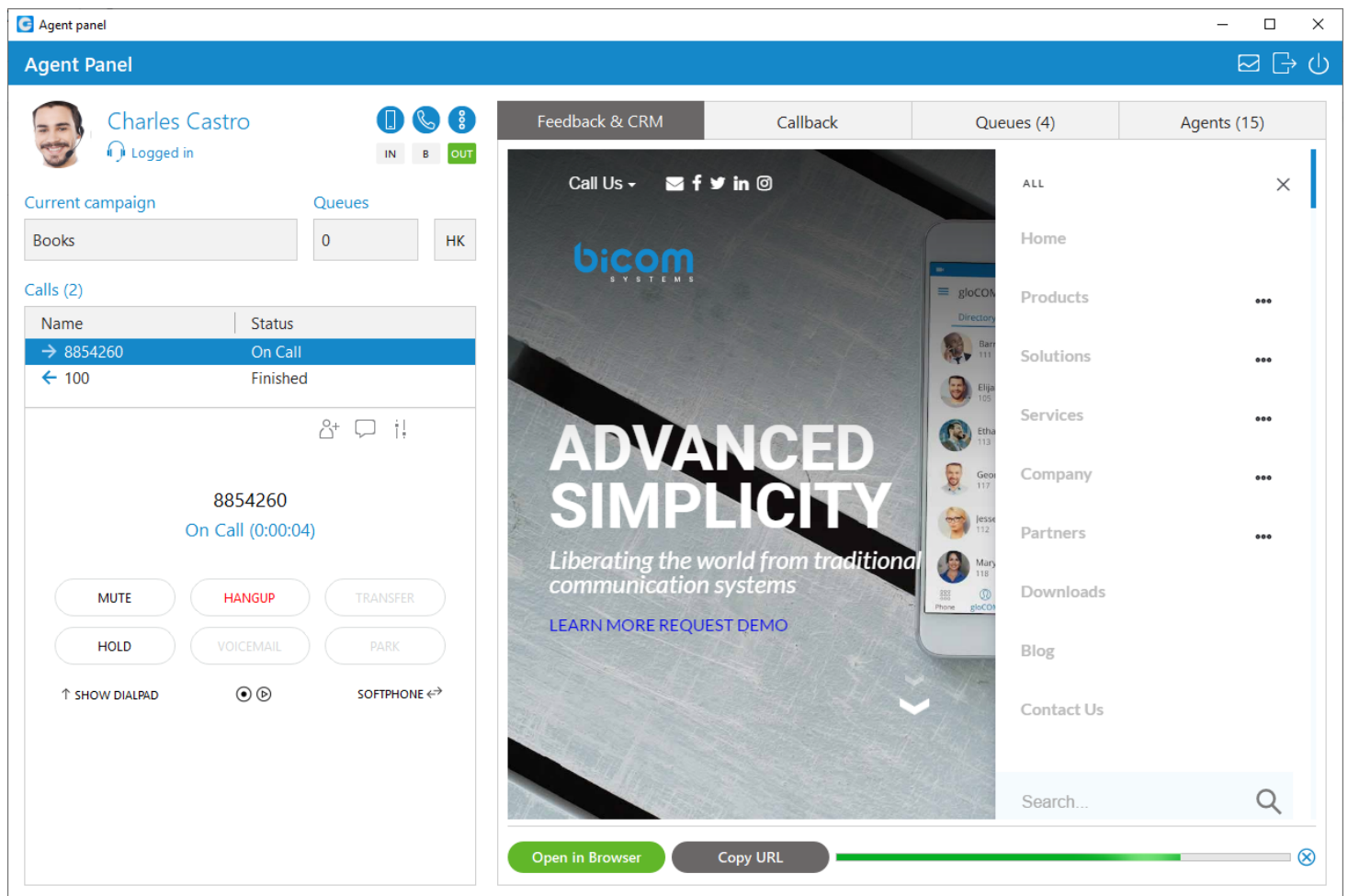
Communicator 6.0 brings us an integrated web browser for CRM Popup, Call Popup and Queue URL Popup and Feedback forms. It is located in the *Feedback&CRM* tab.

## Screen Pop

In order to use this feature CRM or CallPopup Module needs to be enabled.

Also, in *Preferences->Modules->Settings* there is an option *Screen Pop within Agent panel inside application, instead of Default Browser* that must be checked. 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*.






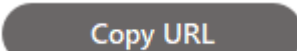
While loading the page, there is a progress bar that indicates that the page has not been fully loaded, yet.

To stop the page loading click on  button.

If the page fails to load, an icon  will appear, so it is possible to reload the web page.

To the left of the reload icon, a warning icon  is placed, so the user can get more information about page status by hovering over the icon.

Also, two actions are possible:

-  - Opens the page in *Default Browser*
-  - Copies the URL of the page that is loading/loaded

This feature is available only in Agent Edition.

Also, it is possible to do screen pop based on the URL set per Queue.

This can be done only if the option *When I receive a call from Queue, do screen pop using Queue URL set on the server for that Queue* is checked (*Preferences->Modules->Call Popup*).

Home

Settings

Dashboard

Extensions >

Trunks >

DIDs >

Conferences >

IVR >

Queues >

Queues

Statistics

Statistics Templates

CDR

Settings

Dialer >

Agents >

Voicemail >

Monitor >

Reports >

Statistics >

Scheduled Reports >

Fax >

CRM >

System >

Routes

LCR

Service Plans >

Apps >

Queue > Edit

Hide Advanced Options

General

Queue Name: Queue106

Queue Number: 106

Max Waiting Callers: 10

Music On Hold: Please select ...

Rings to Answer: 0

RTP Delay (sec): 1

Replace CallerID:

Language:

Queue URL: www.google.com

Custom Ringtone:

Custom sounds folder:

Detect caller early hangup:

Yes

No

Not Set

Minimum Idle Agents (min 1): 1

Operation times

Preferences

Preferences

General

Contacts

Phone

Video

Modules

Alerts

Chat

Profiles

Advanced

Settings

CRM

Call Popup

Skype

Browser click to dial

In URL field or Command line arguments 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% (unique call id), %did%, %direction% (inbound or outbound), %queue\_number%, %queue\_name%, %agent\_number% and %agent\_name%. Agent information is available only in Agent edition.

If "Silent mode" is used, web page will not be displayed, application will open URL in the background.

Popups do not work for local calls (e.g. extension to extension).

☐ Use application executable instead of URL

Call Started

Call Answered

Call Finished

https://www.bicomsystems.com

C:/Program Files (x86)/Bicom Systems/gloCOM\_skype/CallPopupExample.exe

% --callerid\_name=%callerid\_name% --duration=%duration% --callid=%callid% --direction=%direction% --did=%did%

☒ When I receive a call from Queue, do screen pop using Queue URL set on the server for that Queue
 ☐ Silent mode
 ☒ Enable for all inbound calls (including calls not coming from Queue)
 ☒ Enable for outbound calls

Available modules for your account: Skype, Call Popup, CRM, Browser Click2Dial

OK

Cancel

## Feedback form

The screenshot displays the PBXware Agent Panel interface. On the left, the agent's profile for Charles Castro is shown, along with status indicators (IN, B, OUT) and a 'Current campaign' dropdown set to 'Books'. Below this, a 'Calls (1)' table shows a single call with ID 100 and status 'Finished'. A 'CALL FINISHED' summary card for call 100 shows a duration of 0:00:26 and a list of actions: 1. Retry, 2. Personal, 3. Not available, 4. Finished, 5. DNC Global, 6. DNC, and 7. Completed list. The main area on the right is titled 'Book informations' and contains several input fields: 'Contact Name' (filled with 'Softphone100'), 'Book Name', 'Book Type' (with radio buttons for 'Science' and 'Fiction'), 'Book Author', and 'Book content'. At the bottom right of this section are 'Submit' and 'Cancel' buttons. The top navigation bar includes tabs for 'Feedback & CRM', 'Callback', 'Queues (4)', and 'Agents (15)'.

Feedback form is used only in the Outbound Call Centre. It is displayed whenever there is a new call from the campaign. In order to show feedback form, it has to be loaded on PBXware and the option **Send Feedback Forms** per Campaign must be set on **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**.

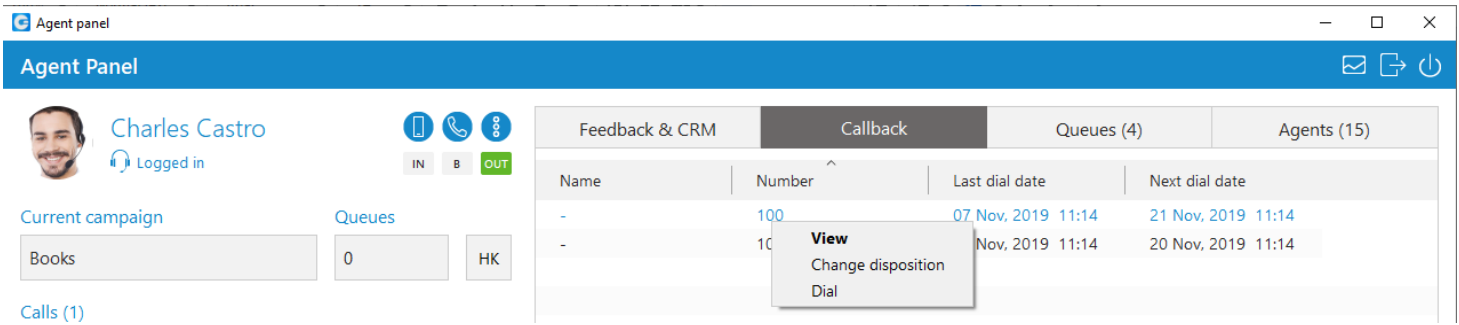
When editing is done click on the **Submit** button, to send all data to the server.

If we click on the **Cancel** button, all entered information will be lost, and the feedback form will be closed.

In preview/progressive strategy there is 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 wants to call that contact or go to the next one.

The feedback form stays visible even after the call is finished until we submit or close 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.

Feedback form preview

Book informations

Contact Name \*

Softphone100

Book Name

Book Author

Book content

Change disposition

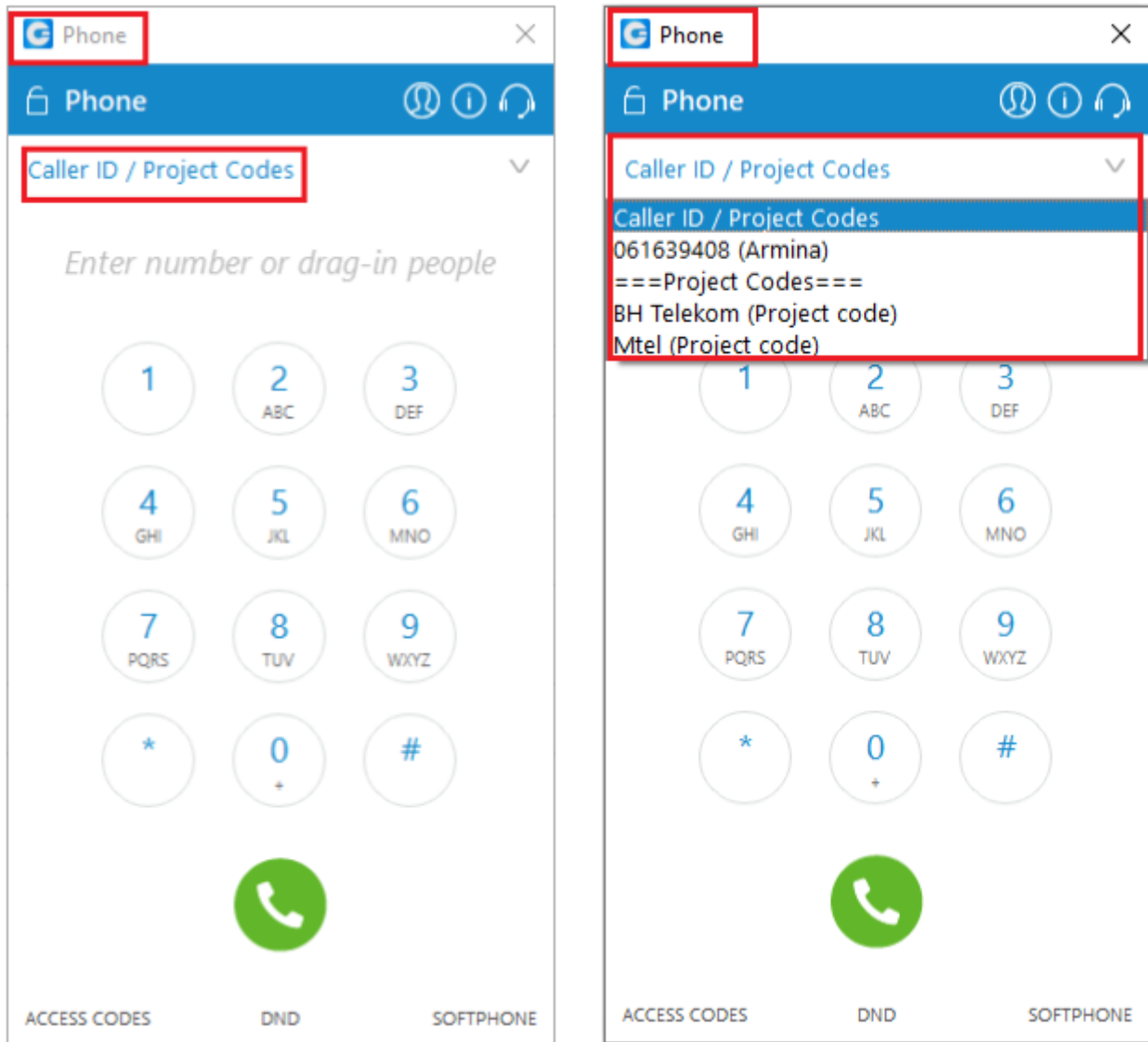
Dial

Cancel

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



In Communicator 6.0 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

The screenshot shows the 'Agent Panel' interface. At the top, there's a header with 'Agent panel' and a search icon. Below the header, the user 'Charles Castro' is logged in. The interface is divided into several sections: 'Current campaign' (Books), 'Queues' (0), and 'Calls (0)'. The 'Calls (0)' section shows a 'Lead number: 100' and buttons for 'Next' and 'Dial'. The main section is a table of agents with columns 'NAME', 'AGENT ID', and 'AGENT TYPE'. A context menu is open over the first agent, 'Adrienne Howard', showing options: 'Call', 'Chat', and 'Agent info...'. The table lists 15 agents, including Amber Howell, Amelia Hill, Beth Hale, Betsy Barnes, Charlotte, Courtney Ballard, Dominic Parker, Eddie Jackson, Enrique Mann, Harold Richards, Jean Tucker, Jeremiah Newman, Leroy Summers, and Milton Norman.

NAME	AGENT ID	AGENT TYPE
Adrienne Howard	5175	Agent
Amber Howell	100	Agent
Amelia Hill	517	Agent
Beth Hale	517	Agent
Betsy Barnes	2323	Callback
Charlotte	181	Static Member
Courtney Ballard	5174	Agent
Dominic Parker	5001	Agent
Eddie Jackson	5173	Agent
Enrique Mann	5000	Agent
Harold Richards	5160	Agent
Jean Tucker	5005	Agent
Jeremiah Newman	5120	Agent
Leroy Summers	3232	Callback
Milton Norman	5006	Agent

*Agents* tab displays lot you choose to be visible in *Agent Settings (Agent Panel Settings->Agents)*, and the total number of those agents.

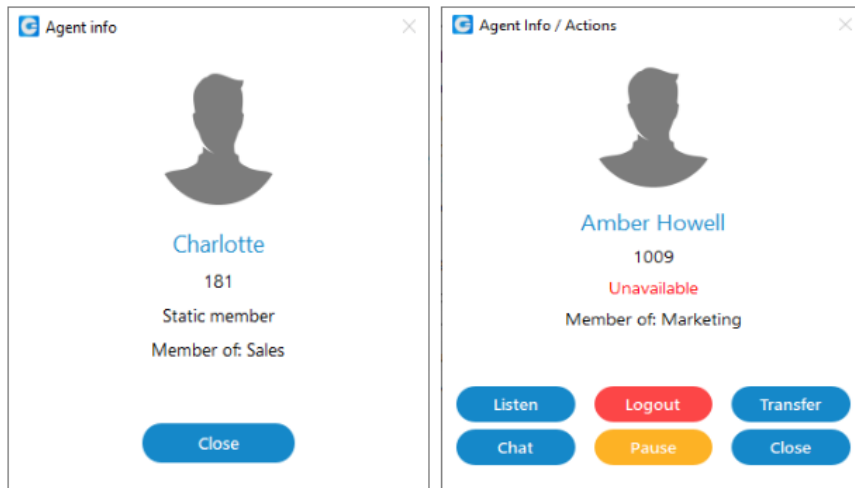
It is possible to search for agents by the agent's name or number.

For each agent the following information is shown: *Agent name, Agent ID and Agent Type*.

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

QUEUE	CALLS (0)	BUSY (0)	IDLE (0)	PAUSED (0)	MWT (0)
Developm...	0	0	0	0	0
Marketing	0	0	0	0	0
Sales	0	0	0	0	0
Support	0	0	0	0	0

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*.

## Agent Panel Settings

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

- **Agents**

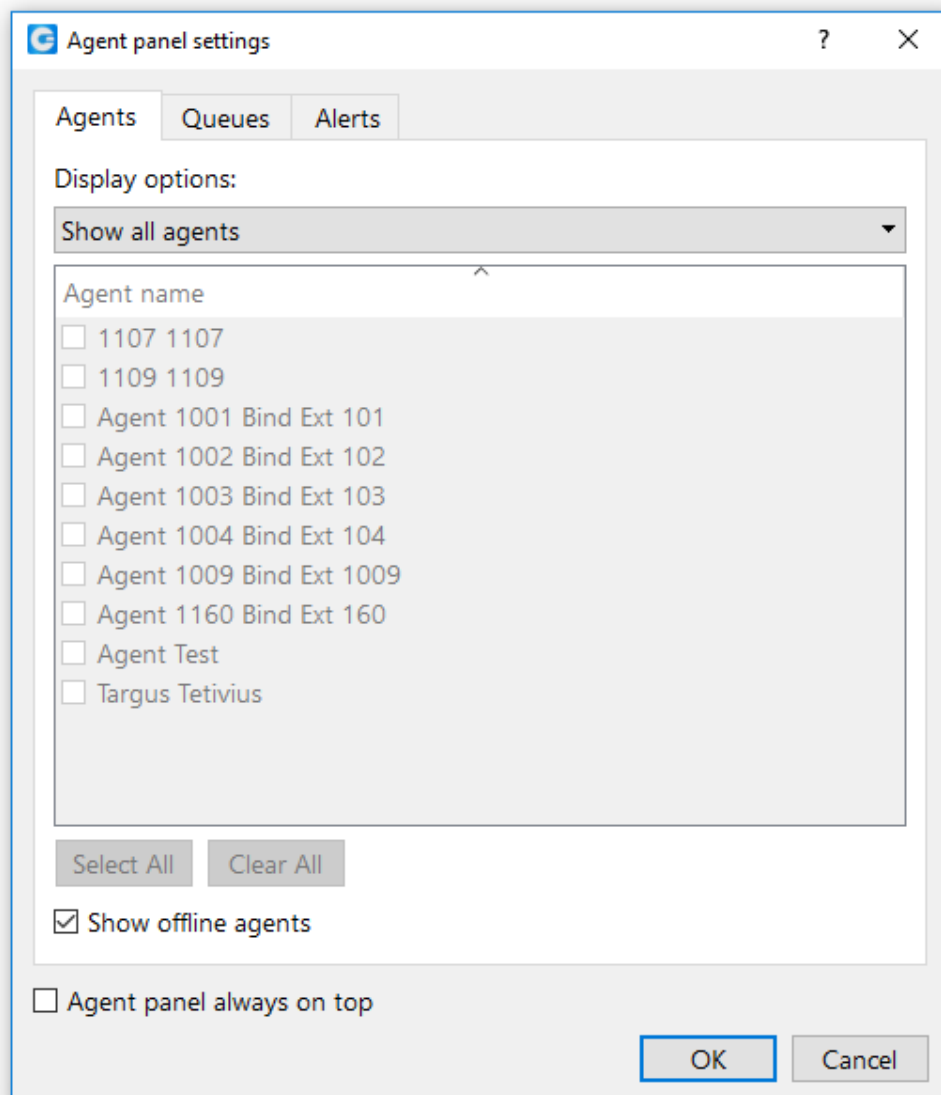
The drop-down list is used to select which agents will be visible in the *Agent Panel* window, inside *Agents* tab.

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.



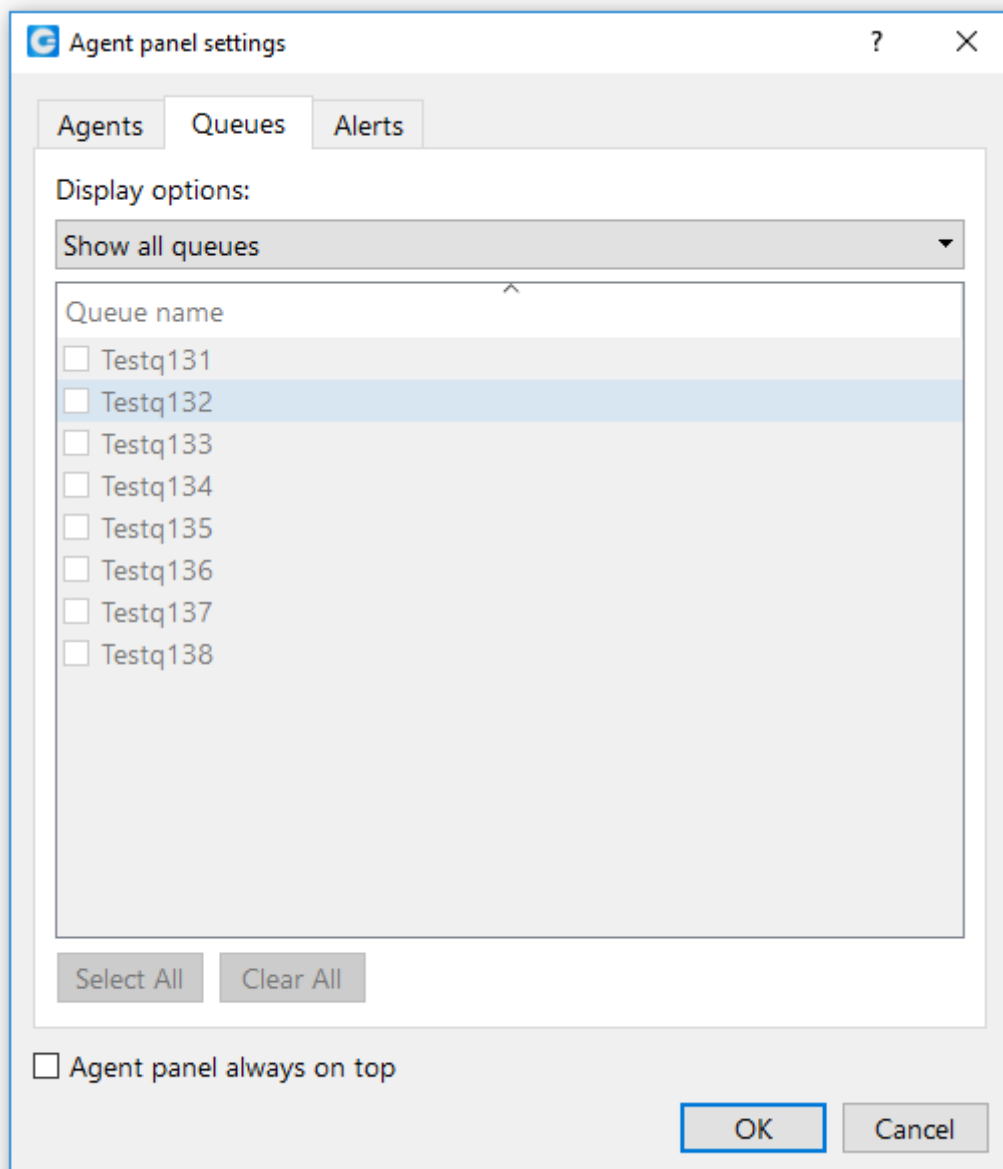
- **Queues**

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.
- **Threshold (minutes)** : If you want to be alerted when a caller is waiting for more

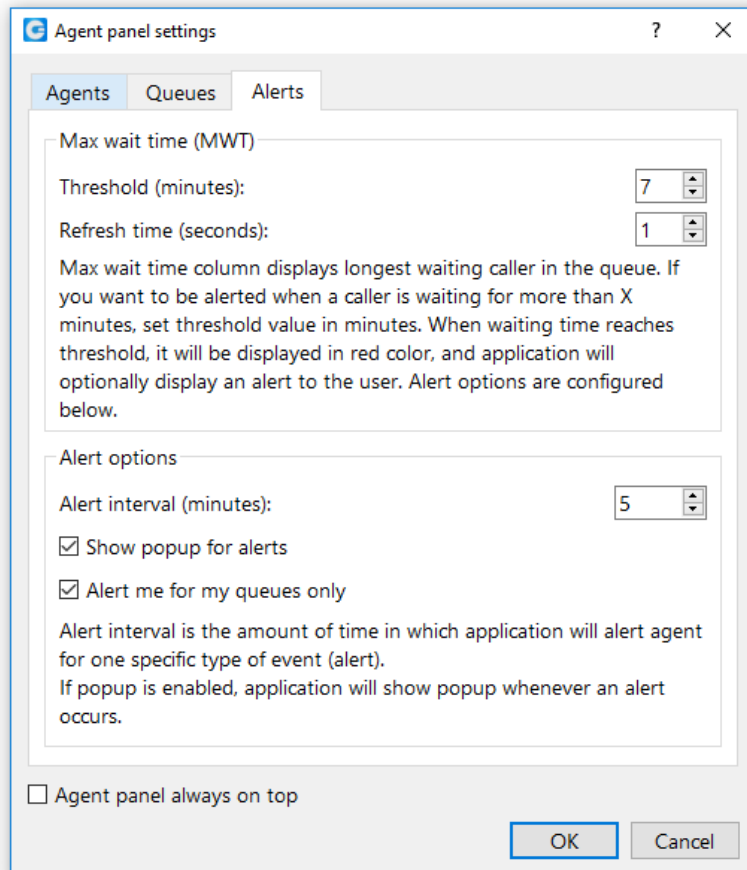
than *X* minutes in the queue, set *Threshold* on that value. When the waiting time reaches the *Threshold*, it will be displayed in red color, and application will optionally display an alert to the user.

- **Refresh time (seconds)** : Select or enter the number which will represent *Refresh interval* in seconds.

## □ Alert options

- **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.
- **Show popup for alerts** - If this option is checked, the application will show popup whenever an alert occurs.
- **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.



The image shows a dialog box titled "Agent panel settings" with three tabs: "Agents", "Queues", and "Alerts". The "Alerts" tab is selected. Inside the dialog, there are two main sections: "Max wait time (MWT)" and "Alert options".

**Max wait time (MWT)**

- Threshold (minutes): 7
- Refresh time (seconds): 1

Max wait time column displays longest waiting caller in the queue. If you want to be alerted when a caller is waiting for more than X minutes, set threshold value in minutes. When waiting time reaches threshold, it will be displayed in red color, and application will optionally display an alert to the user. Alert options are configured below.

**Alert options**

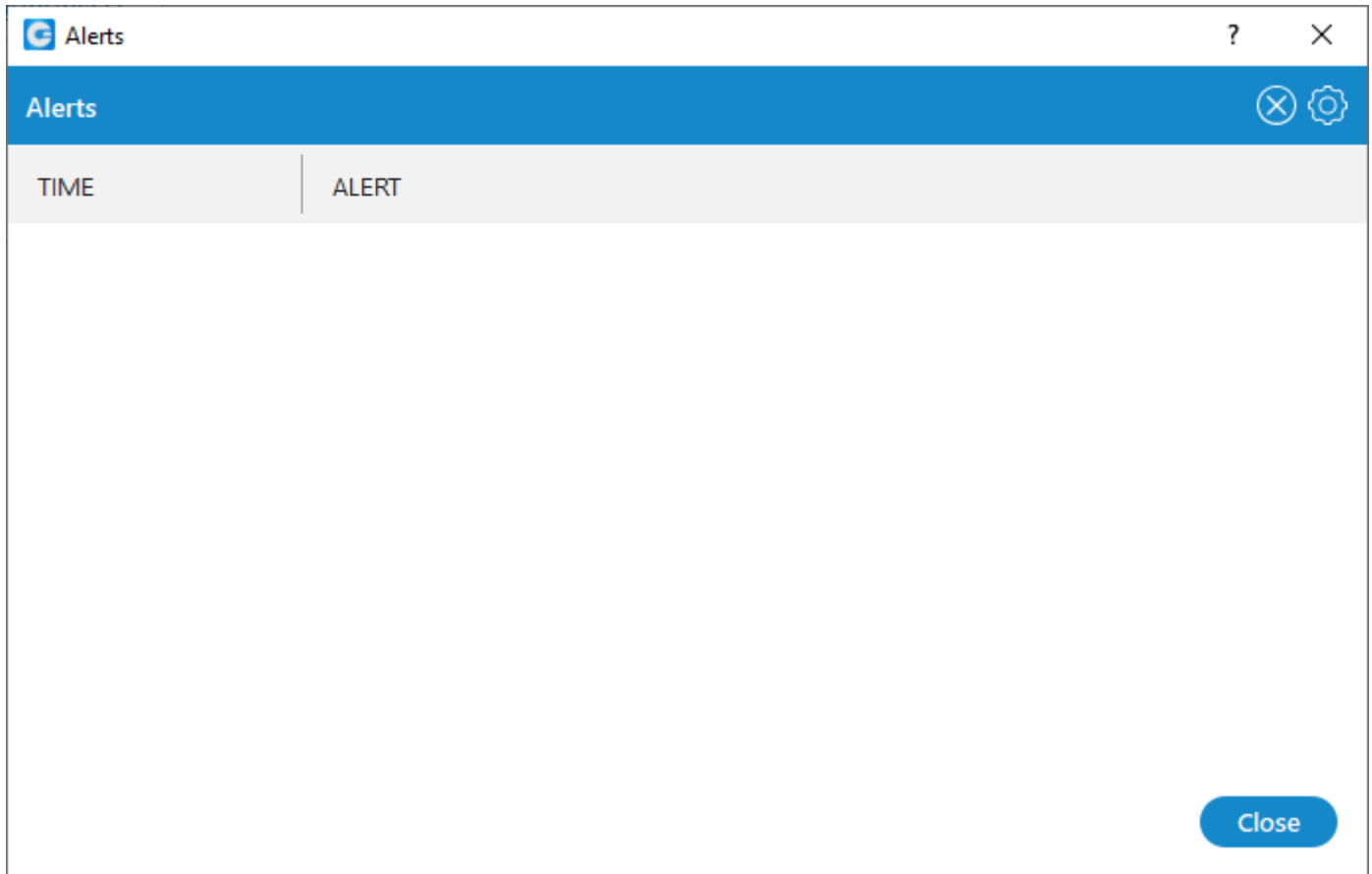
- Alert interval (minutes): 5
- ☒ Show popup for alerts
- ☒ Alert me for my queues only

Alert interval is the amount of time in which application will alert agent for one specific type of event (alert). If popup is enabled, application will show popup whenever an alert occurs.

☐ Agent panel always on top

At the bottom right, there are "OK" and "Cancel" buttons.

## Alerts dialog



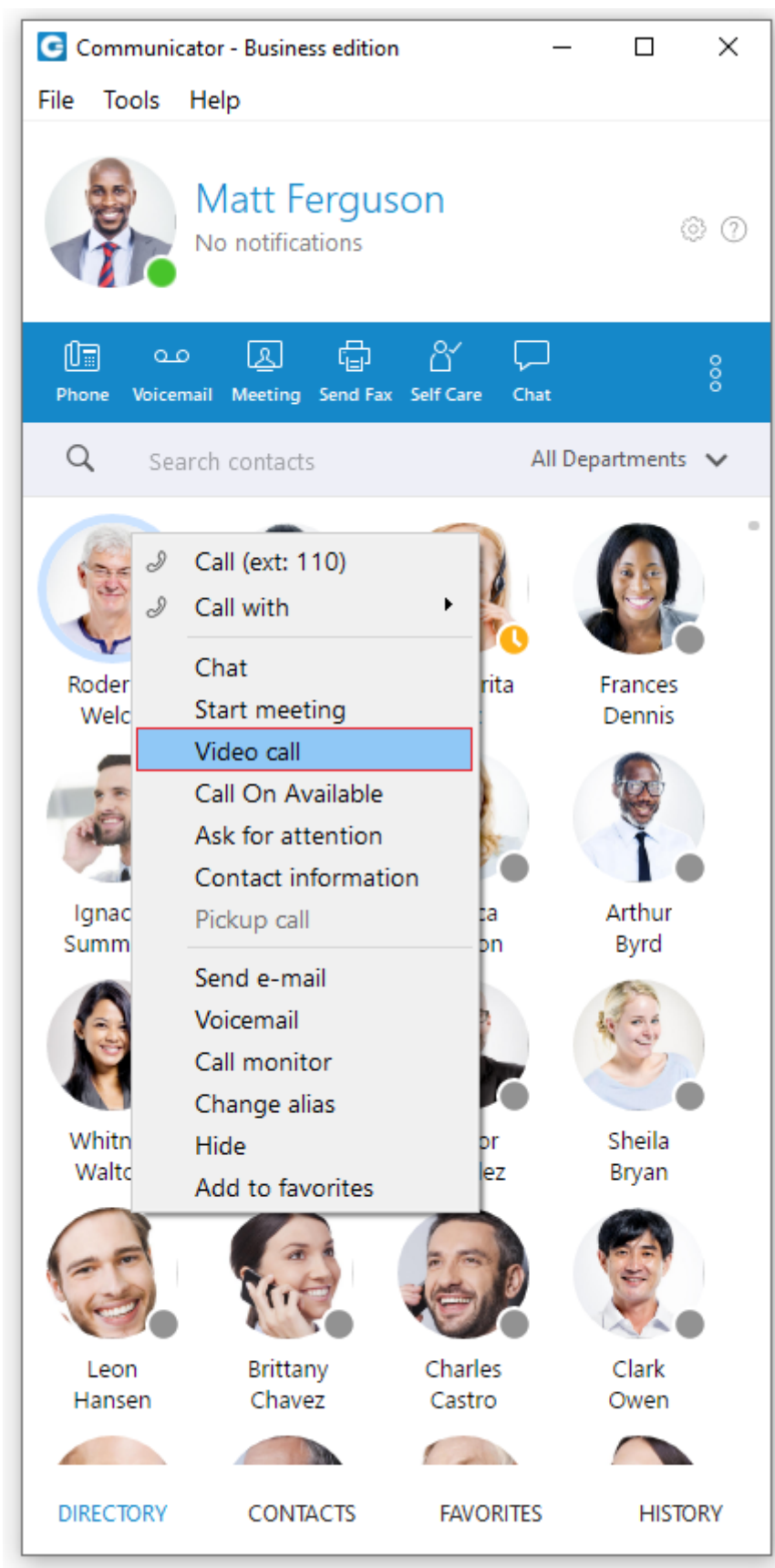
*Alerts dialog* displays a list of alerts.

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



Send fax - Communicator

PDF file \*

C:/Release Notes.pdf

Learn how to send any types of documents (Word, Excel etc...)

FAX INFO

TO

Name \*

John Doe

Fax \*

0326654856987152116666

Phone

0326654856987152116667

Email

john.doe@bicomsystems.com

Company

NA

FROM

Name \*

Matt Ferguson

Caller ID

Default Caller ID

Fax

00022233366555

Phone

00022233366554

Email

matt.ferguson@bicomsystems.com

Company

NA

COMMENTS AND STATUS

Message

Enter optional comments here

Resolution

Standard Resolution (204x98)

☒ Send cover page

☐ Urgent

☐ For Review

☐ Please Comment

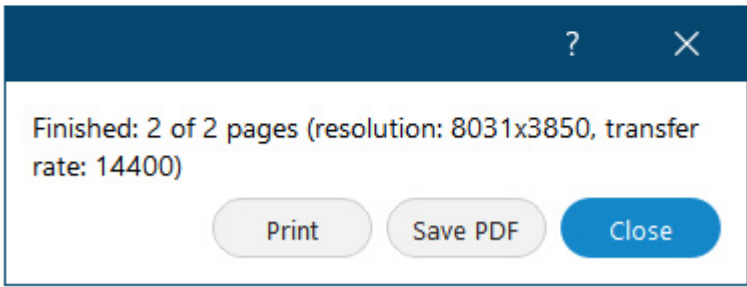
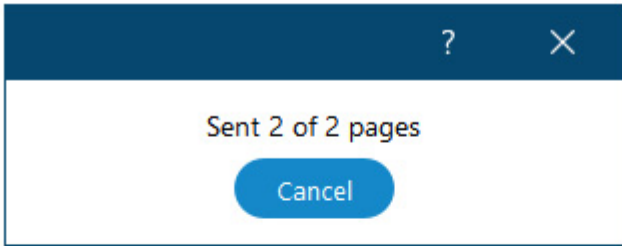
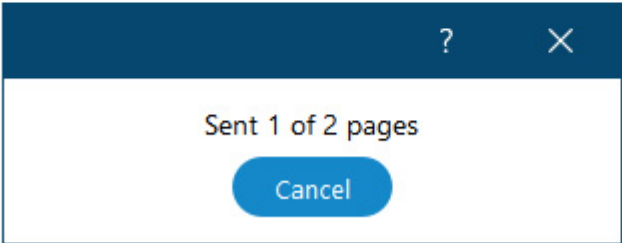
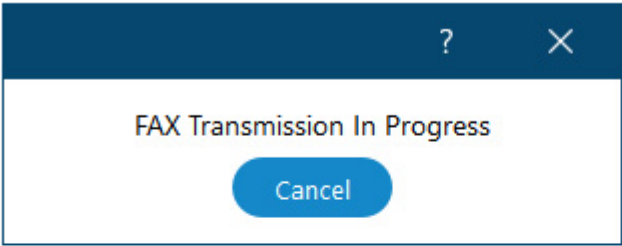
☐ Please Reply

☐ Please Recycle

Logs

Send Fax

Close



Home

Settings

Dashboard

Extensions

DIDs

Conferences

IVR

Queues

Voicemail

Monitor

Reports

Statistics

Fax

Received

Sent

Cover Page

Caller IDs

Settings

CRM

+

Add Fax Caller ID

↑

CSV Upload

↓

CSV Download

↓

Download CSV Template

Search for Caller ID

Q

Caller ID ▲ ▼	Label ▲ ▼	
061506070	Private	<div><div></div><div>✕</div></div>
1111111	Main Fax Machine	<div><div></div><div>✕</div></div>
2222222	Upstairs Fax	<div><div></div><div>✕</div></div>

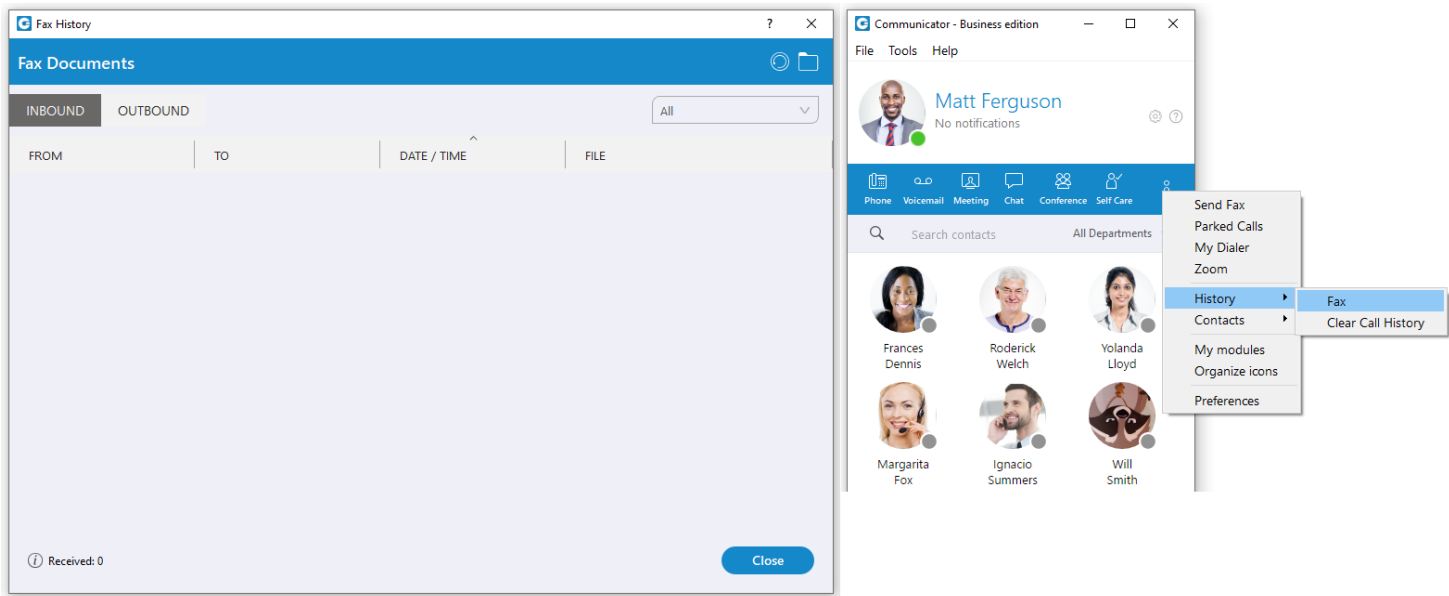
◀ previous

Page 1 of 1

next ▶

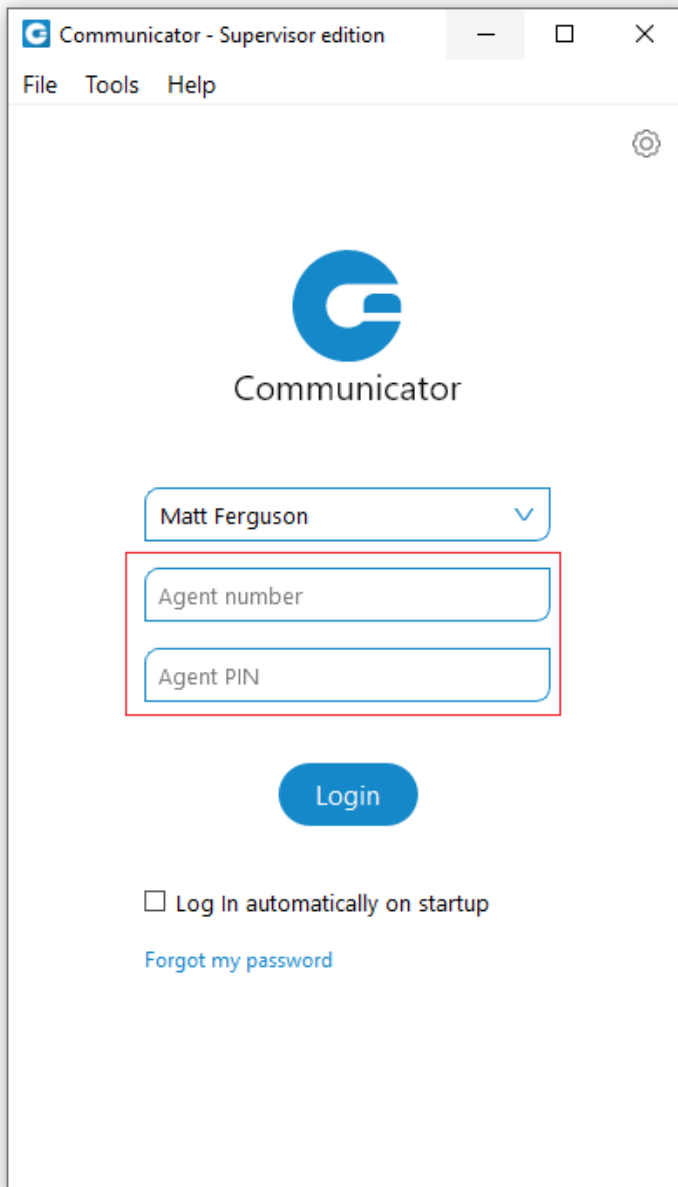
2. Incoming faxes

- Show list of all received and pending fax documents.



## Supervisor panel (available only in Communicator Supervisor edition)

In Communicator 6.0 Supervisor Edition is extended with Agent Edition functionalities. A Supervisor now can also be an Agent and use all Agent Edition features. If you don't want to use Agent edition just leave fields for agent number and pin empty.



The image shows the login window for Communicator - Supervisor edition. The window has a title bar with the application name and standard window controls. Below the title bar is a menu bar with 'File', 'Tools', and 'Help'. The main area features the Communicator logo and the word 'Communicator'. Below this is a dropdown menu showing 'Matt Ferguson'. Underneath are two input fields: 'Agent number' and 'Agent PIN', which are highlighted with a red rectangular box. Below these fields is a blue 'Login' button. At the bottom, there is a checkbox for 'Log In automatically on startup' and a link for 'Forgot my password'.

Communicator - Supervisor edition

File Tools Help

Communicator

Matt Ferguson

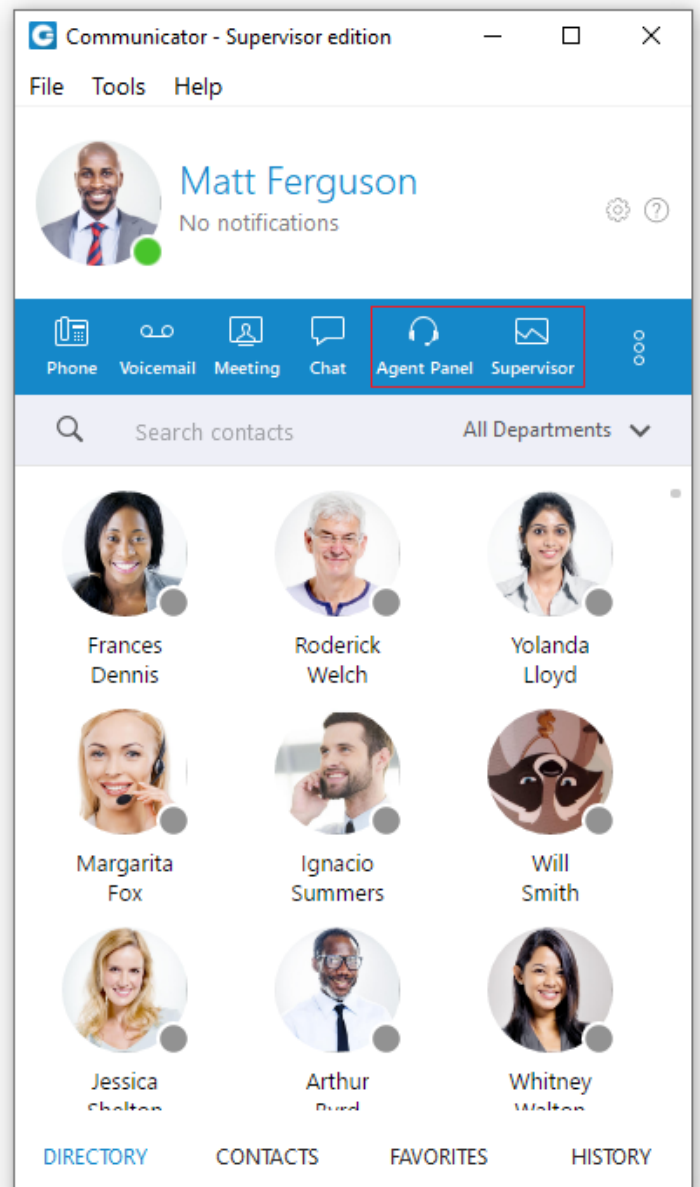
Agent number

Agent PIN

Login

☐ Log In automatically on startup

[Forgot my password](#)



The image shows the main interface of Communicator - Supervisor edition. The window has a title bar with the application name and standard window controls. Below the title bar is a menu bar with 'File', 'Tools', and 'Help'. The main area features a user profile for 'Matt Ferguson' with a profile picture and a 'No notifications' status. Below the profile is a blue navigation bar with icons for 'Phone', 'Voicemail', 'Meeting', 'Chat', 'Agent Panel', and 'Supervisor'. The 'Agent Panel' and 'Supervisor' icons are highlighted with a red rectangular box. Below the navigation bar is a search bar with the text 'Search contacts' and a dropdown menu for 'All Departments'. The main area displays a grid of contact avatars and names: Frances Dennis, Roderick Welch, Yolanda Lloyd, Margarita Fox, Ignacio Summers, Will Smith, Jessica Chelton, Arthur Ford, and Whitney Walton. At the bottom, there are four tabs: 'DIRECTORY', 'CONTACTS', 'FAVORITES', and 'HISTORY'.

Communicator - Supervisor edition

File Tools Help

Matt Ferguson  
No notifications

Phone Voicemail Meeting Chat Agent Panel Supervisor

Search contacts All Departments

Frances Dennis Roderick Welch Yolanda Lloyd

Margarita Fox Ignacio Summers Will Smith




Jessica Chelton Arthur Ford Whitney Walton

DIRECTORY CONTACTS FAVORITES HISTORY

# Supervisor Toolbar

NAME	TOTAL CALLS	ANSWERED	UNANSWERED	WAITING	IDLE	BUSY	PAUSED	AVG WAIT TIME	MAX WAIT TIME	ANSWERED (%)	UNANSWERED (%)	SERVICE LEVEL (%)
All queues	0	0	0	0	0	0	0	0	0	0	0	100
Support	0	0	0	0	0	0	0	0	0	0	0	100
Sales	0	0	0	0	0	0	0	0	0	0	0	100
Marketing	0	0	0	0	0	0	0	0	0	0	0	100
Development	0	0	0	0	0	0	0	0	0	0	0	100

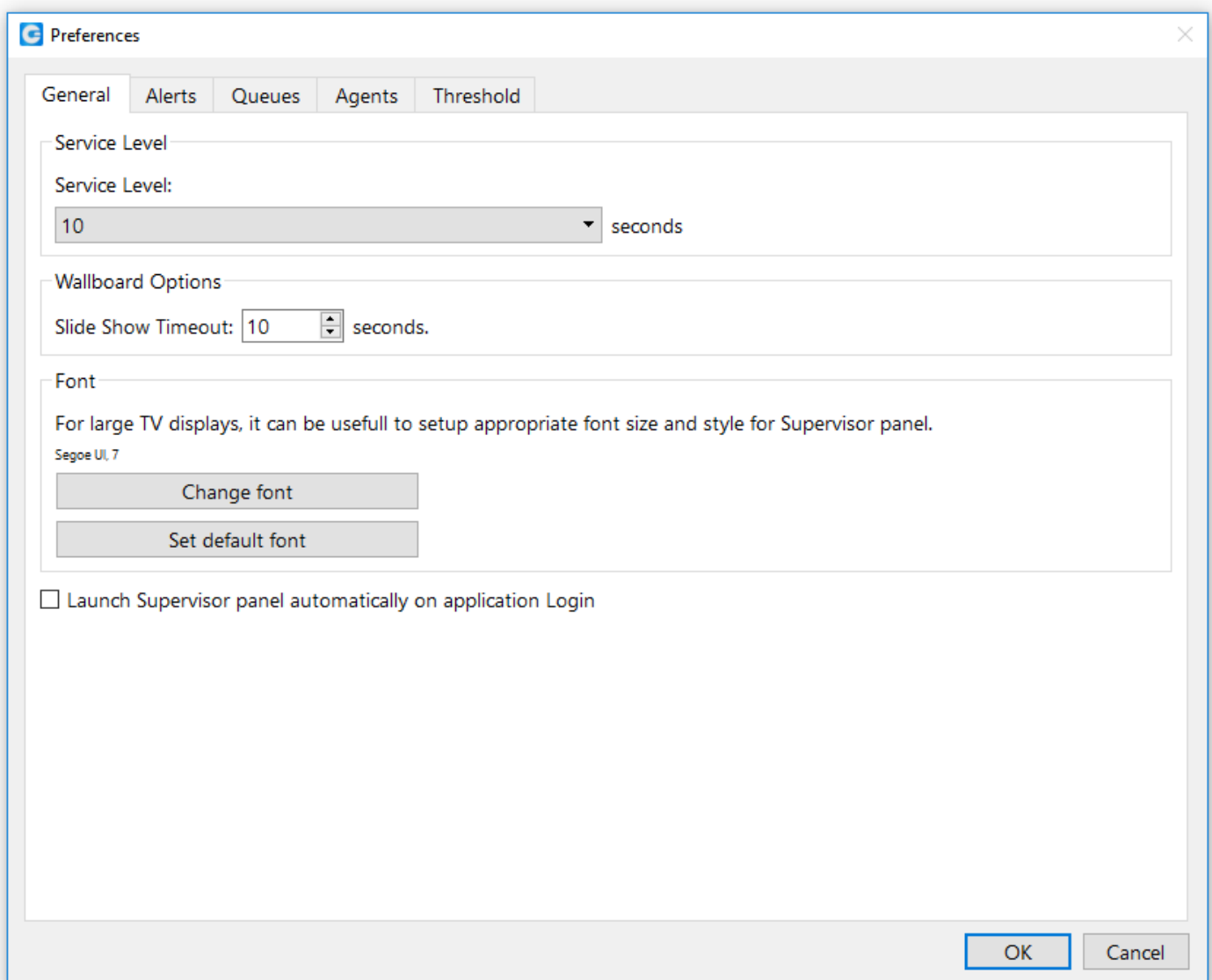
On the right side of the toolbar, there are icons that provide the following things:

-  - Show *phone* dialog
-  - Open *Agent Panel* window
-  - Show more options. When a user clicks on this action a menu with the following options appears:
  - *Show users* - Open Communicator *main window*
  - *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.
  - *Preferences* - Open *Preferences* dialog in which we have configuration options for alerts, queues, agents and threshold.

## Preferences

### • General

- ☐ *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 supervisor logs in, the *Supervisor Panel* will be automatically shown.



The screenshot shows a 'Preferences' dialog box with a title bar containing a logo and a close button. The 'General' tab is selected, with other tabs being 'Alerts', 'Queues', 'Agents', and 'Threshold'. The 'Service Level' section has a 'Service Level:' label and a dropdown menu set to '10' with 'seconds' to its right. The 'Wallboard Options' section has a 'Slide Show Timeout:' label, a spinner box set to '10', and 'seconds.' to its right. The 'Font' section contains a text description, the current font 'Segoe UI, 7', and two buttons: 'Change font' and 'Set default font'. At the bottom of the dialog is a checkbox labeled 'Launch Supervisor panel automatically on application Login'. The 'OK' and 'Cancel' buttons are at the bottom right.

Preferences

General Alerts Queues Agents Threshold

Service Level

Service Level:

10 seconds

Wallboard Options

Slide Show Timeout: 10 seconds.

Font

For large TV displays, it can be usefull to setup appropriate font size and style for Supervisor panel.

Segoe UI, 7

Change font

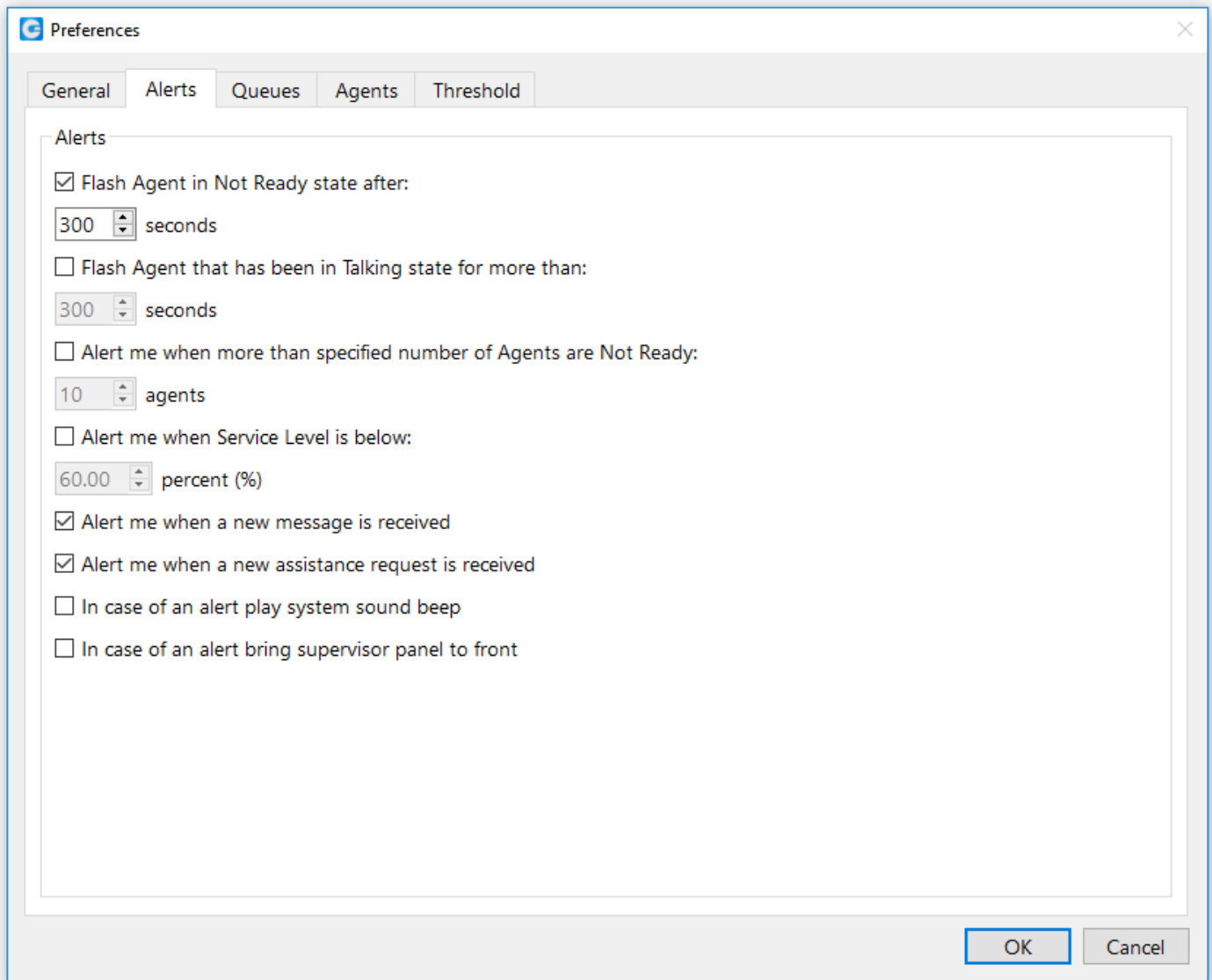
Set default font

☐ Launch Supervisor panel automatically on application Login

OK Cancel

- **Alerts**

- ☐ *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

### 1. Queues/Calls

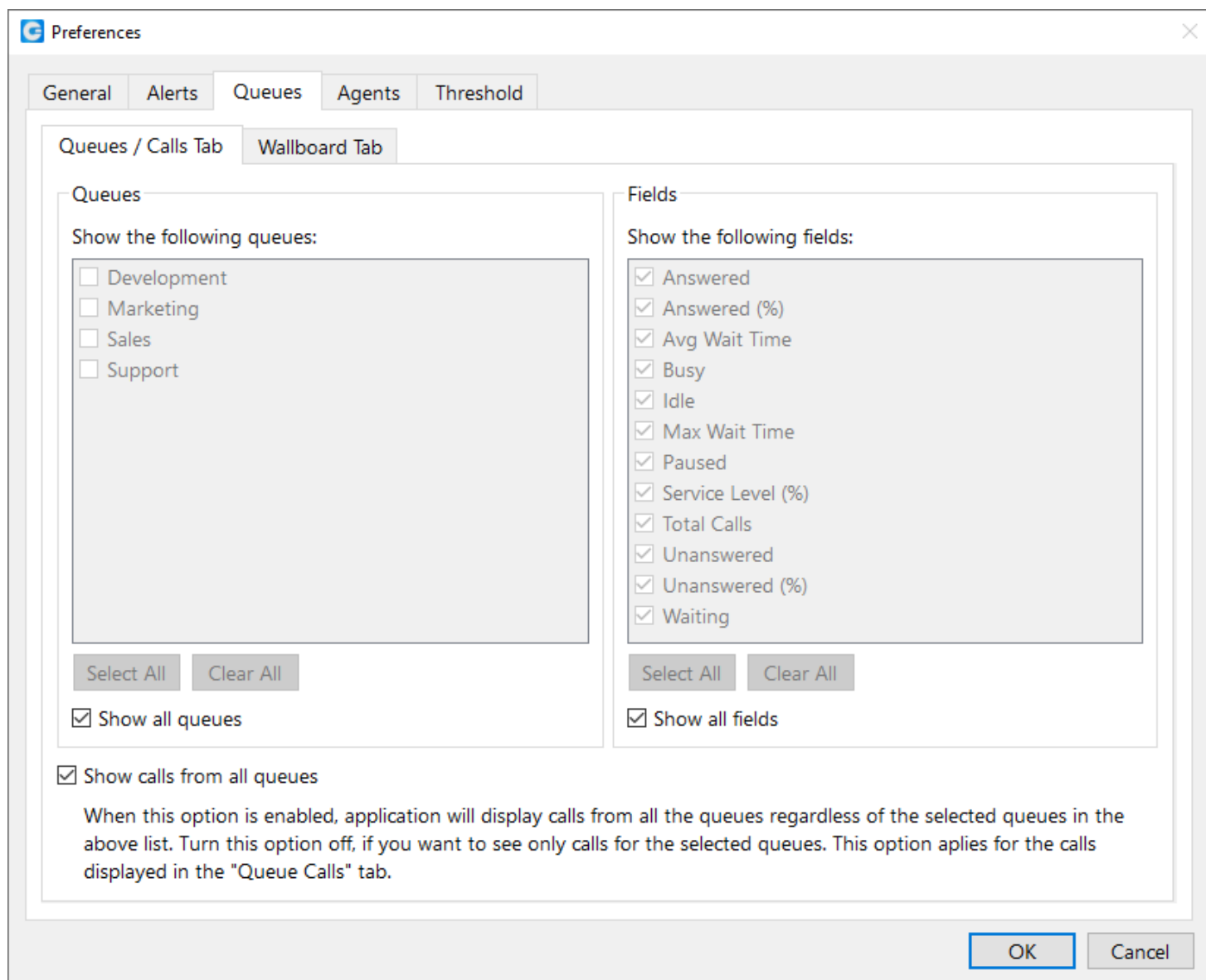
Inside the *Queues/Calls* tab you can select which queues or fields will be visible in the *Supervisor Panel*, inside *Queues* module.

- *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 *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 for the calls displayed in the *Queue Calls* tab.



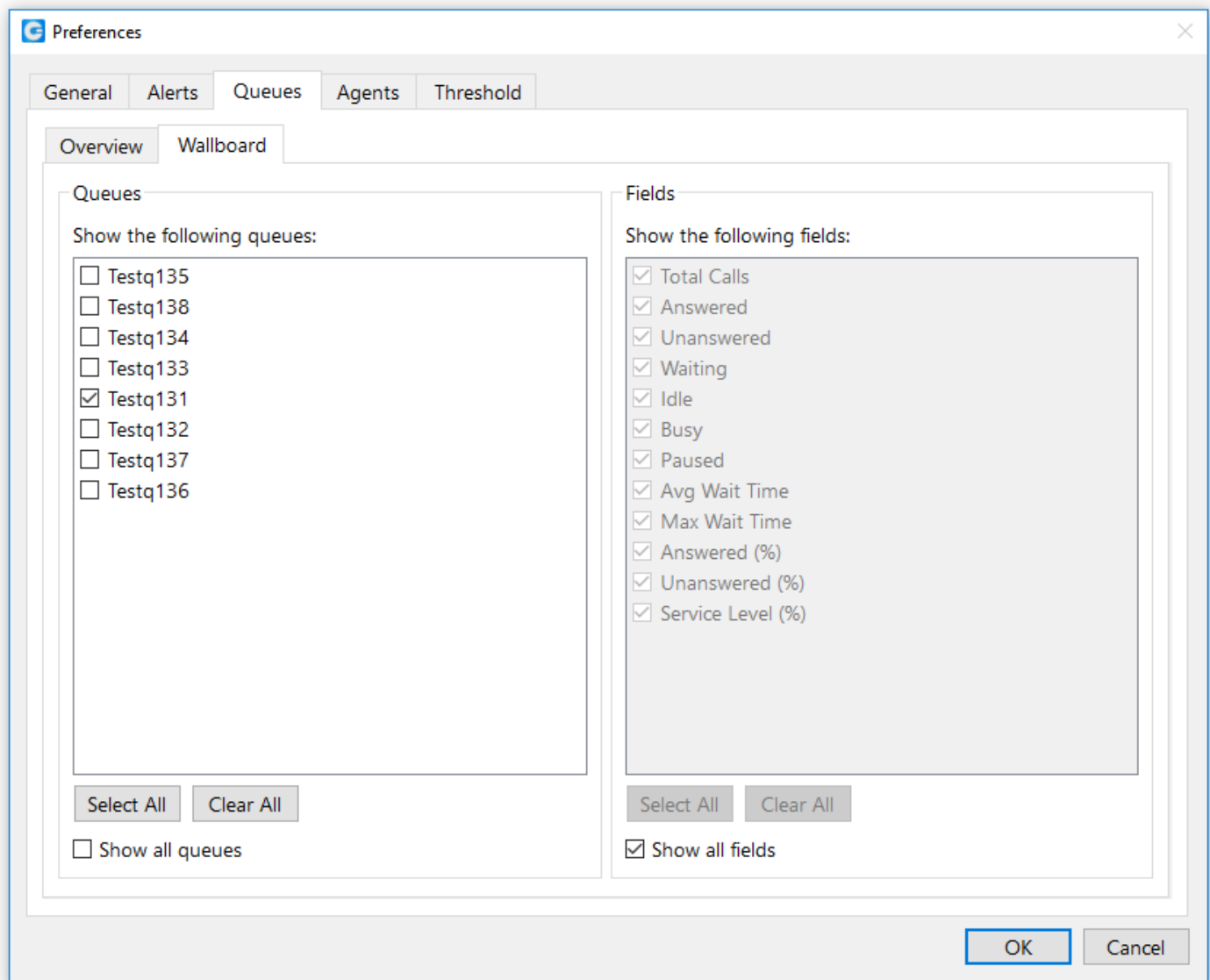


## 2. Wallboard

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 *Wallboard* module.



## • Agents

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.

**Preferences**

General Alerts Queues **Agents** Threshold

**Agents**

Specify which agents to show:

Name	Number
<input type="checkbox"/> Targus Tetivius	1007
<input type="checkbox"/> Agent Test	1010
<input type="checkbox"/> Agent 1160 Bind Ex...	1160
<input type="checkbox"/> Agent 1009 Bind Ex...	1009
<input type="checkbox"/> Agent 1004 Bind Ex...	1004
<input type="checkbox"/> Agent 1003 Bind Ex...	1003
<input type="checkbox"/> Agent 1002 Bind Ex...	1002
<input type="checkbox"/> Agent 1001 Bind Ex...	1001
<input checked="" type="checkbox"/> 1109 1109	1109
<input checked="" type="checkbox"/> 1108 1108	1108
<input checked="" type="checkbox"/> 1107 1107	1107

Select All Clear All

**Static members**

Specify which static members to show:

Name	Extension
------	-----------

Select All Clear All

☐ Show all agents and members

OK Cancel

## • Threshold

- ☐ **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.

Preferences

General

Alerts

Queues

Agents

Threshold

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

OK

Cancel

# Supervisor Panel Modules

## Queues

Inside of the *Queues* module supervisor can monitor *real-time* information for all queues he selects to be visible through *Preferences* dialog.

Supervisor												
Queues												
NAME	TOTAL CALLS	ANSWERED	UNANSWERED	WAITING	IDLE	BUSY	PAUSED	AVG WAIT TIME	MAX WAIT TIME	ANSWERED (%)	UNANSWERED (%)	SERVICE LEVEL (%)
All queues	2	0	2	0	1	0	0	0	0	0	100	100
Support	0	0	0	0	0	0	0	0	0	0	0	100
Sales	1	0	1	0	1	0	0	0	0	0	100	100
Marketing	0	0	0	0	0	0	0	0	0	0	0	100
Development	1	0	1	0	0	0	0	0	0	0	100	100

① Total number of queues: 5

Close

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
- *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.

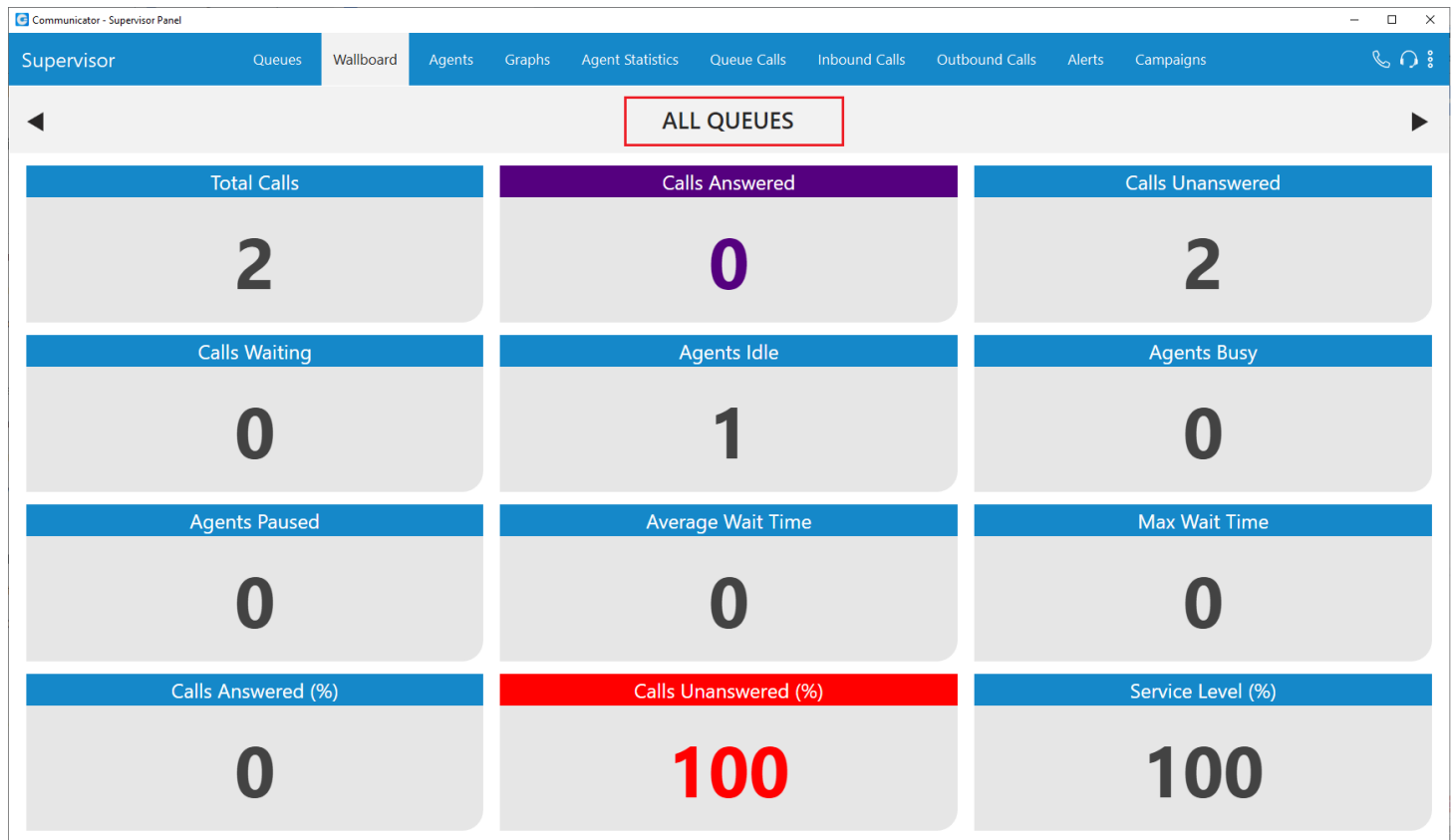
**Queues** module displays queue statistics for the current day.



**In Communicator 6.0, inside *Queues* and *Wallboard* modules, the supervisor can see total queue statistics for selected queues, which means that he can monitor the performance of the entire call centre, not just per queue.**

## Wallboard

Inside of the **Wallboard** module supervisor can monitor real-time information for all queues he selects to be visible through **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.

*Wallboard* module displays queue statistics for the current day.



**In Communicator 6.0, inside *Queues* and *Wallboard* modules, the supervisor can see total queue statistics for selected queues, which means that he can monitor the performance of the entire call centre, not just per queue.**

## Agents

Inside of the *Agents* module, the supervisor can monitor information for all logged-in agents he selects to be visible through *Preferences* dialog.

All types of agents are shown (static, dynamic and callback).

Communicator - Supervisor Panel

Supervisor

Queues

Wallboard

Agents

Graphs

Agent Statistics

Queue Calls

Inbound Calls

Outbound Calls

Alerts

Campaigns

AGENT NAME	AGENT ID	STATE	TIME IN STATE	UNIQUE CALL ID	CALL DIRECTION	CALL TYPE	CALL INFO	LOGIN TIME	LOGIN TYPE
Leroy Summers	<div>IN</div> <div>B</div> <div>OUT</div> 3232	PAUSED	14:34:44					14:34	Callback
Betsy Barnes	<div>IN</div> <div>B</div> <div>OUT</div> 2323	IDLE	01d:03h:27m:22s					14:34	Callback
Charlotte	181	OFFLINE	01d:03h:27m:22s					N/A	Member
Charles Castro	<div>IN</div> <div>B</div> <div>OUT</div> 5176	IDLE	00:08:31					00:28	Callback

🔔

Logged in agents and extensions: 4

Search agents

Close

For each agent the following information is shown:

- **Agent Name** - Represents agent's name. If you click 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**
- **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** - Shows whether the agent is logged in as static, dynamic or callback.

In Communicator 6.0 it is possible to see agent direction and blending option in a real-time. The supervisor can change the direction of any agent by clicking on the direction buttons. Also, he can see which project code each agent is using for their current calls.

It is also possible to monitor dialer calls and campaigns.

Communicator - Supervisor Panel										
Supervisor										
Queues Wallboard Agents Graphs Agent Statistics Queue Calls Inbound Calls Outbound Calls Alerts Campaigns										
AGENT NAME	AGENT ID	STATE	TIME IN STATE	UNIQUE CALL ID	CALL DIRECTION	CALL TYPE	CALL INFO	LOGIN TIME	LOGIN TYPE	
John Doe	5001	TALKING	00:00:17	1554206222.1462	Outgoing	Campaign (Books)	1004 (Denis)	00:20	Callback	

Logged in agents and extensions: 1

Search agents Close



Communicator - Supervisor Panel

Supervisor

Queues

Wallboard

Agents

Graphs

Agent Statistics

Queue Calls

Inbound Calls

Outbound Calls

Alerts

Campaigns

AGENT NAME	AGENT ID	STATE	TIME IN STATE	UNIQUE CALL ID	CALL DIRECTION	CALL TYPE	CALL INFO	LOGIN TIME	LOGIN TYPE
<div><div></div>Leroy Summers</div>	3232	<div>PAUSED</div>	15:34:03					15:33	Callback
<div><div></div>Charles Castro</div>	5176	<div>TALKING</div>	00:00:01	1573137242.888	Outgoing	BH Telekom (Project)	*212*1*062225883	01:27	Callback
<div><div></div>Betsy Barnes</div>	2323	<div>IDLE</div>	01d04h26m:41s					15:33	Callback
<div><div></div>Charlotte</div>	181	<div>OFFLINE</div>	01d04h26m:41s					N/A	Member

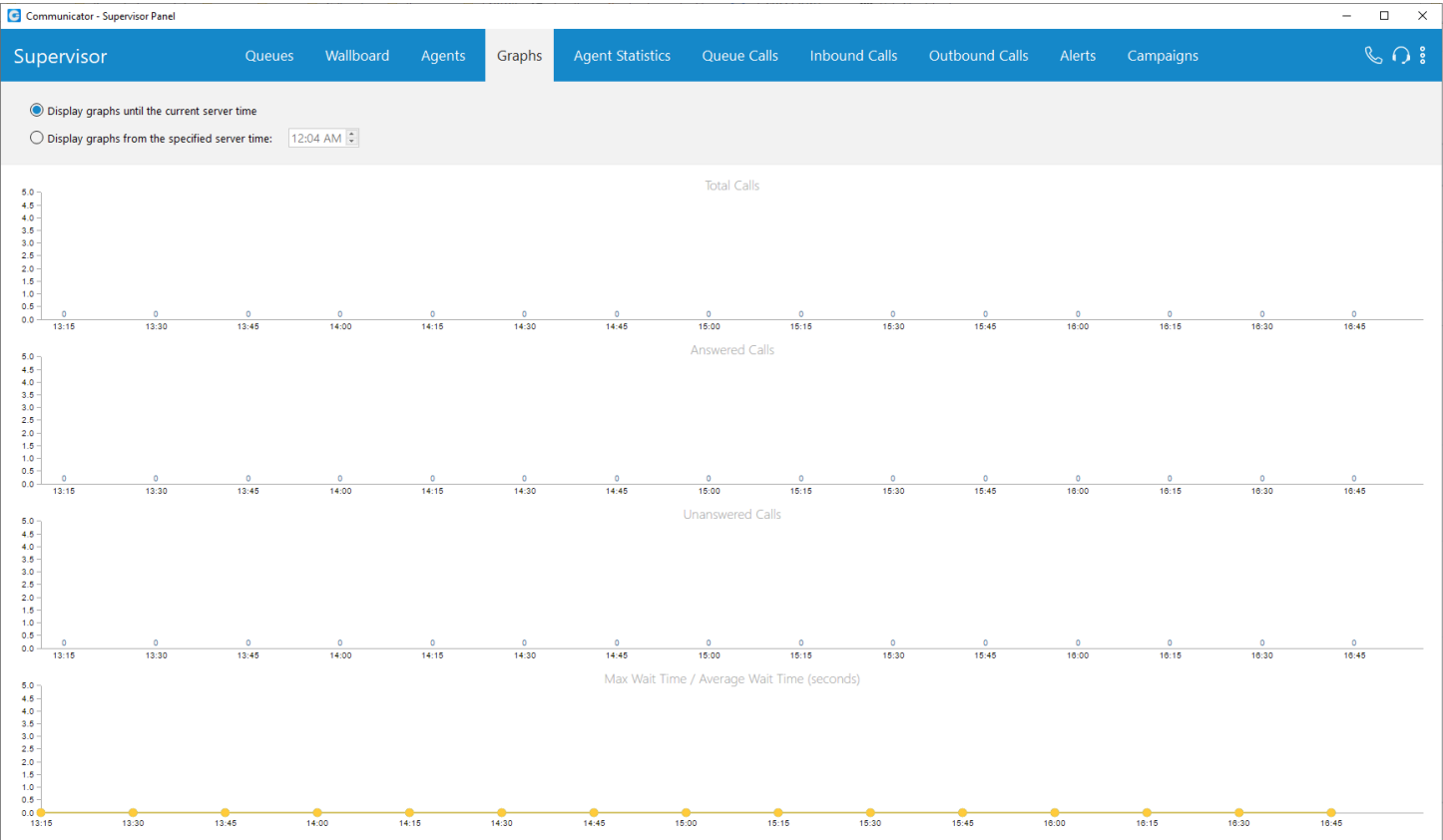
Logged in agents and extensions: 4

Search agents

Close

Graphs

The *Graphs* module shows real-time call statistics in the form of graphs.



The following information is shown:

- *Total Calls*
- *Answered Calls*

- *Unanswered Calls*
- *Maximum Wait Time / Average Wait Time* (in seconds)

Also, you can choose whether you want to display graphs until the current server time, or to display graphs from the specified server time.

## Agent Statistics

Prior to version 6.0, only agent inbound (real-time) statistics were available. Now, *Agent Statistics* module displays agent inbound and outbound statistics that include all agent calls (inbound, outbound, direct (in/out) ) into calculations.

Calculations are reset every day starting from midnight.

Communicator - Supervisor Panel

Supervisor
Queues
Wallboard
Agents
Graphs
Agent Statistics
Queue Calls
Inbound Calls
Outbound Calls
Alerts
Campaigns

Refresh
1m
Last refresh
07 Nov 2019 15:55:50
Search

Agent	Calls			Talk Time			Idle Time		Sessions		Pauses	
	Total	Answered	Unanswered	Total	Mean	Mean Delay	Total	Mean	Total	Count	Total	Count
Agent/1009 (Amber Howell)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	0	00d 00h 00m 00s	0
Agent/2323 (Betsy Barnes)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 15h 55m 50s	00d 00h 00m 00s	00d 15h 55m 50s	1	00d 00h 00m 00s	0
Agent/3232 (Leroy Summers)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 15h 55m 50s	1	00d 15h 55m 50s	1
Agent/5000 (Enrique Mann)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	0	00d 00h 00m 00s	0
Agent/5001 (Dominic Parker)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	0	00d 00h 00m 00s	0
Agent/5005 (Jean Tucker)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	0	00d 00h 00m 00s	0
Agent/5006 (Milton Norman)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	0	00d 00h 00m 00s	0
Agent/5101 (test test)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	0	00d 00h 00m 00s	0
Agent/5102 (test test)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	0	00d 00h 00m 00s	0
Agent/5103 (test test)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	0	00d 00h 00m 00s	0
Agent/5104 (test test)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	0	00d 00h 00m 00s	0

Total: 84, Logged In: 3, Talking: 0, Paused: 1
Close

For each agent the following information is shown:

- *Agent Name and Number*
- *Calls*
  - ▢ *Total*
  - ▢ *Answered*
  - ▢ *Unanswered*
- *Talk Time*
  - ▢ *Total*
  - ▢ *Mean*
  - ▢ *Mean Delay*

- *Idle Time*
  - *Total*
  - *Mean*
- *Sessions*
  - *Total*
  - *Count*
- *Pauses*
  - *Total*
  - *Count*

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, the total number of logged-in agents, the total number of paused agents and the total number of agents that are in talking state.

## Queue Calls

Inside of the *Queue Calls* module, the supervisor can monitor information for calls from all the queues he selects to be visible through Preferences dialog.

Communicator - Supervisor Panel

Supervisor Queues Wallboard Agents Graphs Agent Statistics Queue Calls Inbound Calls Outbound Calls Alerts Campaigns

CALL ID	QUEUE NAME	QUEUE NUMBER	CALLER ID	STATE	TIME IN STATE	POSITION IN QUEUE	ESTIMATED ANSWER TIME
1574240183.1724	Sales	171	06122	Waiting	00:00:14	1	0 sec

Transfer Call  
Take Call  
Monitor Call

ⓘ Total queue calls: 1, Waiting calls: 1

Transfer Call Take Call Monitor Call Close

For each call the following information is shown:

- *Call ID*
- *Queue Name*
- *Queue Number*

- *Caller ID*
- *State*
- *Time in State*
- *Position in Queue*
- *Estimated Answer Time*

The supervisor can perform the following operations for each call if he has the permissions:

- *Transfer Call*
- "Take Call "
- *Monitor Call*

## Inbound Calls

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

CALL ID	TRUNK (DID)	CALLER ID	LOCATION	LOCATION NAME	LOCATION NUMBER	DURATION IN LOCATION	TOTAL CALL DURATION
Inbound calls: 0							

For each call the following information is shown:

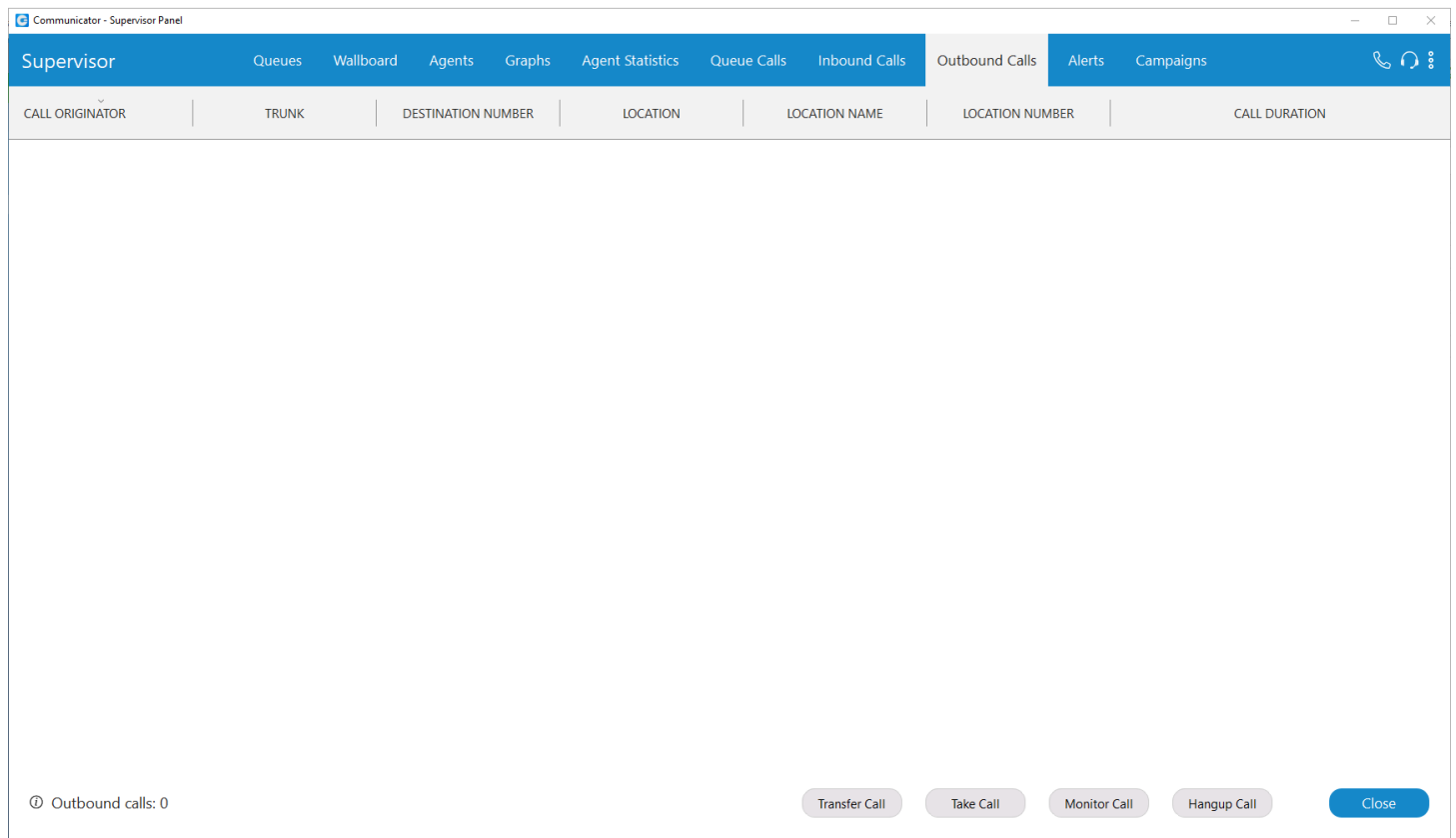
- *Call ID*
- *Trunk(DID)*
- *Caller ID*
- *Location* - (IVR, Queue, Conference etc...)
- *Location Name*

- *Location Number*
- *Duration in Location*
- *Total Call Duration*

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

## Outbound Calls

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



CALL ORIGINATOR	TRUNK	DESTINATION NUMBER	LOCATION	LOCATION NAME	LOCATION NUMBER	CALL DURATION
<div> <span>Outbound calls: 0</span> <span>Transfer Call</span> <span>Take Call</span> <span>Monitor Call</span> <span>Hangup Call</span> <span>Close</span> </div>						

For each call the following information is shown:

- *Call Originator*
- *Trunk*
- *Destination Number*
- *Location*
- *Location Name*
- *Location Number*
- *Call Duration*

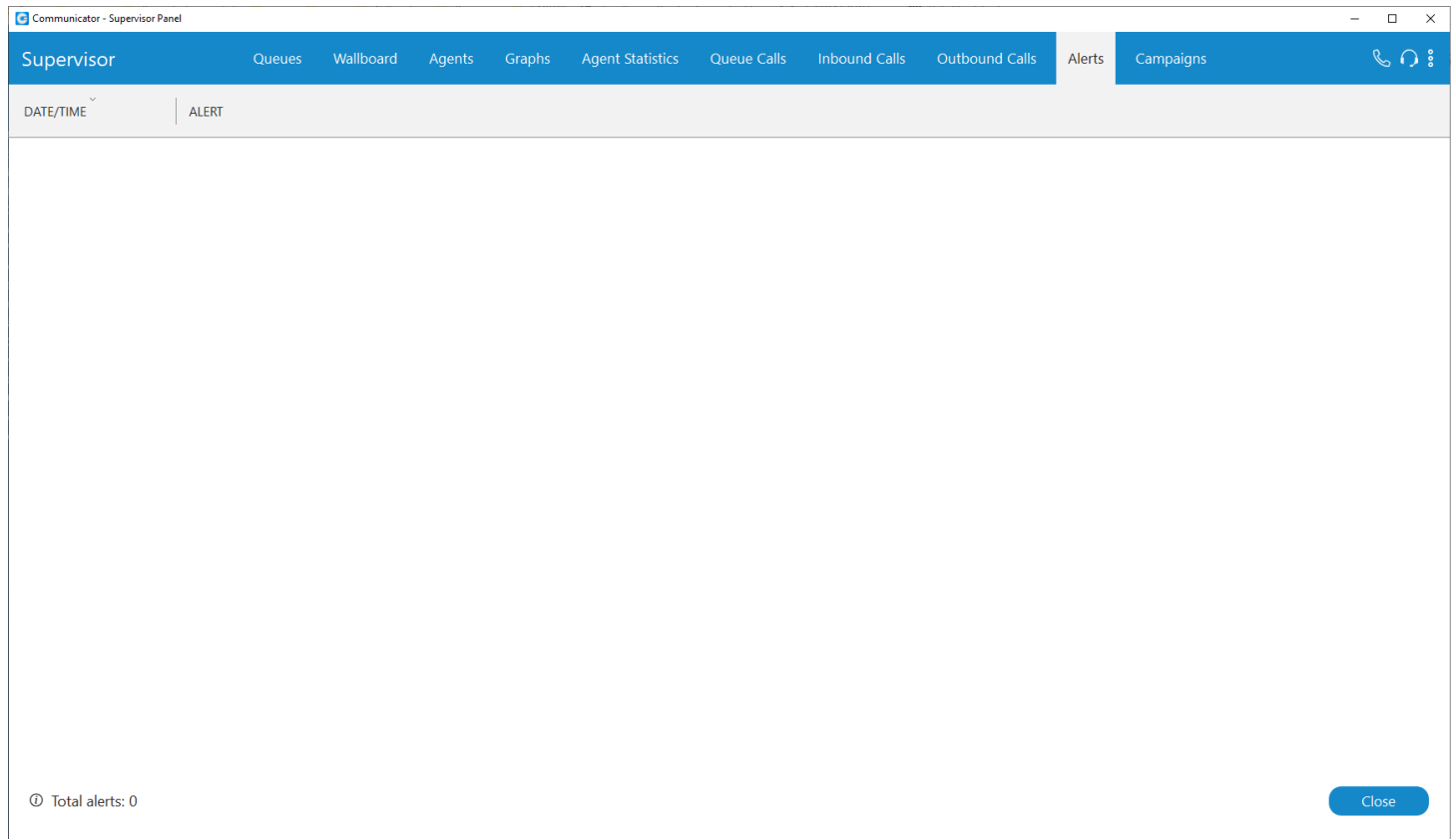
The supervisor can perform the following operations for each call if he has the permissions:

- *Transfer Call*

- *Take Call*
- *Monitor Call*
- *Hangup Call*

## Alerts

Inside of the *Alerts* module, the supervisor can monitor alerts he selects to be visible through *Preferences* dialog.



For each alert the following information is shown:

- *Date/Time*
- *Alert*

Also, on the bottom of the page, you can see the total number of all alerts displayed in the list above.

# Campaigns

Campaigns module displays campaign statistics for the current day.

Communicator - Supervisor Panel

SupervisorQueuesWallboardAgentsGraphsAgent StatisticsQueue CallsInbound CallsOutbound CallsAlertsCampaigns

		Calls			Agents				Contacts	
	Campaign	Dialing	Connecting	Connected	Logged	Paused	Idle	Busy	Total	Rate
		0	0	0	0	0	0	0	0	0.00%
	Books	0	0	0	1	0	1	0	0	0.00%
	Campaign 505 Power	0	0	0	0	0	0	0	0	0.00%
	Preview999	0	0	0	0	0	0	0	0	0.00%
	TuzlaCallcenter	0	0	0	0	0	0	0	0	0.00%
	ZagrebCallcenter	0	0	0	0	0	0	0	0	0.00%
	ZZZZCallcenter	0	0	0	0	0	0	0	0	0.00%

For each campaign the following information is shown:

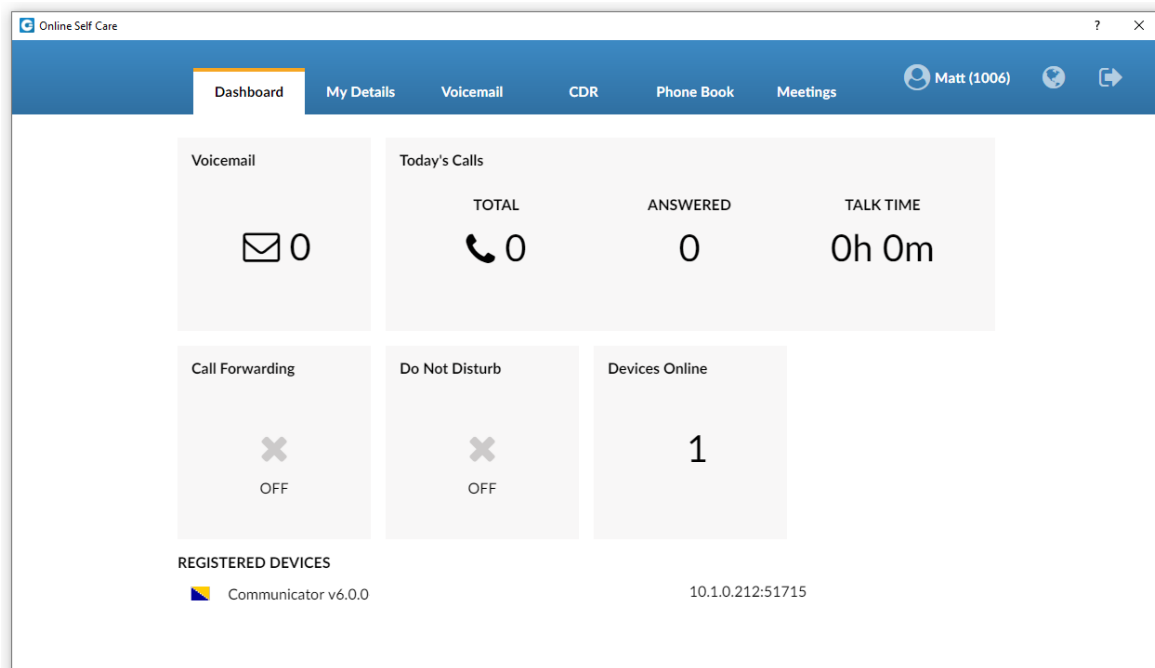
- Campaign Name
- Calls
  - Dialing
  - Connecting
  - Connected
- Agents
  - Logged
  - Paused
  - Idle
  - Busy
- Contacts
  - Total
  - Rate

## 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/](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

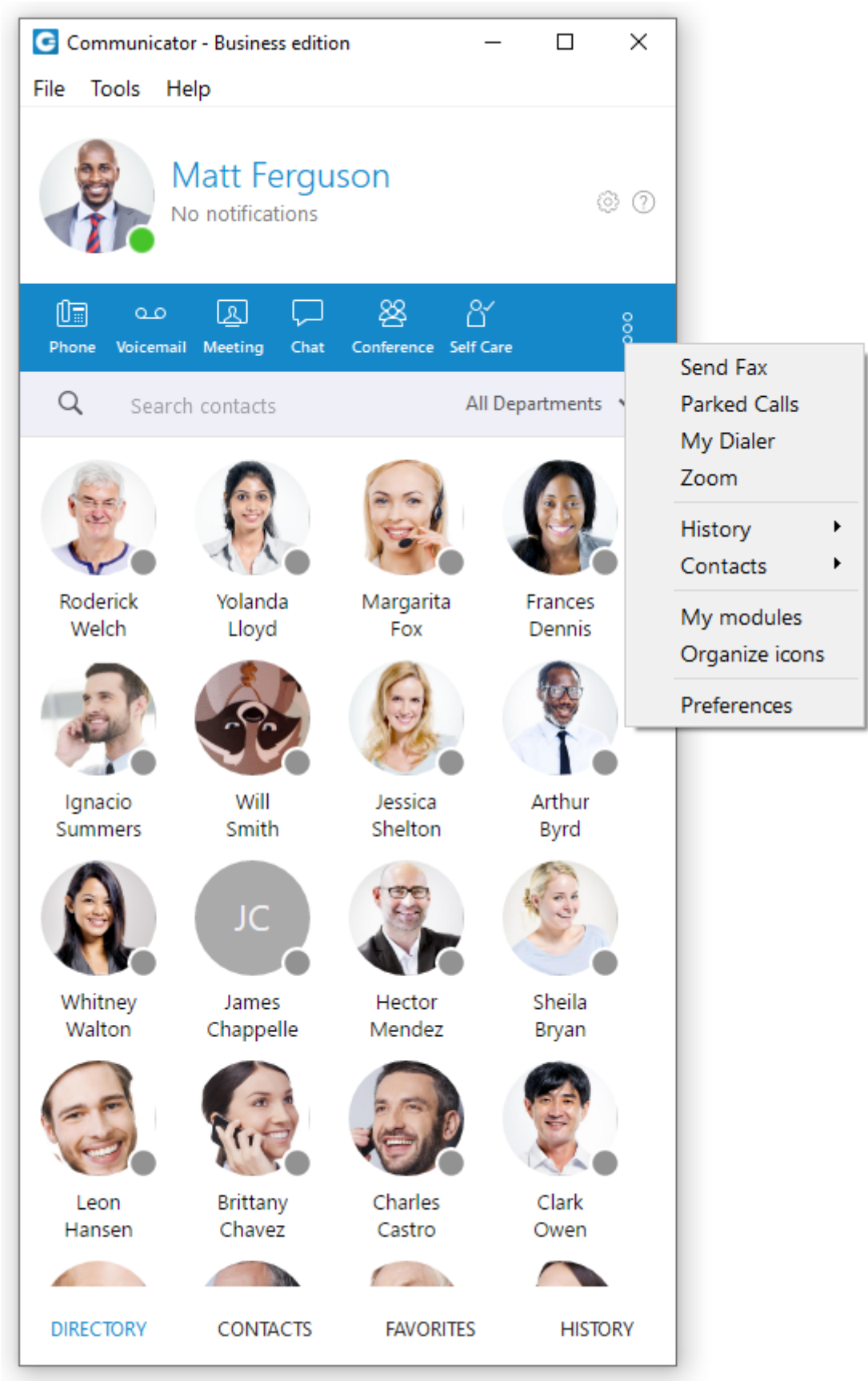
(ex. The provided email address is used as a username for logging into Online Self Care (e.g. [email@example.com](mailto:email@example.com)))  
([a-z] [0-9] [@\_.-])

- **Password/PIN:** The user password assigned to the extension

(ex. This field accepts your Communicator password (e.g.n9h\*Caq1Icr))  
([0-9])

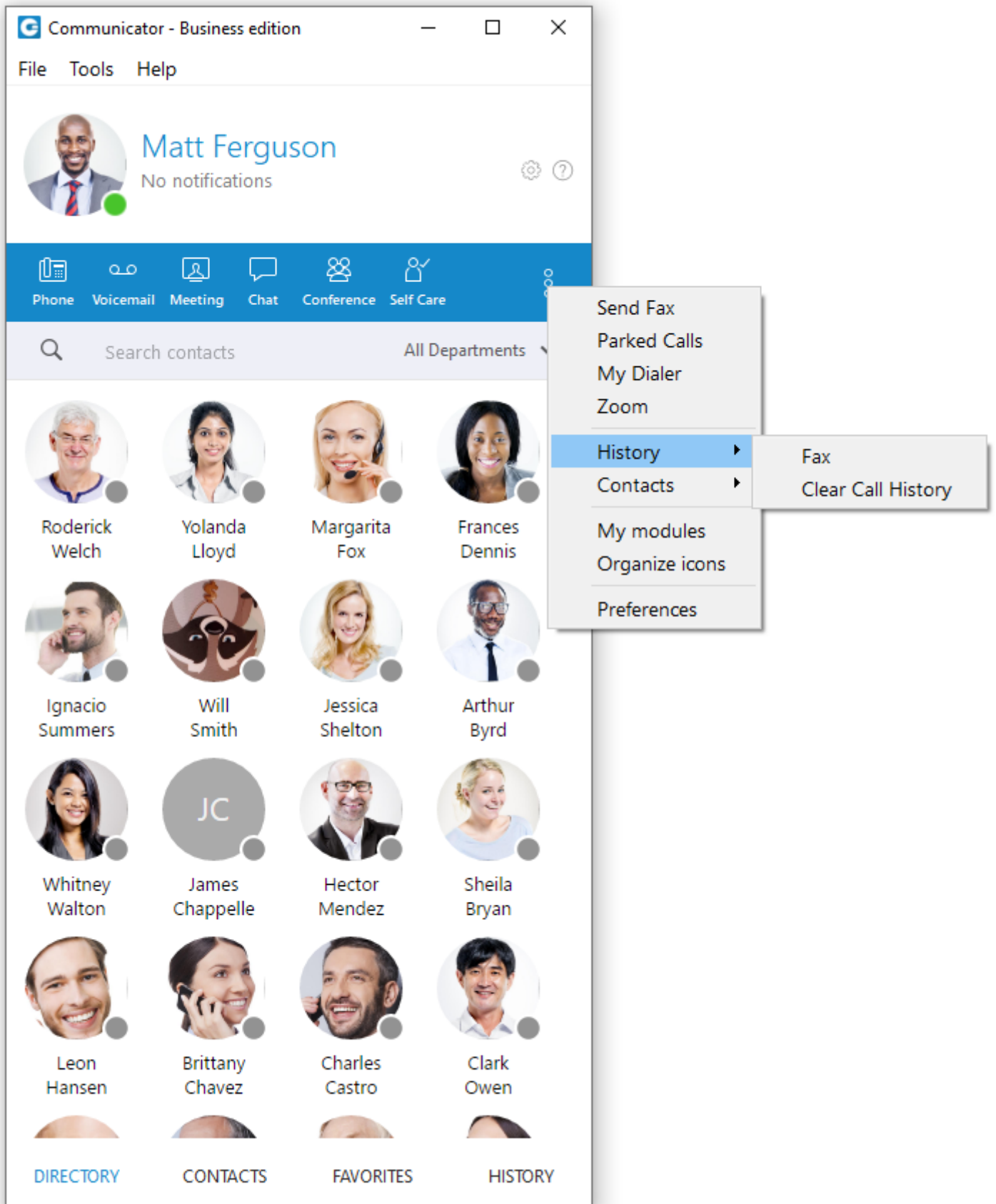


# Options (3 dots) menu



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 few additional options explained below.

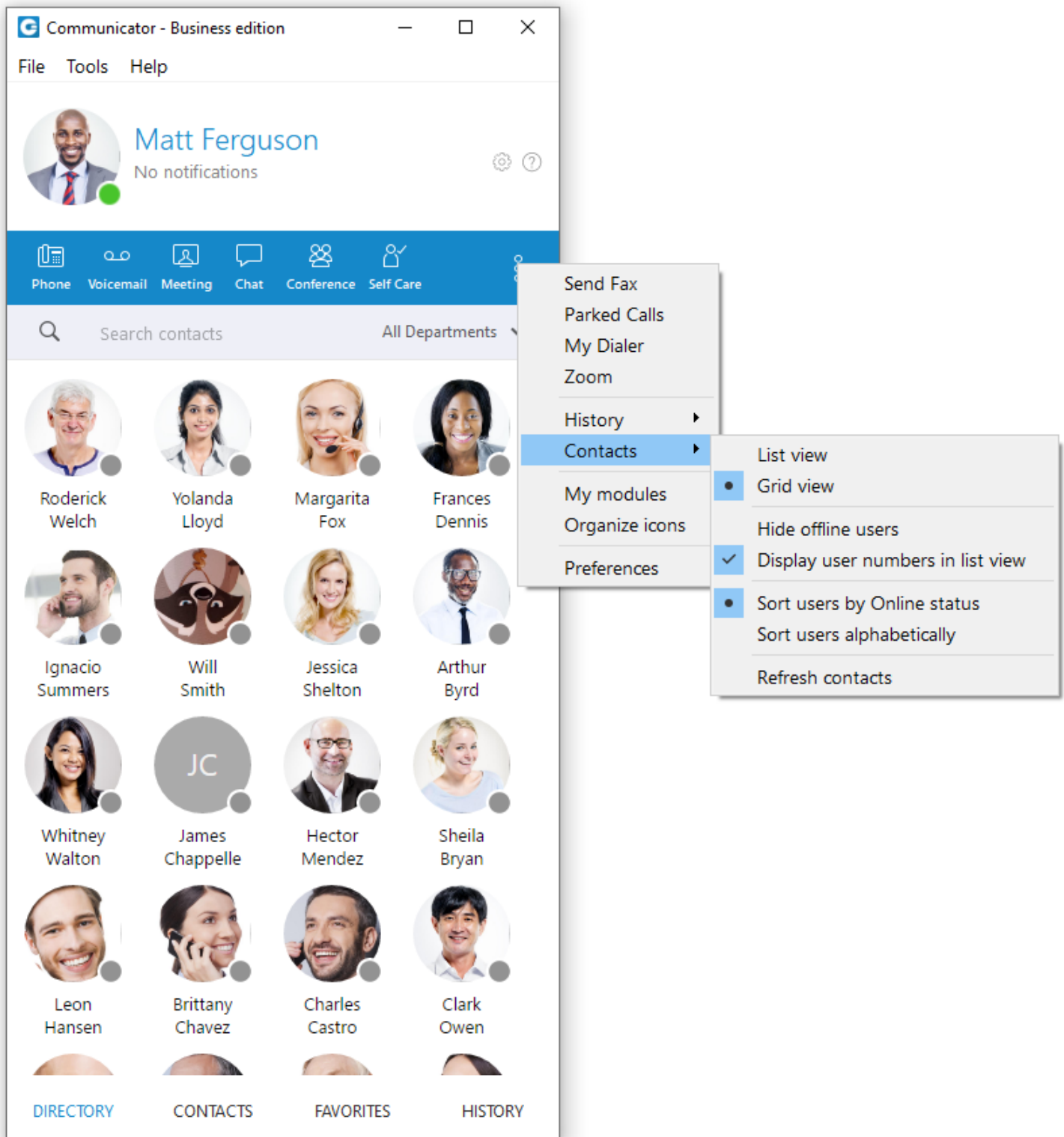
## History submenu



- *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



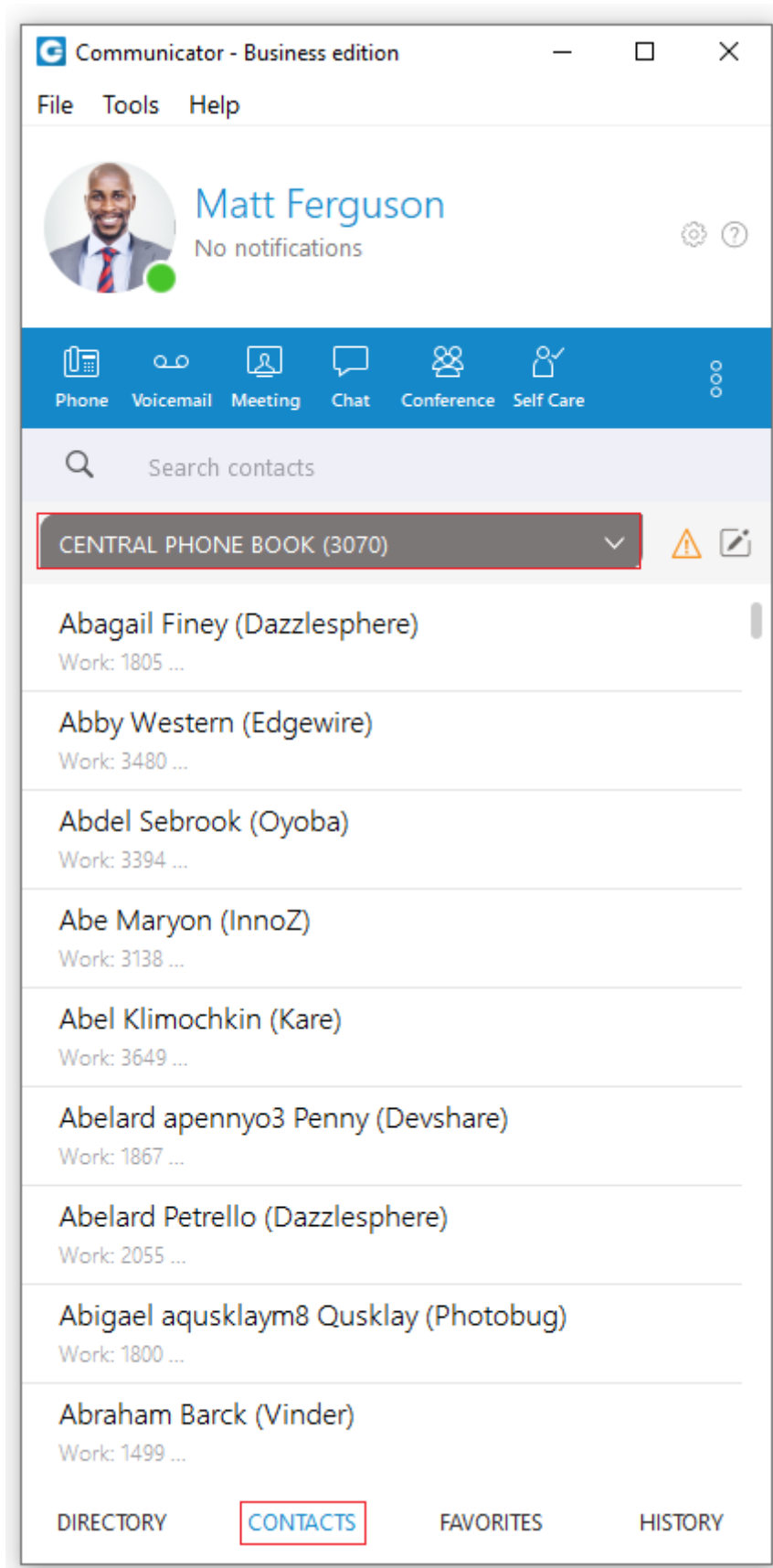
- *List view* option is used to layout Communicator users in a list.
- *Grid view* option is used to layout Communicator users in a grid.
- *Hide offline users* option is used to hide all users that were not active for 8 hours or more.
- *Display user numbers in list view* is used to show a user's extension number in the parenthesis in 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.
- *Preferences* option is used to open the *Preferences* window.

## Central Phone Book

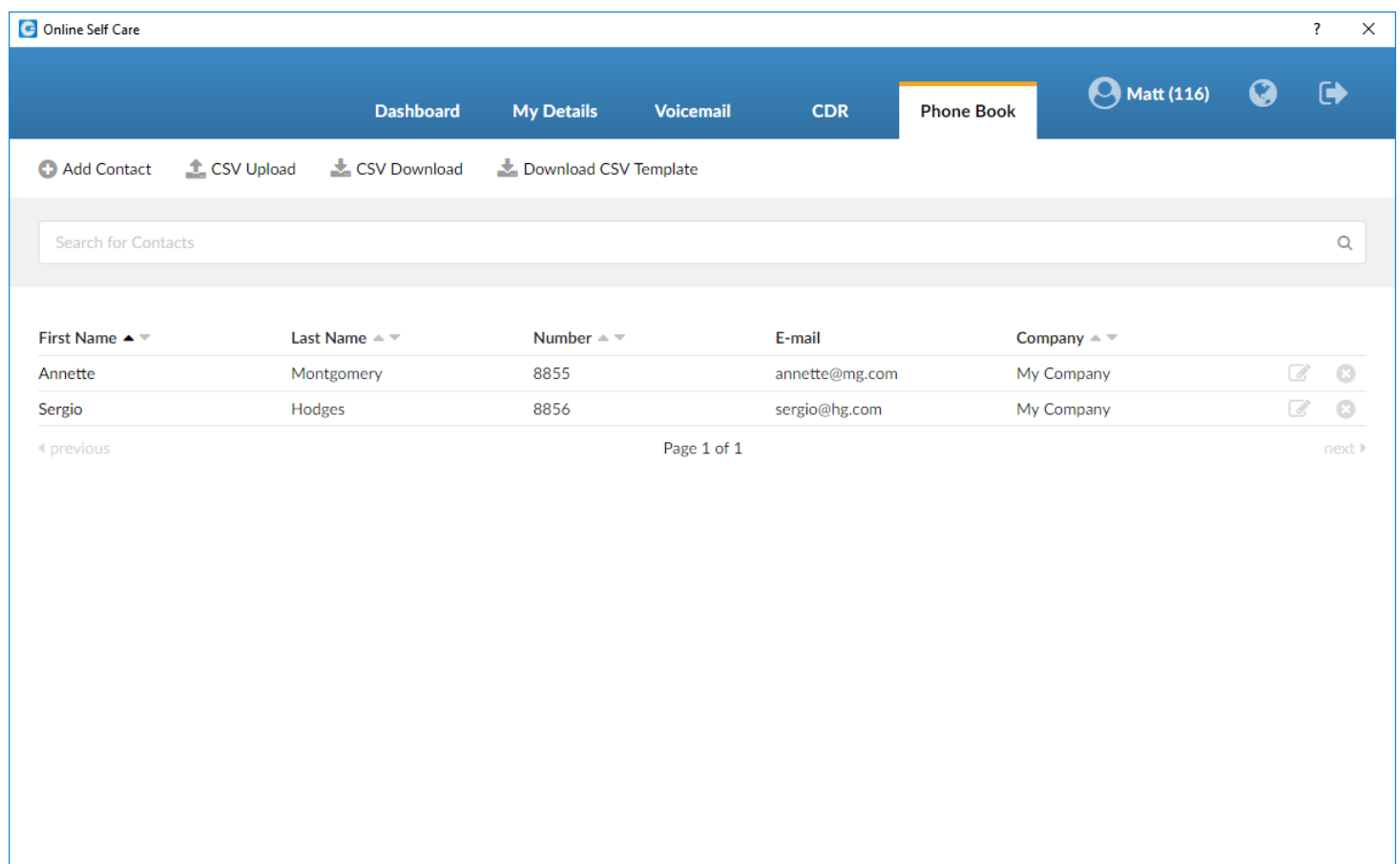


Central Phone Book is a centralized list of contacts managed by the PBXware administrator. It is shared across all Communicator users, and synced together with the rest of your contacts (Google, CRM etc.). To access your Central Phone Book contacts navigate to the **CONTACTS** tab, and select **CENTRAL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

## DIRECTORY

## CONTACTS

## FAVORITES

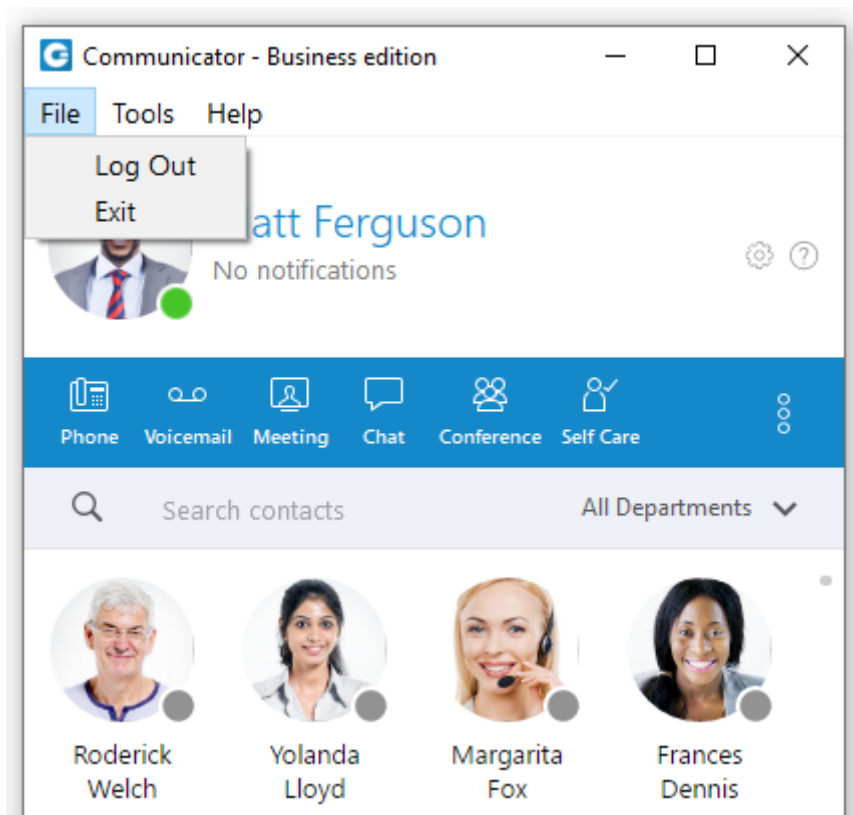
## HISTORY

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**

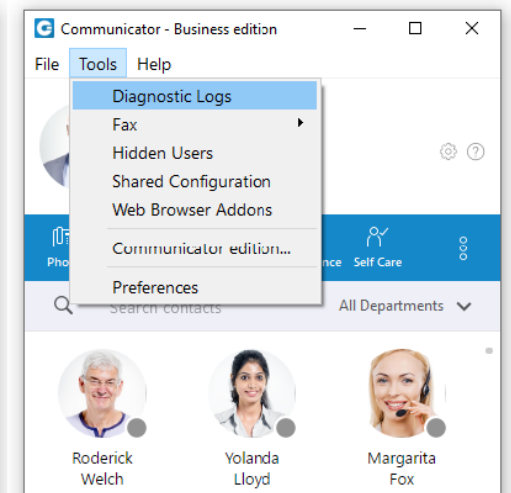
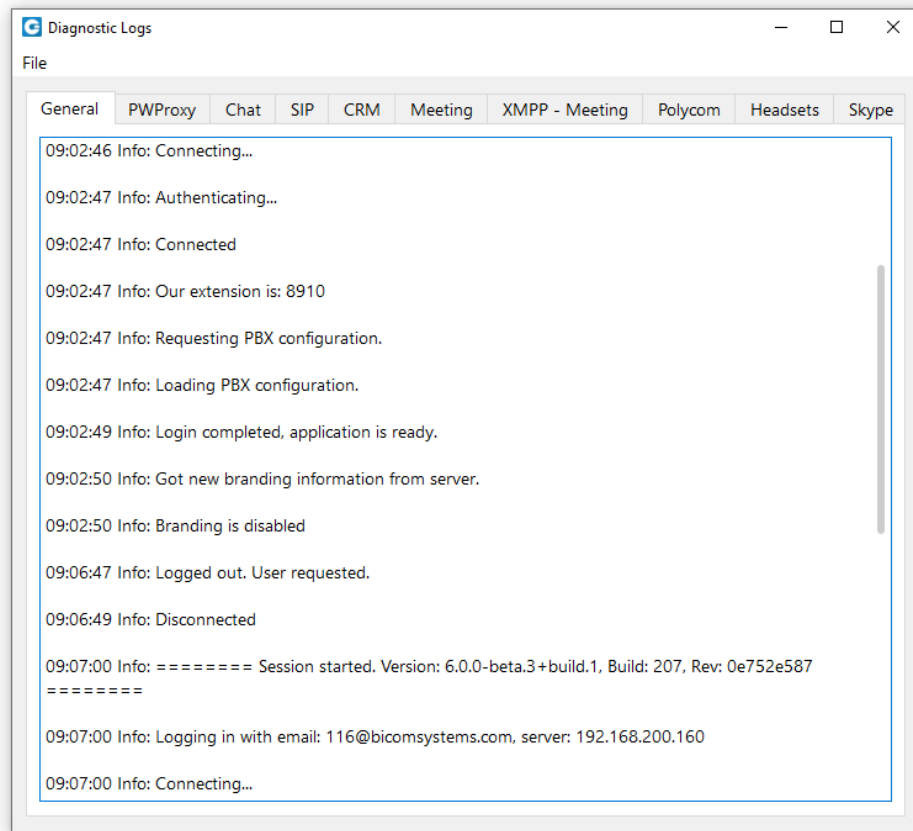
Click on **Log Out** to log out from active connection(s).

- **Exit**

Click on Exit button to log out from active connection(s) and close Communicator application.

# Tools Menu

- Diagnostic logs

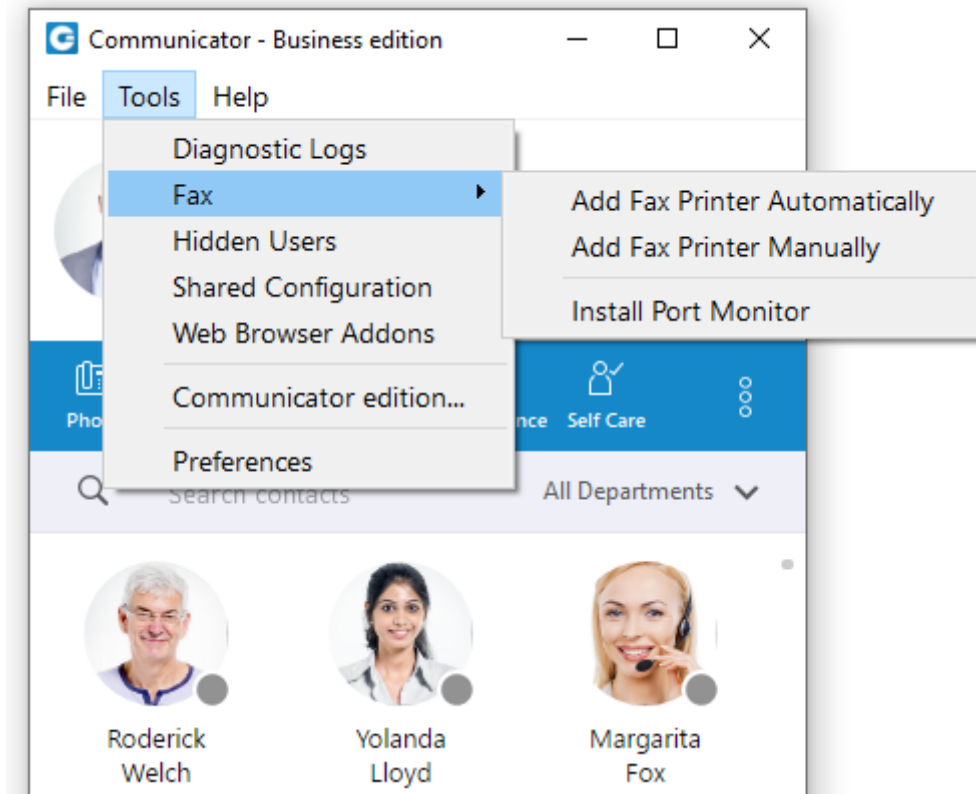


Here you can see diagnostic logs with the level of verbosity that you have set in Preferences  
□General □Diagnostic Logs.

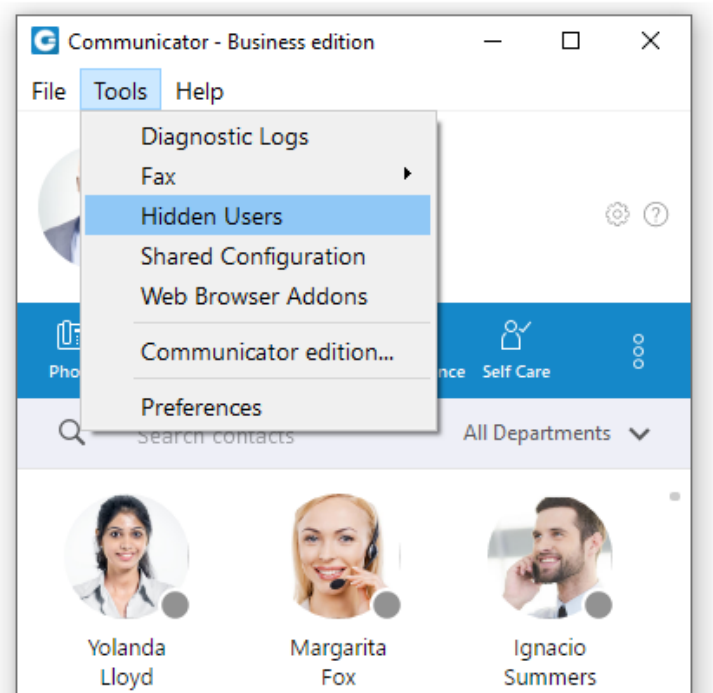
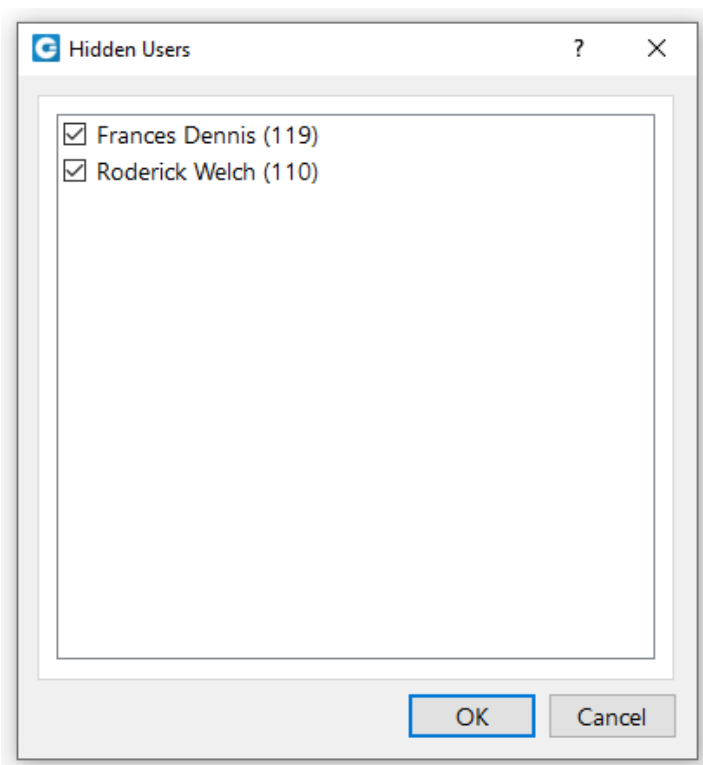


## • Fax

- 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 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 Communicator. Current edition is displayed, but possibility to choose between other editions is given.

**Shared Configuration**

**Shared configuration**

☐ Enable

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

**Account**

E-mail:

Password:

Login server:

SIP proxy (optional):

Edition:

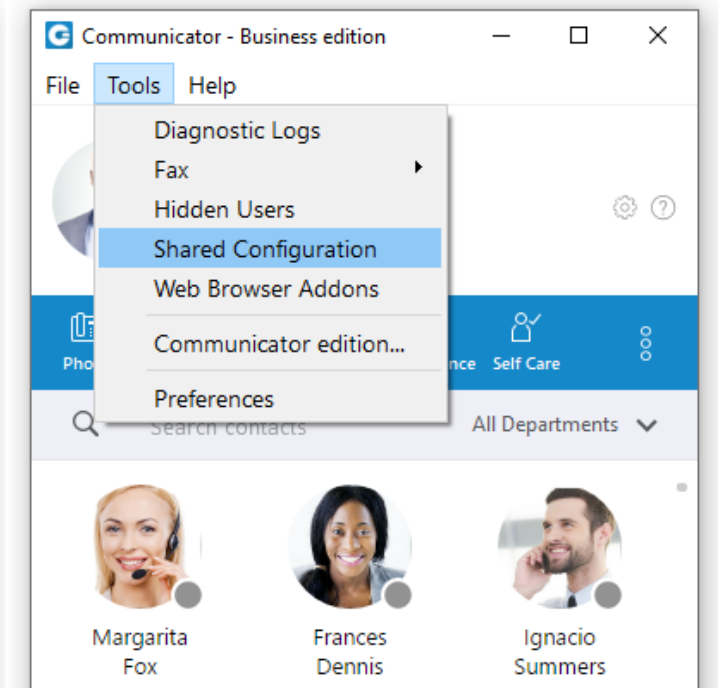
**Phones**

☒ Softphone

☒ Deskphone

☐ Polycom

Polycom IP:



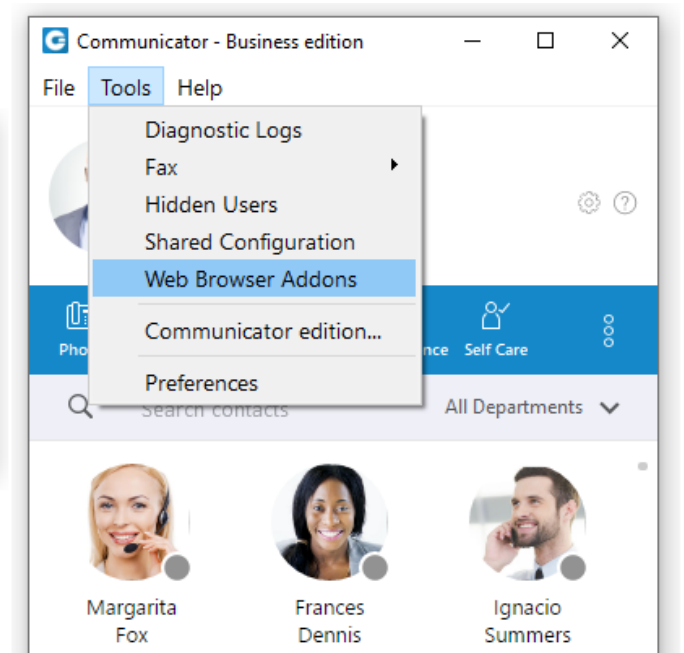
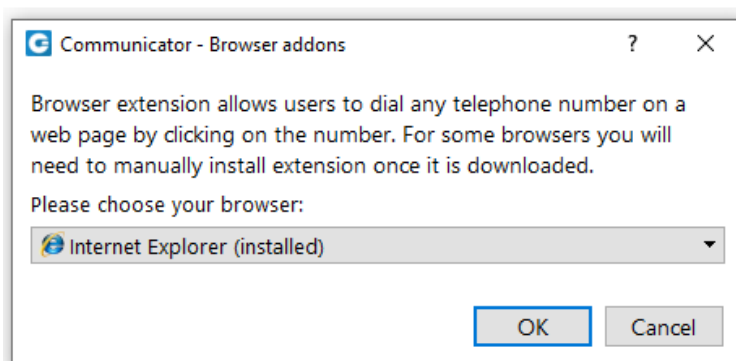
- **Phones**

Choose which phones you want to use:

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

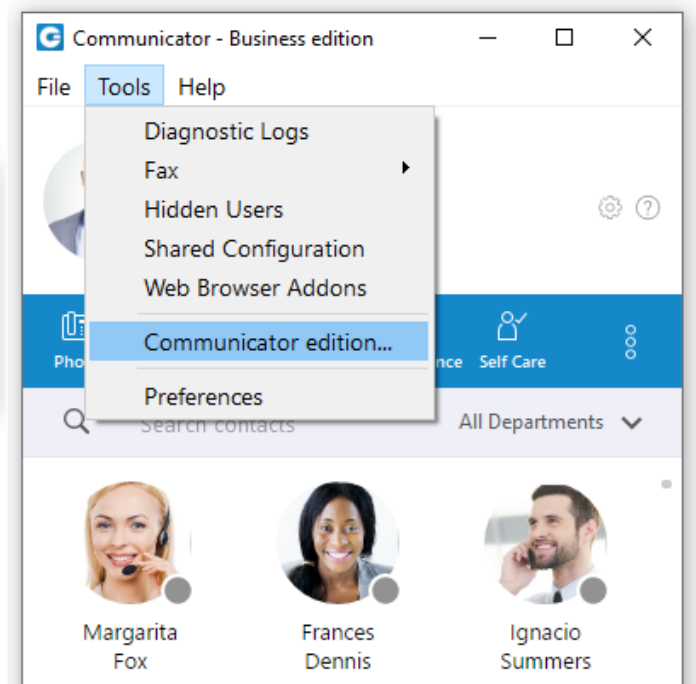
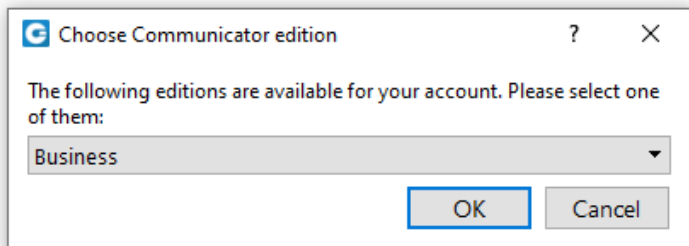
Polycom IP: In case that user chose Polycom, in this option user needs to provide IP address of Polycom phone.

- **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.

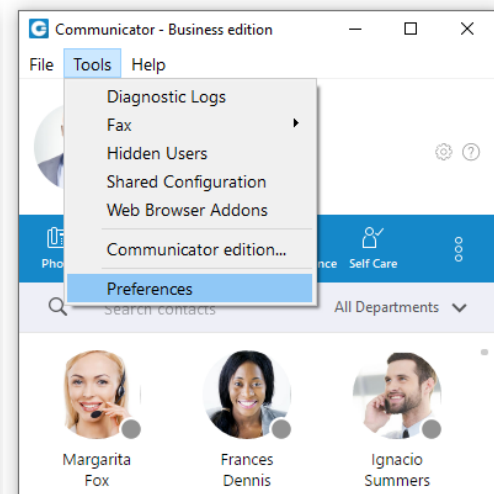
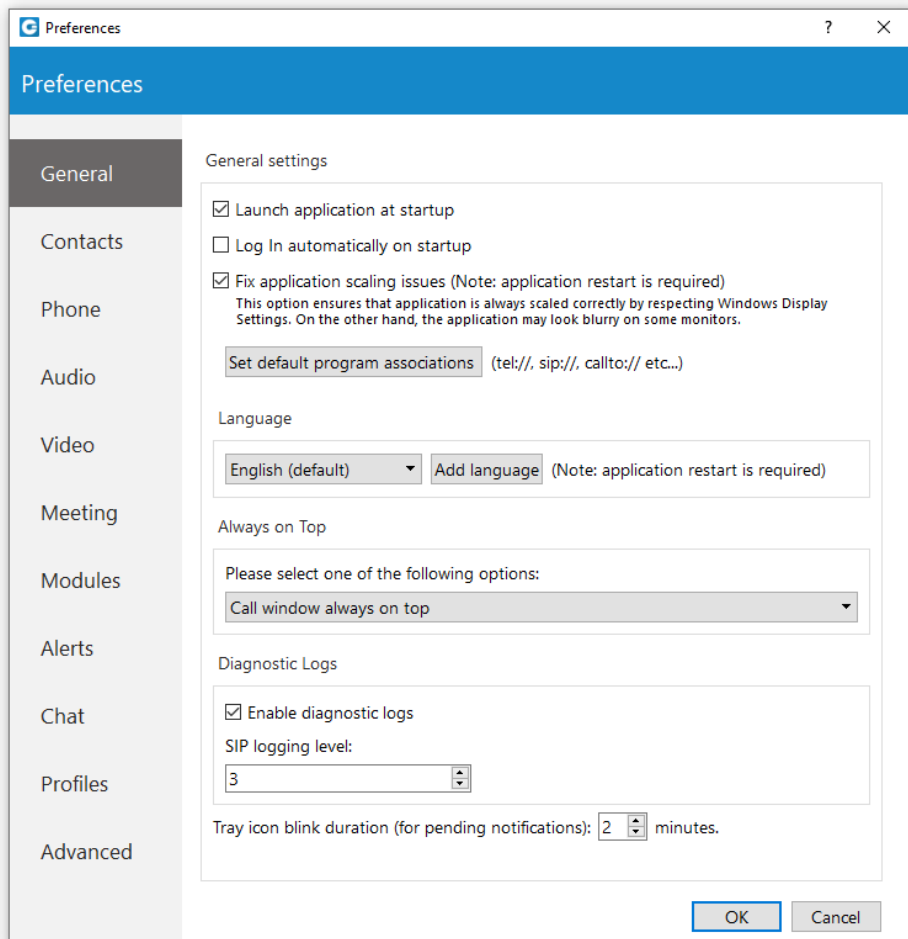
- Communicator edition



Change the Communicator edition.

Changing Communicator editions is not possible in case if *Shared configuration* is enabled.

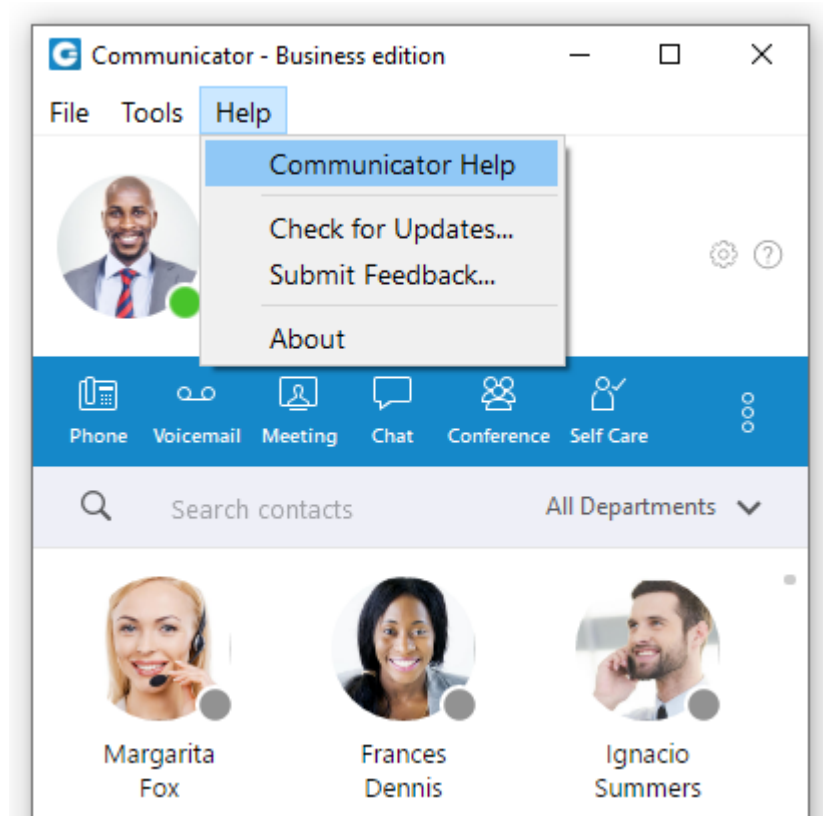
## Preferences



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

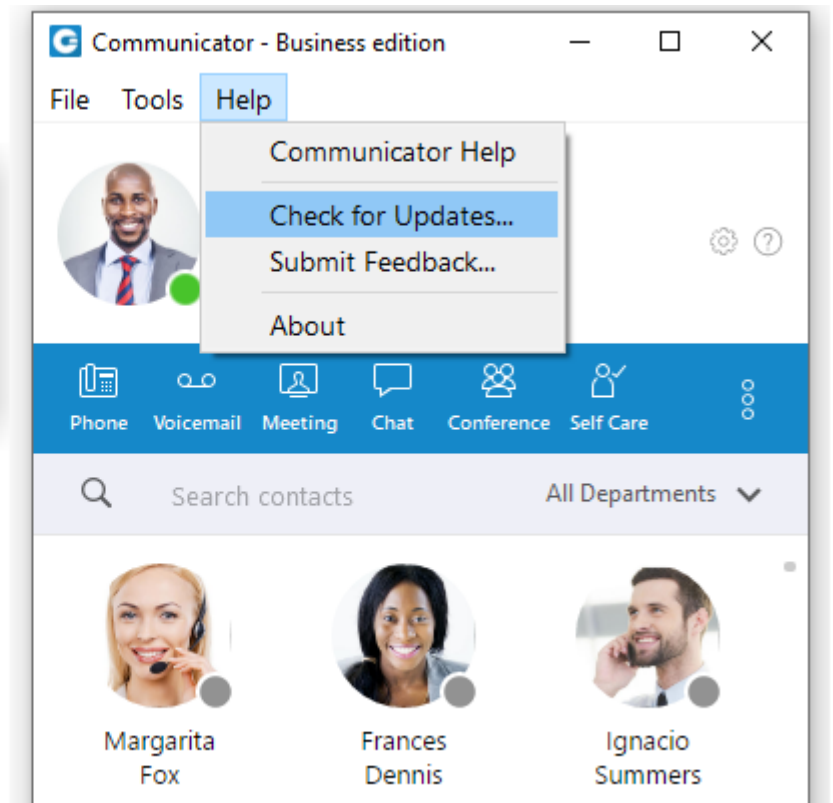
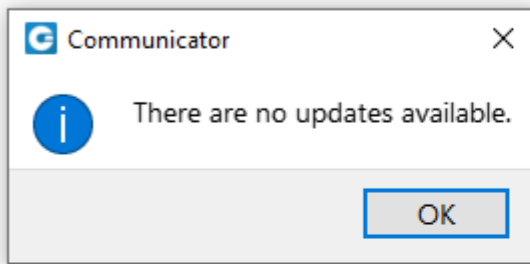
# Help

## 1. Communicator Help



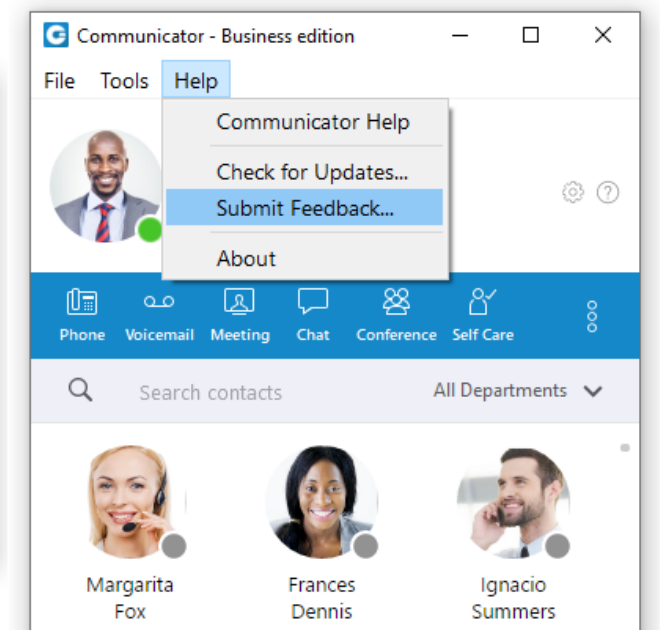
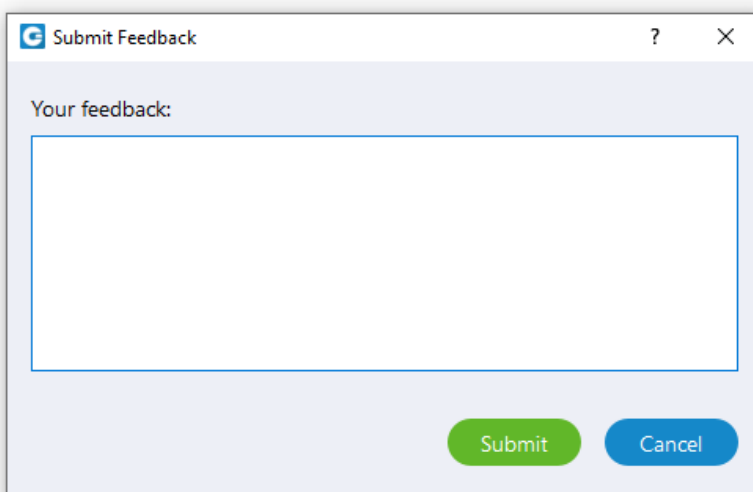
- Redirect to our official website [www.bicomsystems.com](http://www.bicomsystems.com)
- Additional documentation and guides are available on our official website: [www.bicomsystems.com](http://www.bicomsystems.com). If you still have any questions, please feel free to contact our support department.

## 2. Check for updates



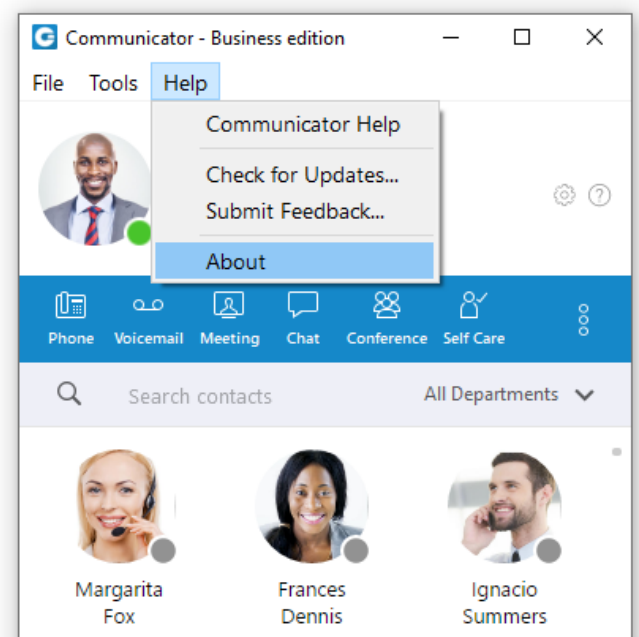
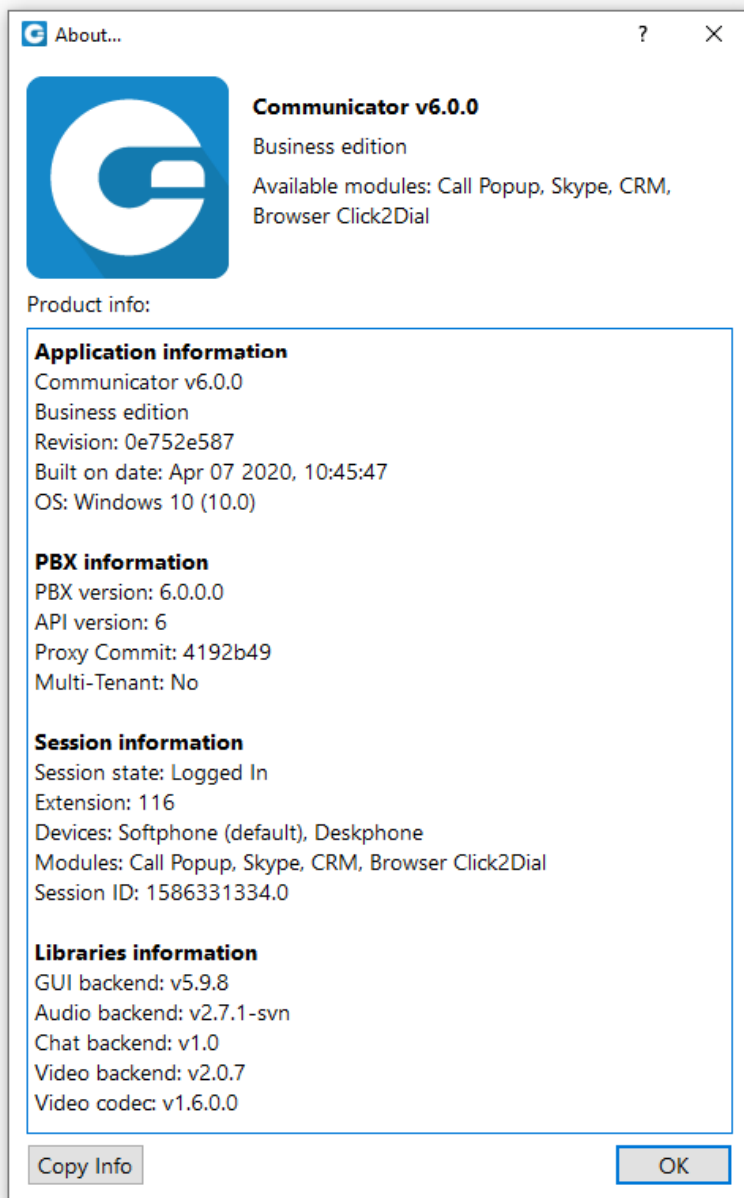
- Check online for official product updates.
- If there are updates available, the software will apply them automatically. If your software is up to date, you will receive a message as stated above.

## 3. Submit Feedback



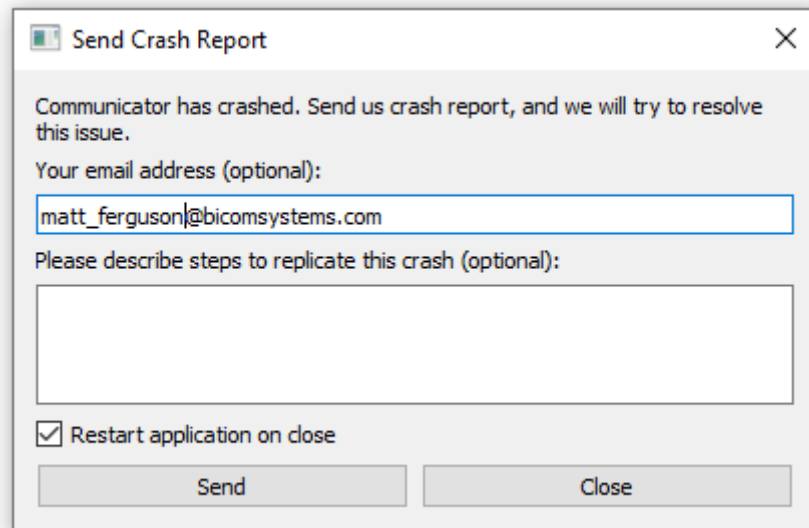
- User can now easily send feedback from the "Help > Submit Feedback..."

## 4. 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.



A screenshot of a Windows-style dialog box titled "Send Crash Report". The dialog has a close button (X) in the top right corner. The main text reads: "Communicator has crashed. Send us crash report, and we will try to resolve this issue." Below this, there is a label "Your email address (optional):" followed by a text input field containing the email address "matt\_ferguson@bicomsystems.com". Below the email field is a label "Please describe steps to replicate this crash (optional):" followed by a large, empty text area. At the bottom left, there is a checked checkbox labeled "Restart application on close". At the bottom right, there are two buttons: "Send" and "Close".

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

The screenshot shows a 'Preferences' window with a sidebar on the left containing the following items: General, Contacts, Phone, Audio, Video, Meeting, Modules, Alerts, Chat, Profiles, and Advanced. The 'General' item is selected and highlighted. The main area is titled 'General settings' and contains the following options:

- ☒ Launch application at startup
- ☐ Log In automatically on startup
- ☒ Fix application scaling issues (Note: application restart is required)  
This option ensures that application is always scaled correctly by respecting Windows Display Settings. On the other hand, the application may look blurry on some monitors.
- Set default program associations (tel://, sip://, callto:// etc...)
- Language: English (default) (with an 'Add language' button and a note: (Note: application restart is required))
- Always on Top: Please select one of the following options:  
Call window always on top
- Diagnostic Logs: ☒ Enable diagnostic logs  
SIP logging level: 3
- Tray icon blink duration (for pending notifications): 2 minutes.

At the bottom right of the dialog are 'OK' and 'Cancel' buttons.

### General settings

To start click on the Settings icon inside 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 application will open by default (tel://, sip://, callto://, etc.).

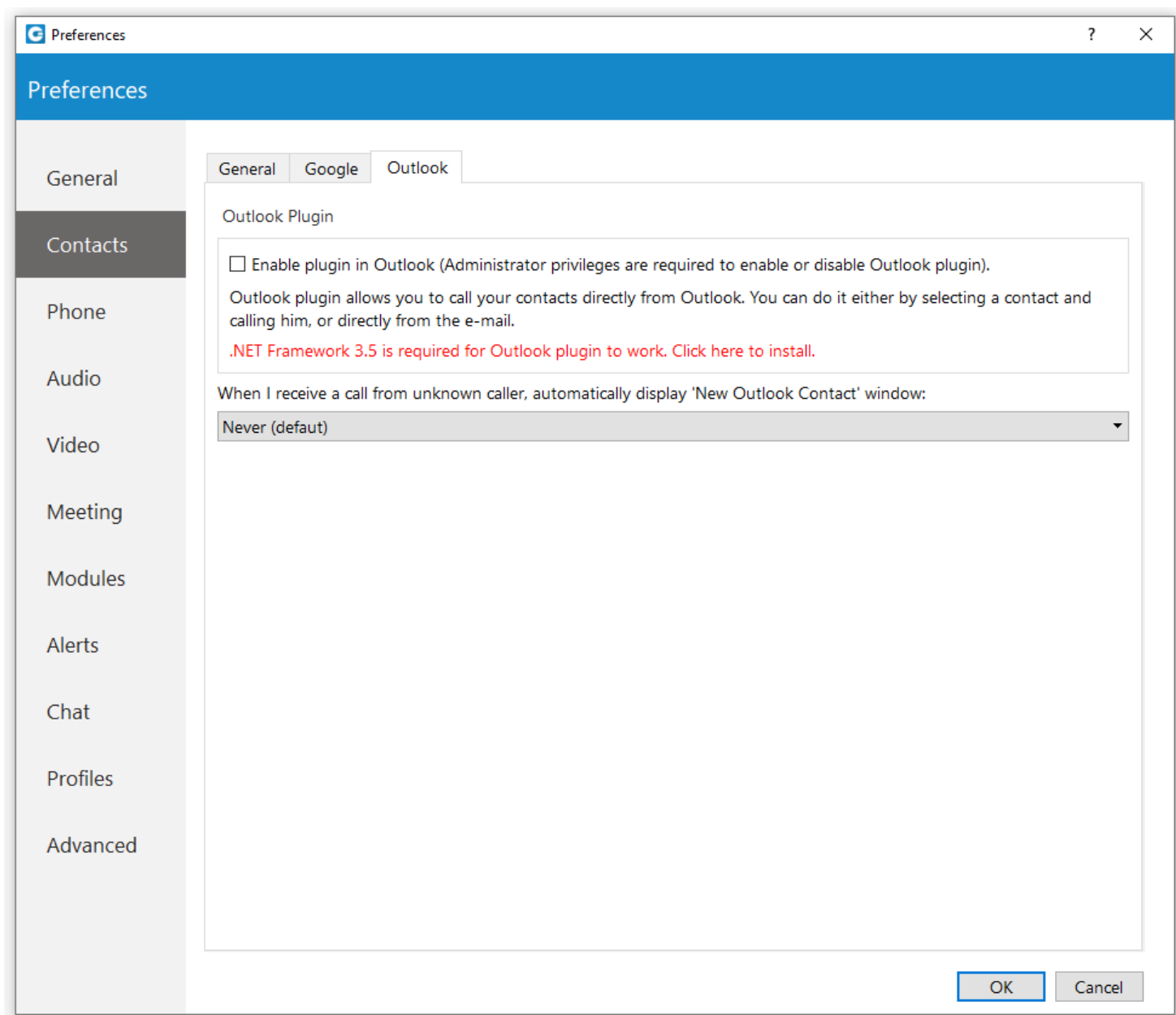
From the drop-down menu you can select the language and if you have your own language file you can add it by clicking the Add language button, then select the language that you wish to add from a list and then choose your language file. You will need to restart the application for language change to take effect.

Under the Always on Top section you can choose whether you would like to have 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., 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 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 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”.

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.

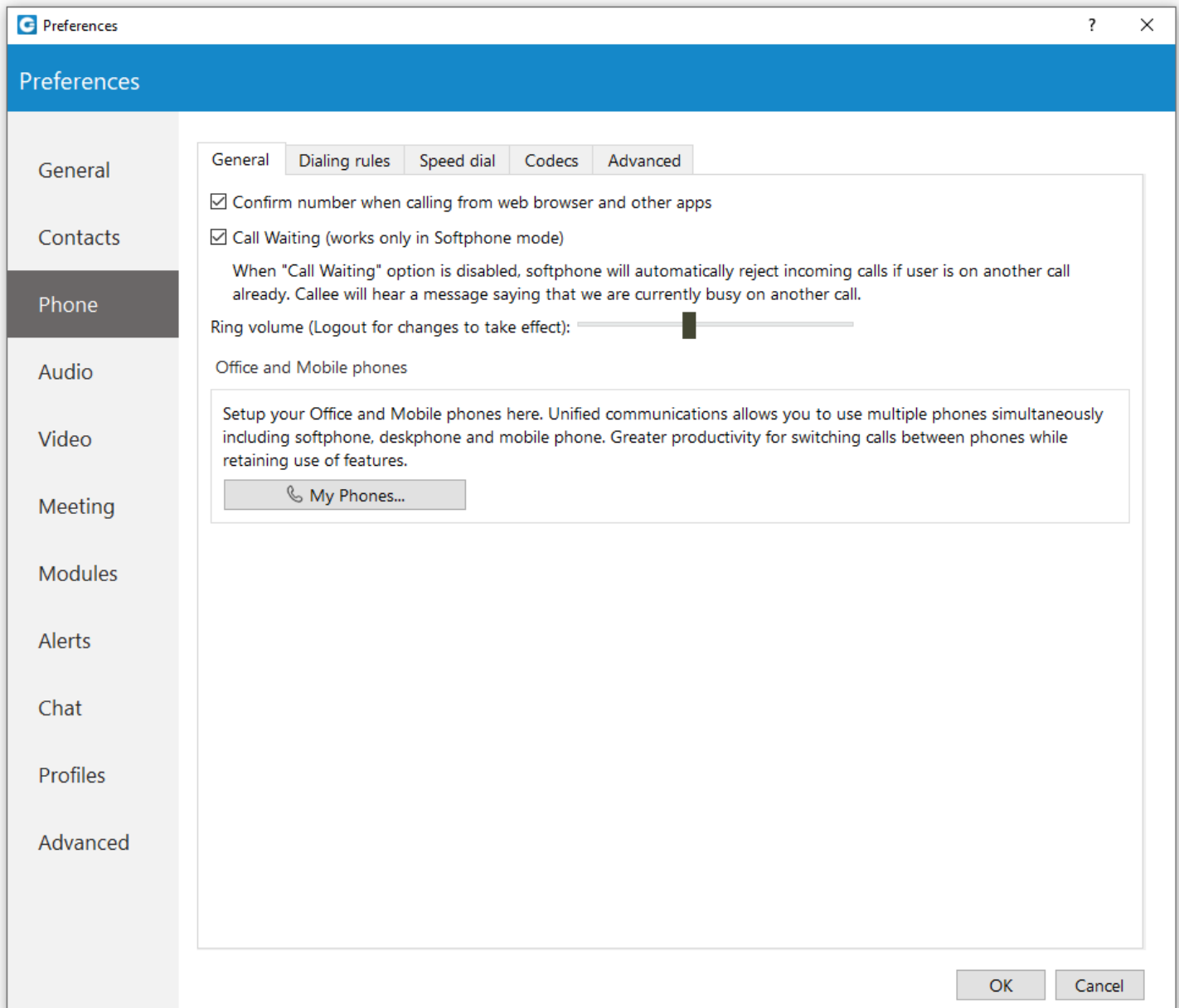
Communicator automatically syncs your Outlook contacts. (When I receive a call from an

unknown caller, automatically display 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 toolbar, and navigate to the Phone Settings section.

When turned on, “Confirm the Number when calling from 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 "Call Waiting " option is disabled , softphone will automatically reject incoming calls if user is on another call already. Callee will hear a message saying that 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 “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 SIP register to the SIP Server or voip provider to let it know where it is. It is recommended to leave 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-alives to the server.

Check the “Enable QoS” to enable 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 user network).

# Audio

The screenshot shows a 'Preferences' window with a sidebar on the left containing the following menu items: General, Contacts, Phone, Audio (selected), Video, Meeting, Modules, Alerts, Chat, Profiles, and Advanced. The main content area is divided into two tabs: 'Audio Devices' and 'Meeting'. The 'Audio Devices' tab is active and contains the following elements:

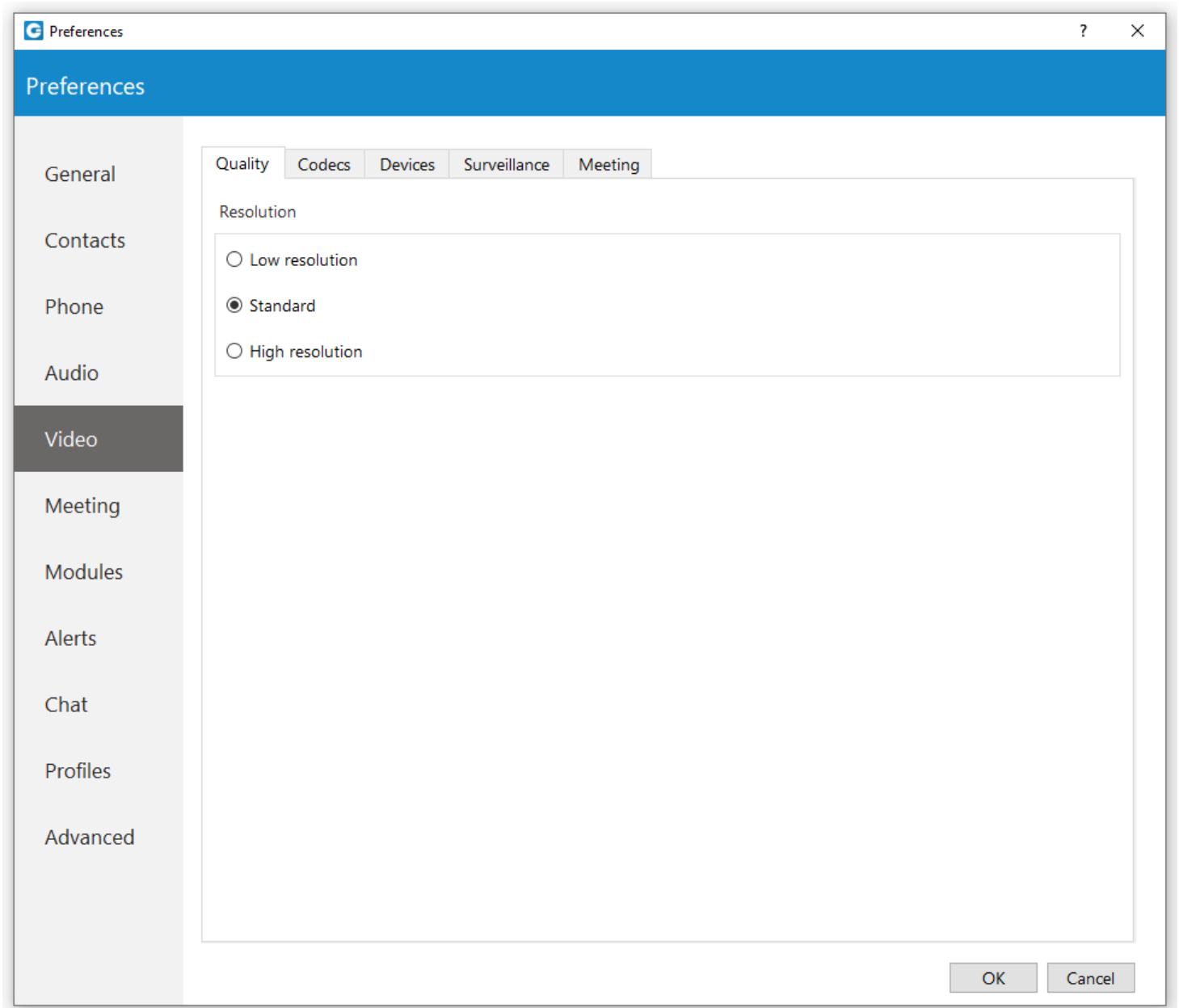
- A section titled 'Audio devices' containing three dropdown menus:
  - Input device:** Wave mapper
  - Output device:** Wave mapper
  - Ringtone device:** Wave mapper
- A button labeled 'Refresh audio devices'.
- A second tab set with 'Plantronics', 'Jabra', and 'Sennheiser'. The 'Plantronics' tab is selected and contains:
  - An unchecked checkbox labeled 'Enable Plantronics headset support'.
  - A form with three labels: 'Name:', 'Product:', and 'Manufacturer:'.

At the bottom right of the window are 'OK' and 'Cancel' buttons.

You can set input, output and ringtone device. It is recommended to leave these settings at default values. Check “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 Sennheiser headsets. Turn on “Enable Jabra headset support” option, in order to integrate a Jabra headset with Communicator. Turn on “Enable Sennheiser headset support” option, in order to integrate a Sennheiser headset with Communicator.

# Video



Video Settings section is divided into 4 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 a 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 call from a drop-down menu. Next, inside the

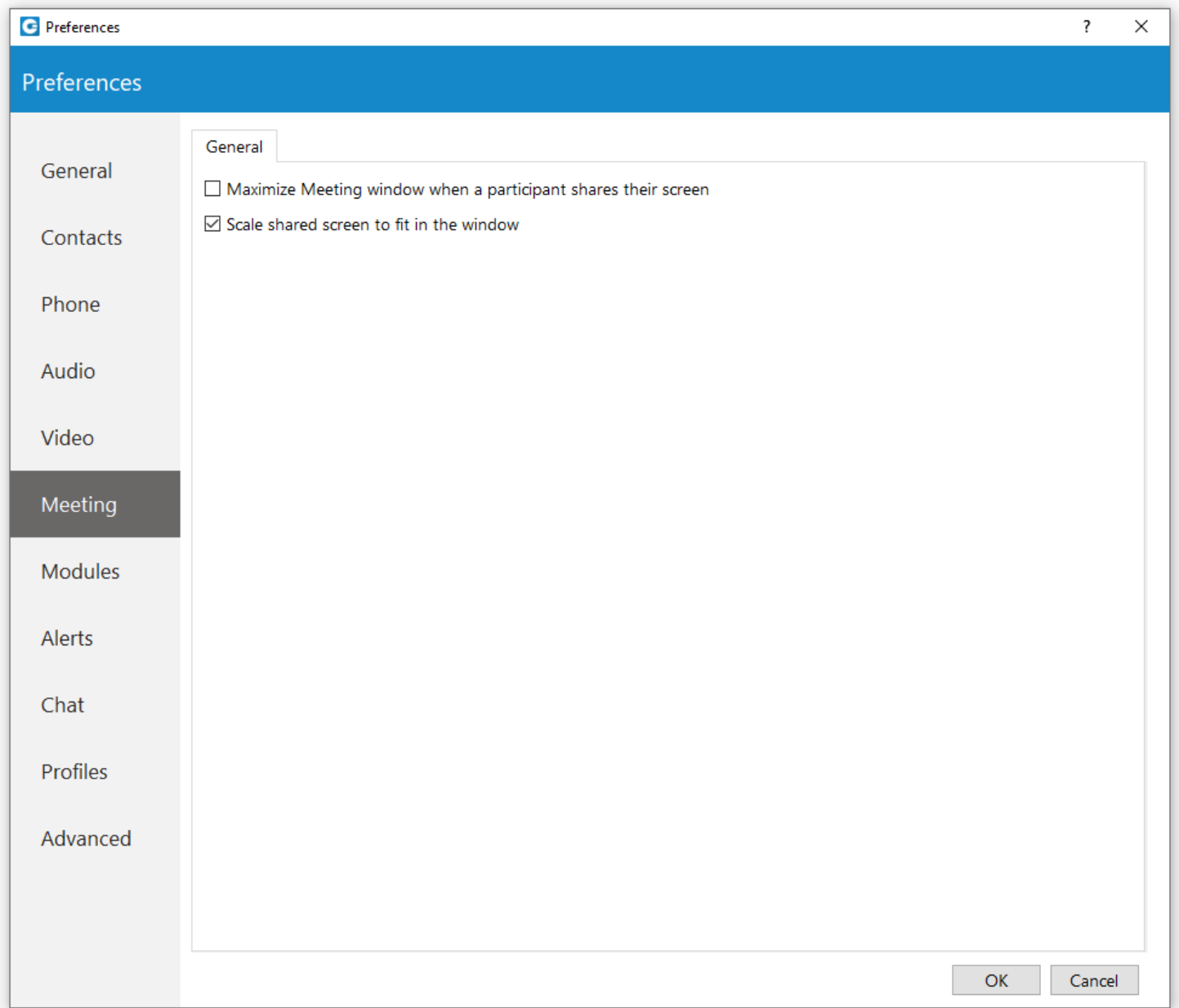
surveillance camera tab you can enable or disable surveillance camera and choose if the surveillance camera video should always stay on top even if another window is selected. Under the URL field, enter the url of your IP surveillance camera stream.



Please be aware that only MJPEG 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

Preferences

?

×

Preferences

General

Contacts

Phone

Audio

Video

Meeting

Modules

Alerts

Chat

Profiles

Advanced


Settings

CRM

Call Popup

Skype

Browser click to dial



CRM module provides full integration with supported CRM systems like: Salesforce, SugarCRM, Zoho, Microsoft Dynamics, Bullhorn, Zendesk. These are some of the included features: call popup and logging, automatic contact sync, click to dial, search, CDR upload etc...

☐ Enable CRM integration

Popup options

Popup on inbound calls when: 

Call is finished (if talk time was more than 5 seconds) ▾

Popup on outbound calls when: 

Call is started ▾

Authentication

Logging options

Username:

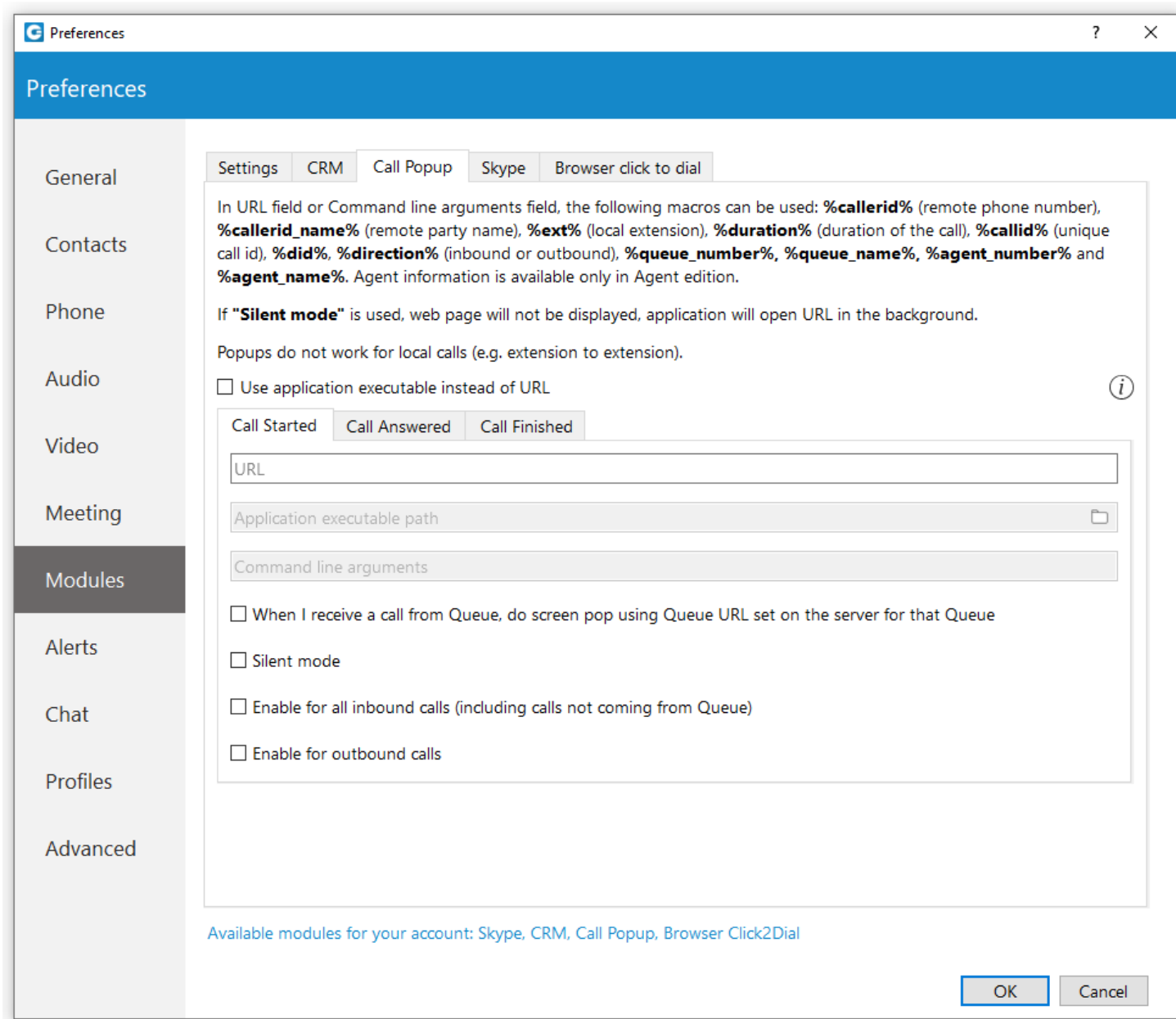
Password:

URL (leave empty to use URL configured on the server):

Available modules for your account: Skype, CRM, Call Popup, Browser Click2Dial

OK

Cancel



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

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” you can set when a page with customer information should open. You can have it open when you answer the call, or immediately when your phone starts ringing, before you even answer, and you can choose not to have the customer page open at all on incoming calls.

On outbound calls, you can have it pop up when the call is initiated or when the call is answered, and same as with incoming calls - you can disable it by selecting Never.

Under Authentication you can enter account details for your CRM. Each CRM is different and requires you to enter a security token, password or a combination of both. Next, under logging options, you can specify which information you want to log... or you can choose to log information that your admin has set by selecting “Use the settings from the server” option.

Call Popup Settings, call popup module can be used to push the call details to browser-driven third-

party software. You can set the call popup to open when call has started, when call has been answered and/or when call has finished. For each setting you can specify to enable it for inbound and/or outbound calls, and you can turn 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.**

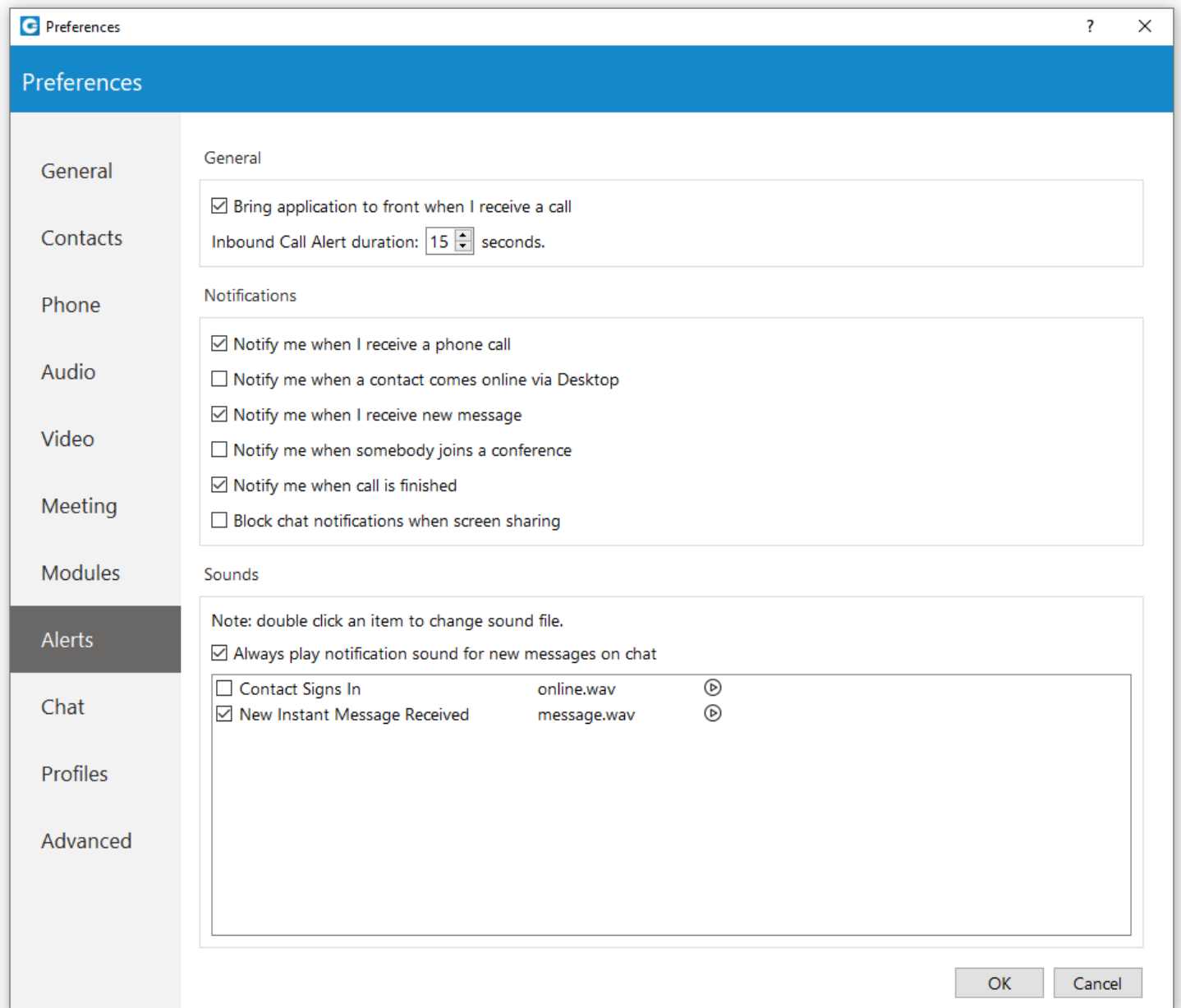
e.g., In Call started URL field you could enter “yourcrm.com/calls?id=%callerid%” and check the inbound calls bellow. Now, whenever you receive a call from customer call popup will open a web browser and will write the customer’s phone number.

You can send all these information silently to your CRM server and create reports such as how many inbound calls you have received, how many outbound calls you have 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 toolbar and navigate to the Alerts section. Check the “bring application to front when I receive a call” option to bring Communicator to 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.

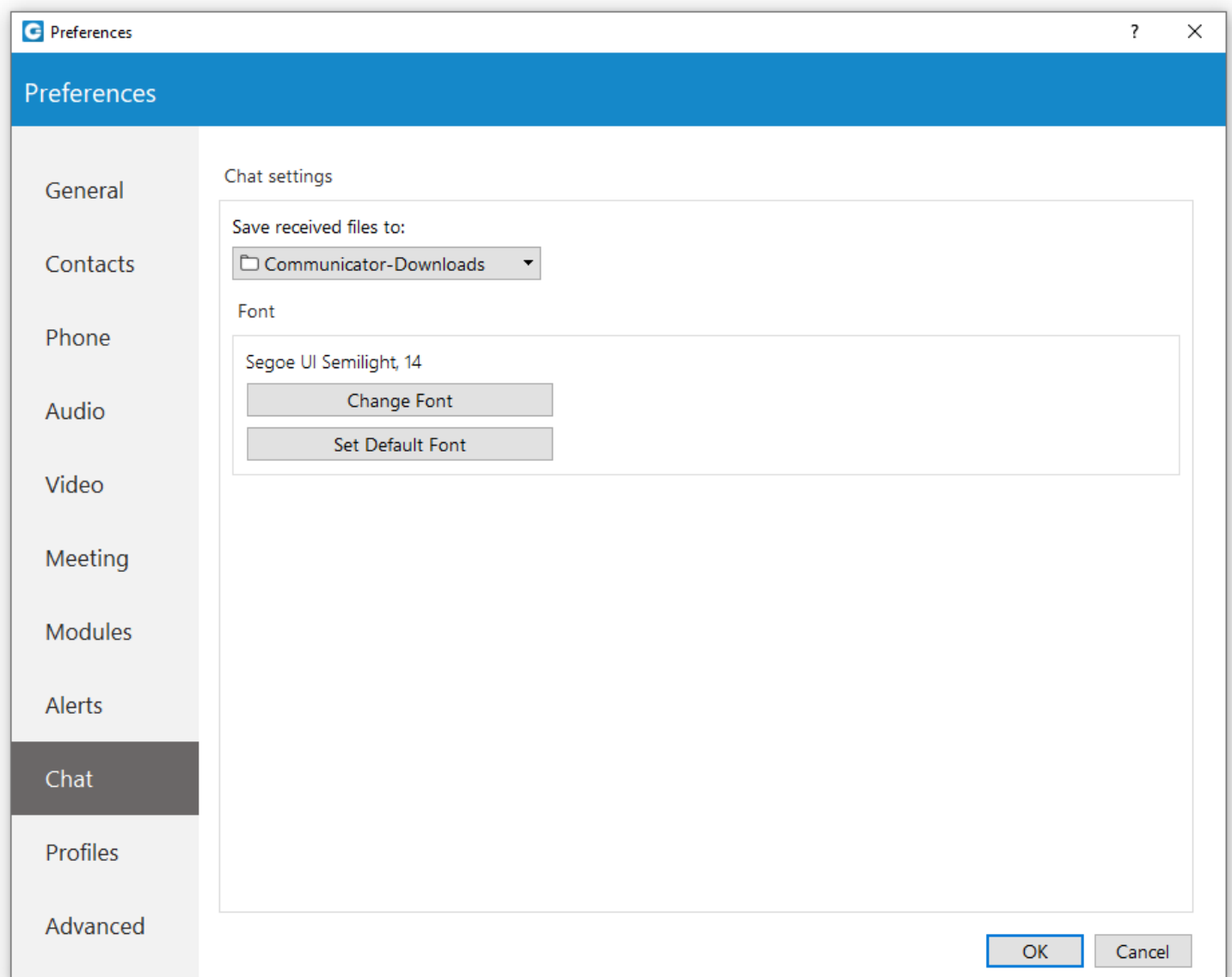
Inbound Call Alert duration can be set between 5 and 15 seconds. This option controls the duration of a small notification window that pops up in lower right corner of the screen whenever you receive a call.

To turn off 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 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.

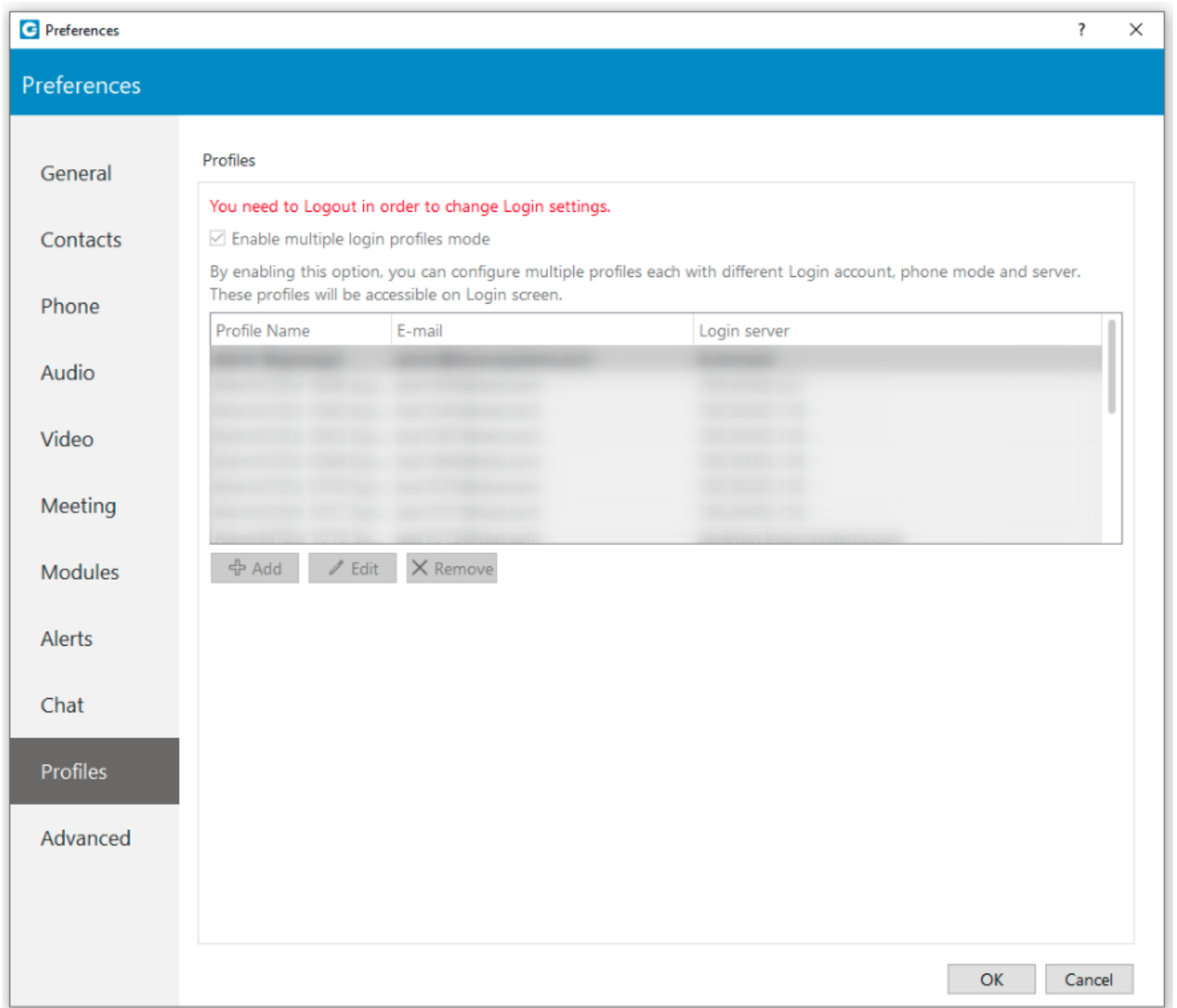
To preview a sound, click on the play button on the right, and if you wish to change a sound, double-click an item and select the sound file you wish to use. Please note that only .wav files are supported.

## Chat



Below the “Save received files” click on the drop-down menu and choose Other to specify the location where Communicator will save received files. And under the “Change font” menu you can choose the default font for chat layout.

# Profiles



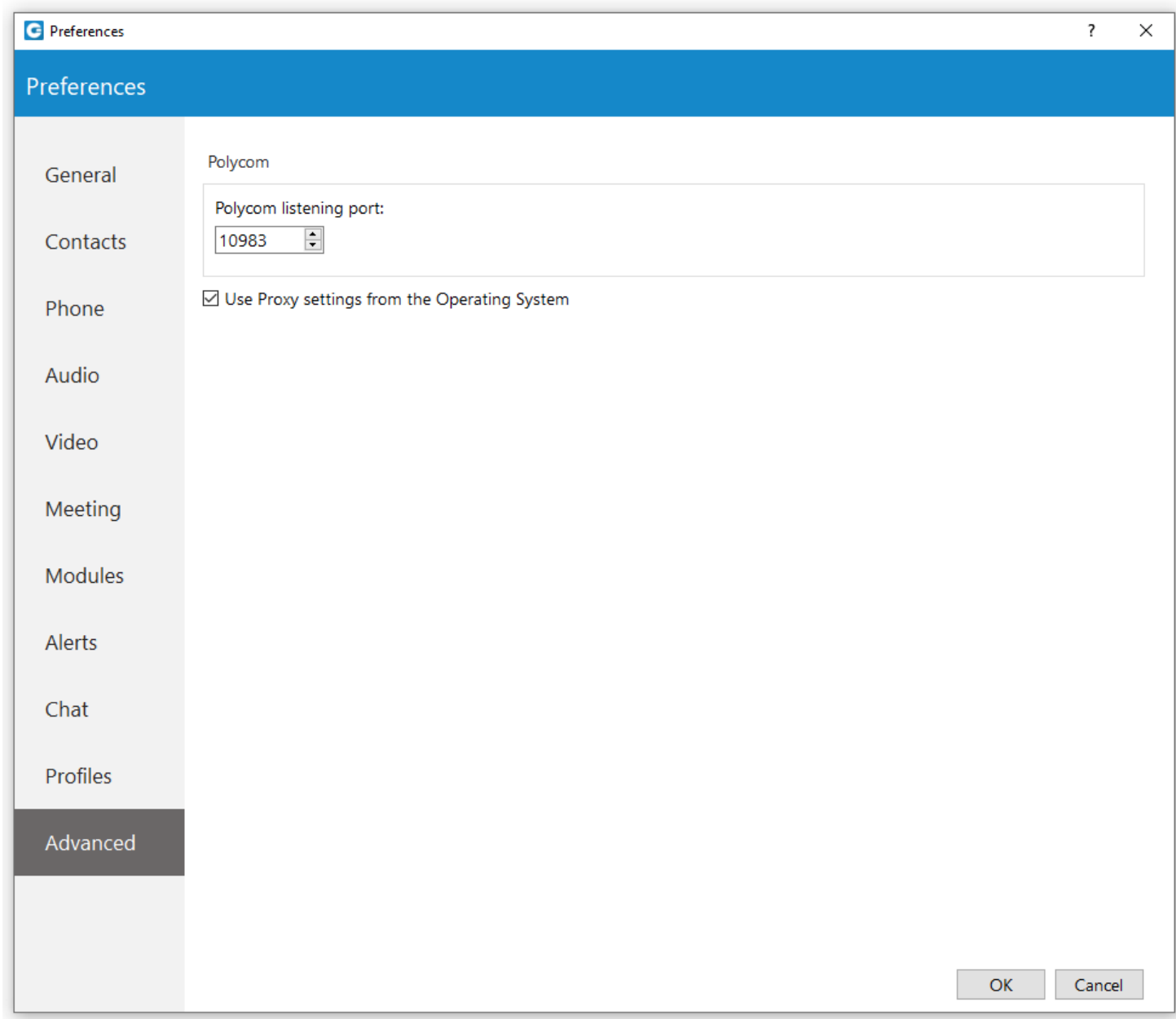
To enable profiles click on the “Enable multiple login profiles mode”. With this option enabled you can add, edit or remove an existing profile.

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 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.

## 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 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 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 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 contact can be selected if we want to use this option. If check box below **“Show this window before placing a call”** is selected, every time we are placing a call from Skype for Business this windows will popup (this can be changed in preferences). Once we press **“Call”**, the call will be placed, in this case using our deskphone.

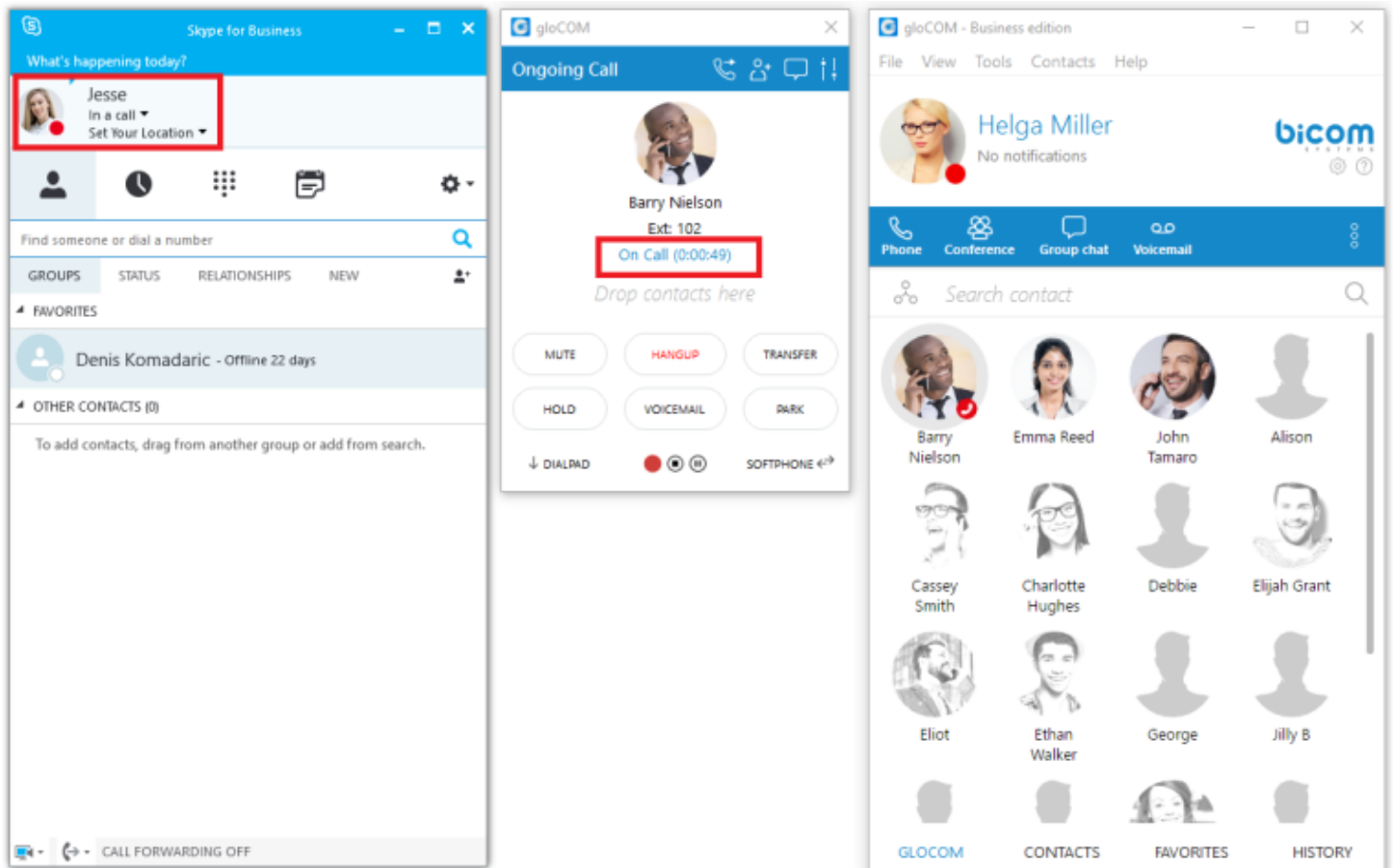
## Conferencing

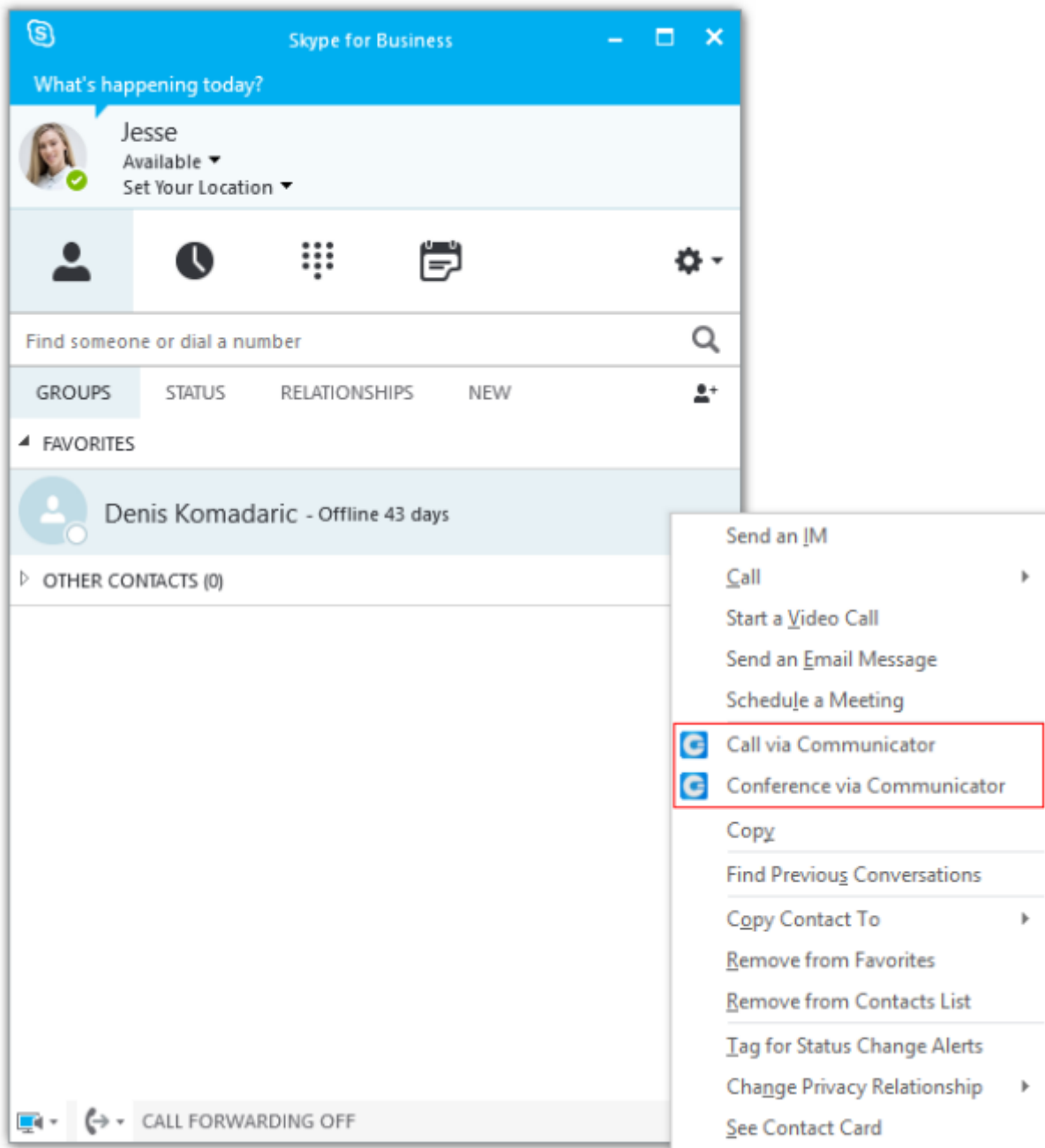
We can also invite Communicator contacts in this conference. We add them by typing their name or number into search field where we can also enter any other number we want, and then press **“Enter”**. [X] button is used to remove contact/number from the list of users that we want to invite to the conference.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

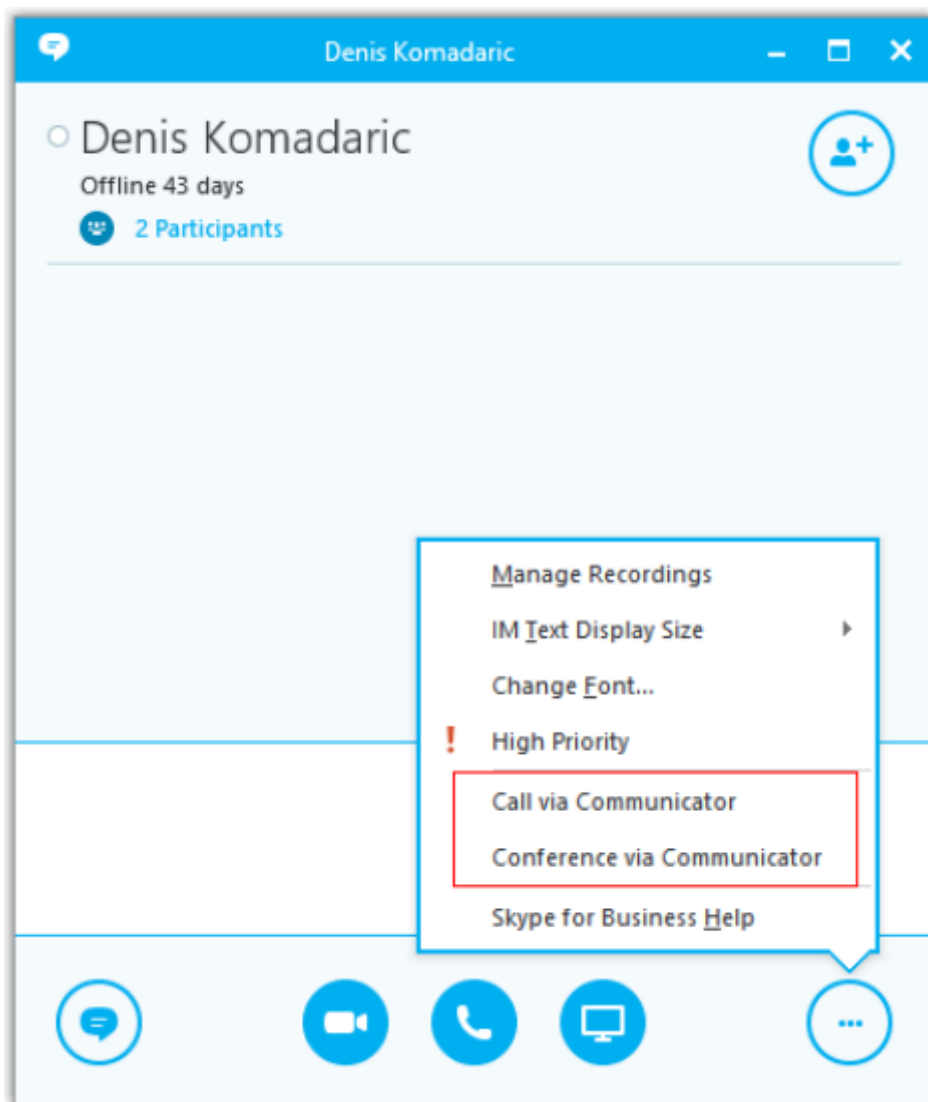
created on the PBX, and all the invitees will join automatically. We will join on our deskphone in this example. Although the call is in progress on our deskphone, we can see and control this audio conference on the PC in the Communicator app, as displayed in the next image.

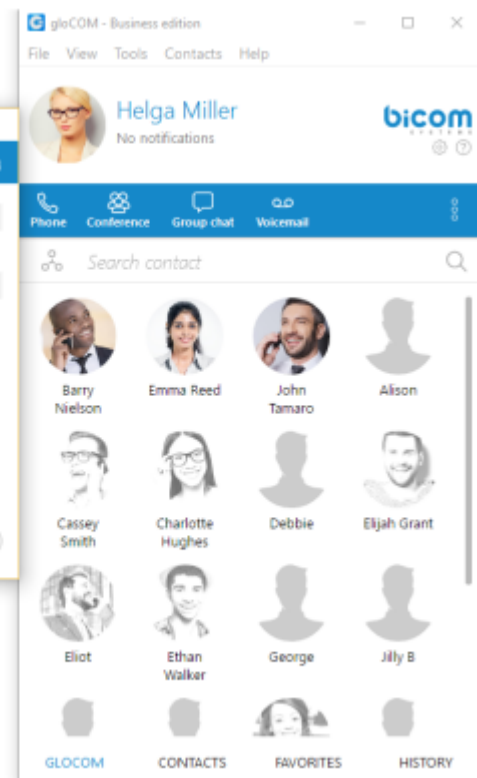
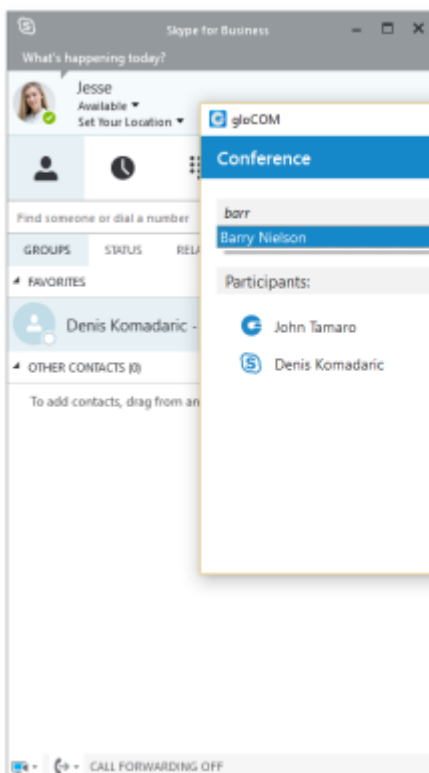
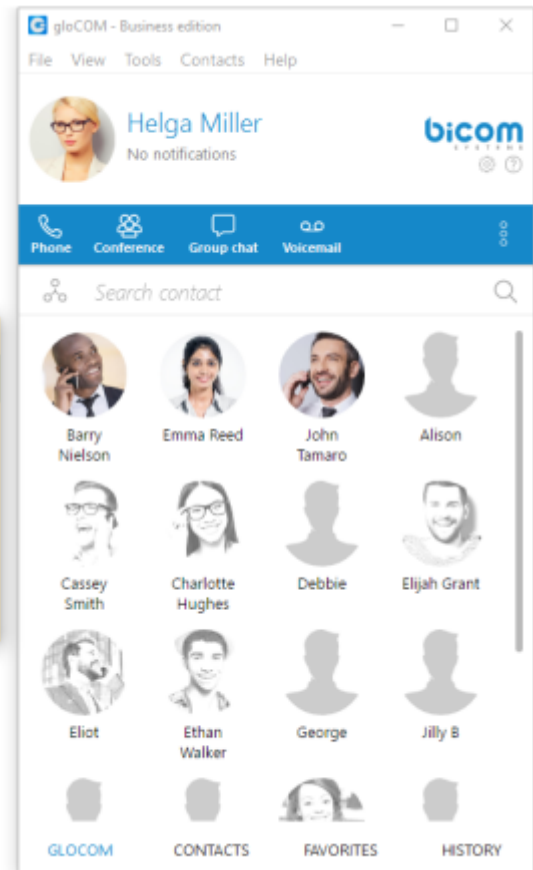
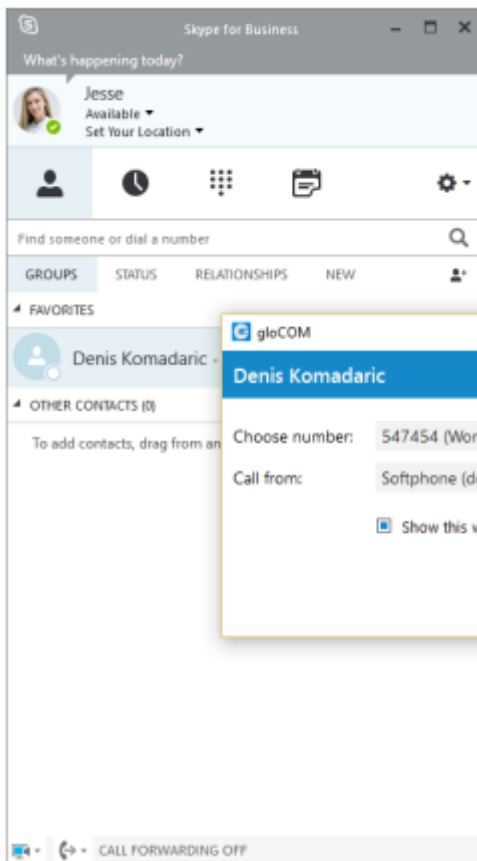
## Settings

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 supplier.











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