



IS-Talk

powered by IS-Technologies

Communicator Desktop

WINDOWS SET UP and USER GUIDE

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Installation

Windows

Please download Communicator from our website: <https://www.is-talk.com/downloads/>

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.

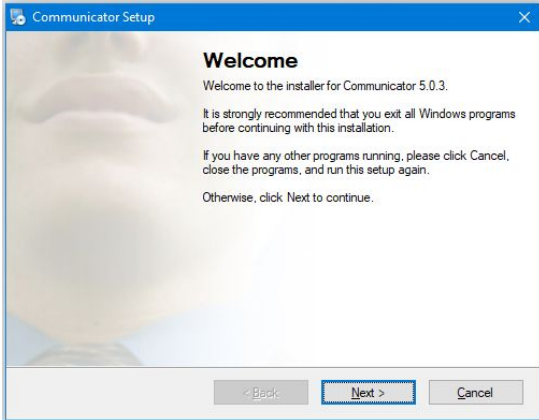
The Installation Folder window sets the default location where the Communicator installation will reside. By default C:\Program Files\Your Company\Communicator is offered. To select a different location, click on the Change button. When done, click on the Next button to proceed with the installation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

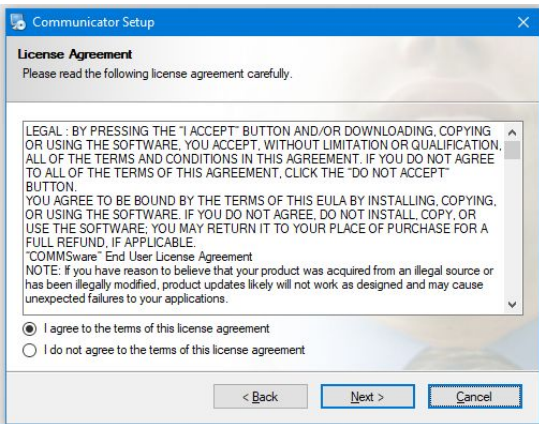
The Ready-to-Install window summarizes the Installation wizard steps and displays all of the selected options. If you agree with these, click on the Next button to proceed with the installation or click on the Cancel button to exit the installation wizard.

The 'Installing Communicator' window shows the installation in progress. It takes about 20 seconds to install Communicator files on a machine with a Windows XP operating system, Pentium CPU 3.0 GHz, and 1GB of RAM.

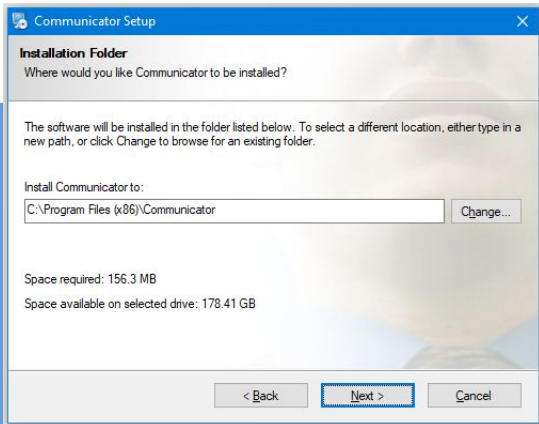
After this step, you'll see the 'Installation Successful' window. Click on the Finish button to close the window and finish the installation.



Welcome Screen



License Agreement



Installation Folder

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. Browser integration

- Select your preferred web browser to download the corresponding plugin. Once you finish with the configuration, the browser will open automatically, directing you to the plugin download page.

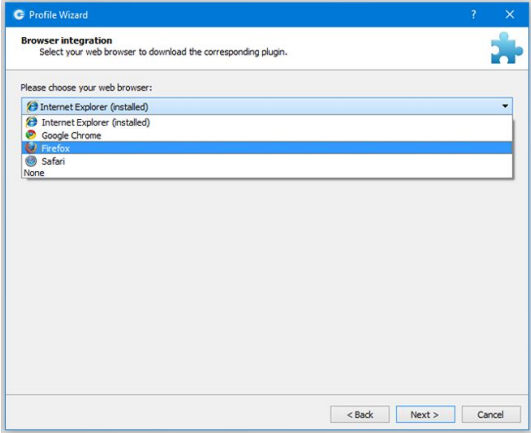
2. Account details

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

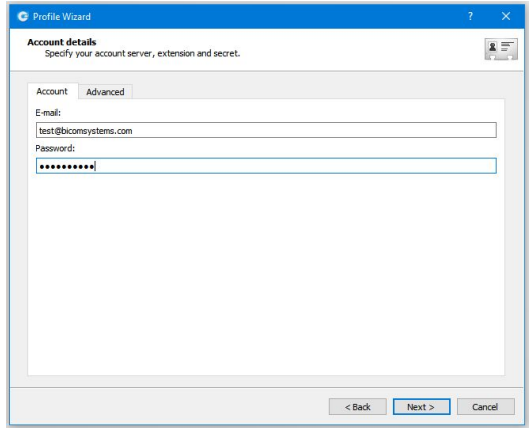
- Account
 - E-mail, for example: example@test.com
 - User password, for example: 93sU2e_2%
- Advanced
 - Server address, for example: voip.test.com or 134.23.211.23
 - SIP proxy (leave empty to use server settings)

NOTE: In Communicator 5.2, instead of an extension and secret, users will provide their email associated with extension and User password.

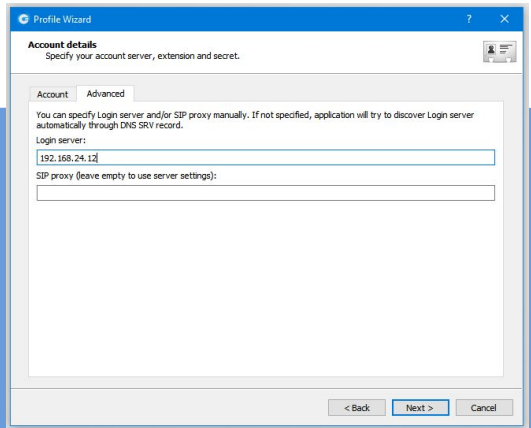
After you click Next, Communicator will try to connect to the specified server with the user's account details. If the account details are wrong, a red warning will appear. Otherwise, a Change Password pop-up window will appear telling you to change your password since this is the first time you are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



Browser Integration



Account Details



Advanced

3. Communicator edition

- Select a Communicator edition. Choose between Business unless otherwise instructed by the system administrator.

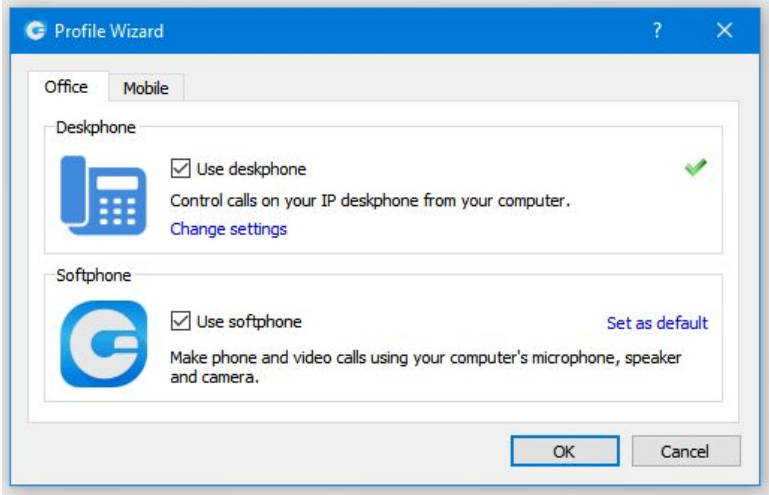
4. Setup office and mobile phone

- 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.

NOTE: If you use Polycom phones, click on 'My desk phone is Polycom'. 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.

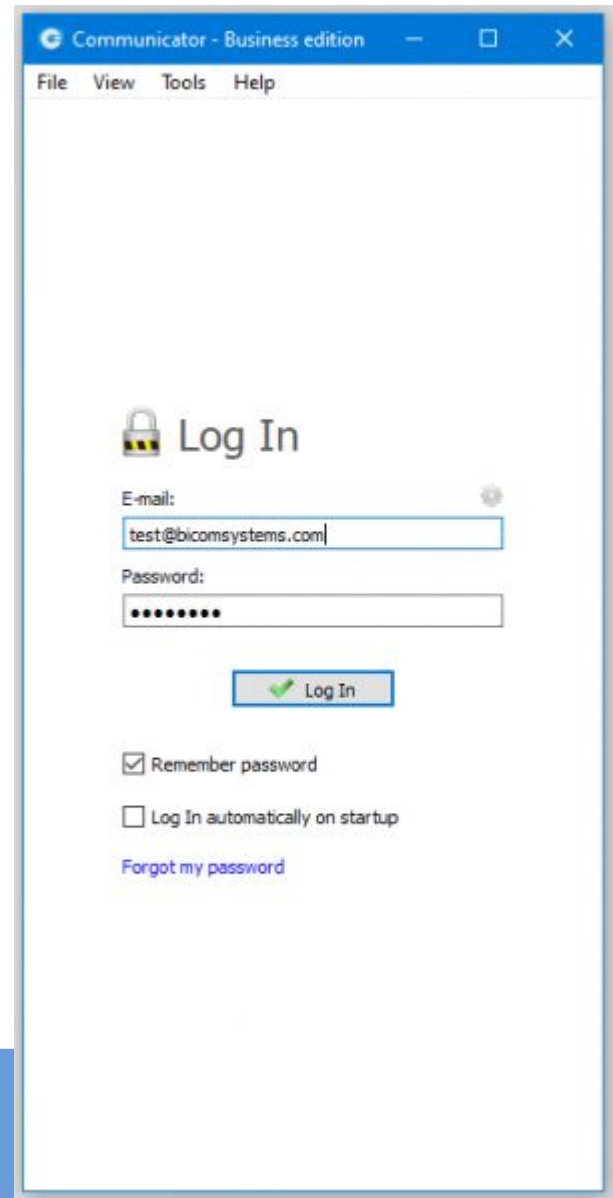


Phones

Working with Communicator

Log In

- **E-mail**
Provide the email 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 his password, he can recover it by clicking the 'Forgot my Password' link. The user will receive a password recovery link via email.

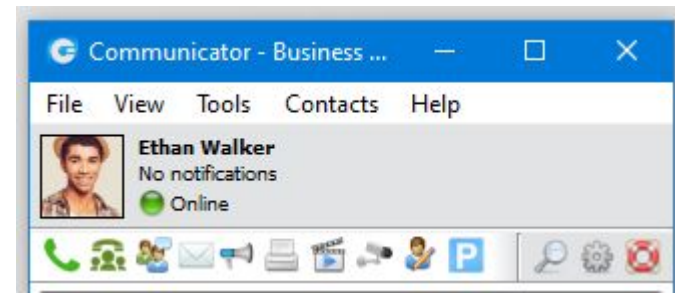
The image shows a screenshot of the 'Communicator - Business edition' application window. The window has a blue title bar with standard Windows window controls (minimize, maximize, close). Below the title bar is a menu bar with 'File', 'View', 'Tools', and 'Help'. The main content area is white and displays a 'Log In' screen. At the top of the login screen is a padlock icon followed by the text 'Log In'. Below this are two input fields: 'E-mail:' with the text 'test@bicomsystems.com' and 'Password:' with masked characters '••••••••'. To the right of the 'E-mail:' field is a small gear icon. Below the password field is a 'Log In' button with a green checkmark icon. Underneath the button are two checkboxes: 'Remember password' (checked) and 'Log In automatically on startup' (unchecked). At the bottom of the login screen is a blue hyperlink that says 'Forgot my password'.

Login

Working with Communicator

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.
- **Missed Calls**
Displays any missed calls or reads No Missed Calls.
- **Status and Status Message**
If left-clicked, a menu will open. The user will be able to choose his availability: Online, Busy, Do not Disturb, Away, and/or Offline. In My Settings -> Status, users can set their personal messages or news and upload their profile picture.



Communicator Toolbar

Working with Communicator

Toolbar

- **Phone**
Opens a softphone window next to the Communicator main window.
- **Voice Conference**
Opens a Voice conference window next to the Communicator main window.
- **Group Chat**
Opens a Group Chat window next to the Communicator main window.
- **Voicemail**
Opens a Voicemail window next to the Communicator main window.
- **Channels**
Opens a 'Chanells' window next to the Communicator main window.
- **Fax**
Faxing is not available in Office edition. In case user wants to use faxing, user needs to upgrade on Business edition.
- **Camera (Currently Unavailable)**
Video calls are not available in Office edition. To use video calls, user needs to have Business edition.
- **Surveillance Camera (Currently Unavailable)**
Surveillance camera is not available in Office edition. Office edition needs to be upgraded to Business edition, so user could use surveillance camera.
- **Online self care**
In order to login to Online Self Care, point your browser to: [http://\\$IPADDRESS/](http://$IPADDRESS/) (For Example: <http://192.168.1.1/>)
- **Email: The email address assigned to the extension**
(ex. The provided email address is used as a username for logging into Online Self Care
(e.g. email@example.com))
([a-z] [0-9] [@_.-])
- **Password/PIN: The PIN assigned to the extension**
(ex. This field accepts the extension's PIN (e.g.1981))
([0-9])
- **Parked calls:**
Once a call is parked, it can be picked up by anyone at any location by dialing the parked extension.
- **Search**
Opens a Search panel below the toolbar. Type the name of the contact that you wish to locate in the search panel.
- **Settings**
Opens a Preferences window. Refer to the Preferences chapter for detailed instructions.
- **Help**
Additional documentation and guides are available [IS-Talk Holsted Phones](#) If you still have any questions, please feel free to contact our support department.



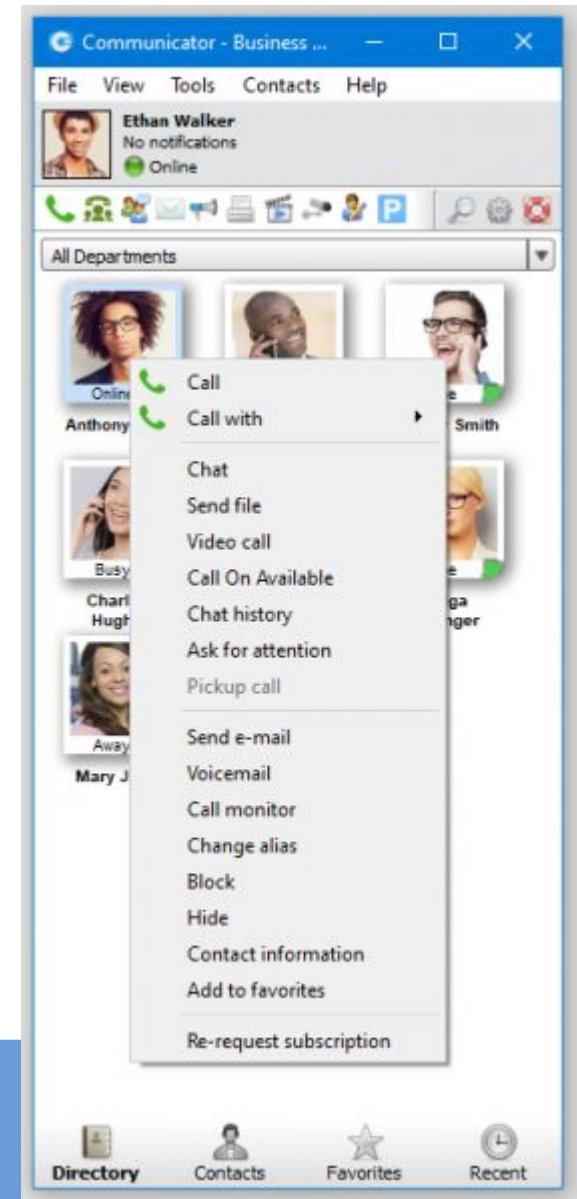
Communicator Toolbar

Destinations and Communicator Modules

Communicator can place a call to any system destination, for example: extensions, queues, conferences, voicemail, system calls, or parking. Calls can be placed with a drag-and-drop motion from one extension to another, or directly from the phone display to the extension, for example. Right clicking on a contact name offers more possible actions regarding the selected extension.

This way the user can:

- Make a call from Communicator
- Make a Video Call from Communicator
- Chat with the selected contact
- Send an email to a contact
- Block the selected contact
- Call the selected contact On Available
- Check Voicemail
- Monitor calls
- Add the selected contact to 'Favorites'
- See more information about the contact
- See a chat history with the selected contact
- Re-request subscription



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.

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.

- Transfer to user's devices (Communicator extension):

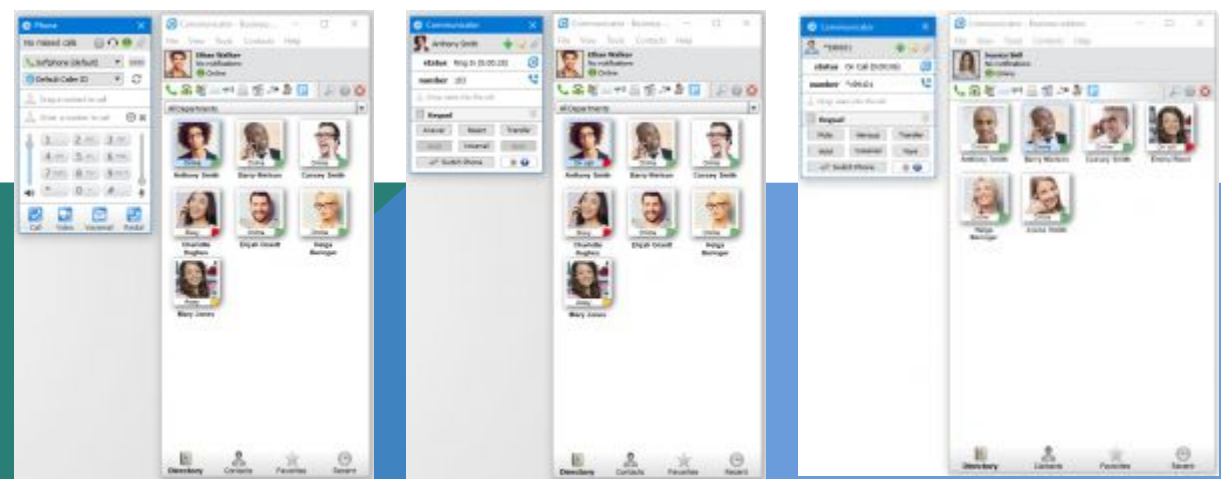
- Transfer the call from desktop to mobile Communicator. In the future release of IS-Talk, where one extension and multiple devices will be available, this will be useful if the user wants to transfer the call from his desktop to Communicator on his Android and/or iPhone.

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 IS-Talk 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.



Placing Phone Calls

Live Calls

Call Monitoring

ES

Call Monitoring

Monitoring

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

Extension:100.101

Quiet Mode:YesNoNot Set

Permission:Access Granted

Monitor Options:Listening

✓ Save changes

← Go back

Call Monitoring

Phone

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

- From the phone module you can set up office and mobile phones by clicking the settings icon next to missed calls information.
- Select your audio device by clicking the headset icon. It points to the Preferences->Phone->Audio devices section where you can choose which Input, Output, and Ringtone device to use.
- A green (or eventually red) circle shows the Phone module connection status. If green is shown, the Phone module is connected and the user can place calls. If a red circle is shown, the Phone module is not connected and the user is unable to place a call, in which case the user should contact their system administrator.
- The attachment sign is used to attach the phone module to the IS-Talk window.
- In the Phone module you can see which phone mode is set by default. If you have selected both modes, click on the dropdown menu and switch to another mode. Next to this dropdown there is a DND icon with the option to set your status to Do Not Disturb.
- Phone module area where a contact is shown after the Drag-and-Drop action.
- Phone module area where a dialed contact's phone number is shown.
- Speaker volume tuner. Adjust the speaker volume by moving the slider up or down. Do not increase volume more than needed because it can induce hearing loss.
- Microphone volume tuner. Adjust the microphone volume by moving the slider up or down.
- Phone module dial keypad. Used for entering phone numbers.



Call

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



Voicemail

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



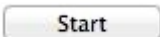
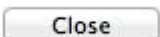


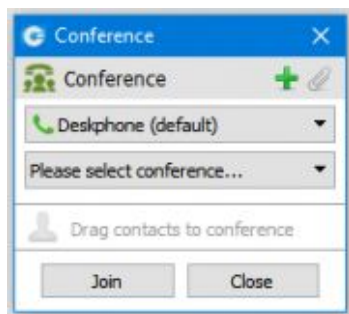
Redial

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

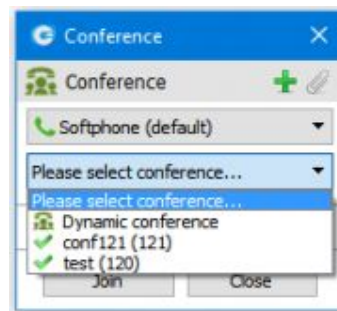


Voice Conference

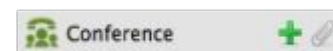
- Voice Conference module area where the name of the module is shown.
- Plus sign used to invite a contact using his landline or mobile number.
- The attachment sign is used to attach the phone module to the IS-Talk window.
- Select a box to choose from a conference room 
- The Voice Conference module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



Voice Conference



Voice Conference



Conference Call



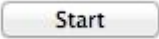
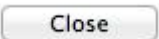
Drag Contact

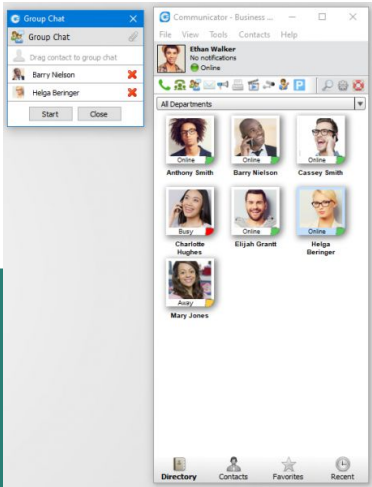
Chat in a Group

1. Open Group Chat module

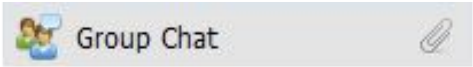
- Click on the Group Chat module icon to show the Group Chat module.

1. Group Chat with Drag and Drop

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



Group Chat




Group Chat



Drag and Drop

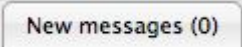
Voicemail

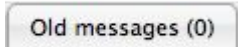
Select a Voicemail message and click  to delete it. Please note, voicemail delete is permanent.

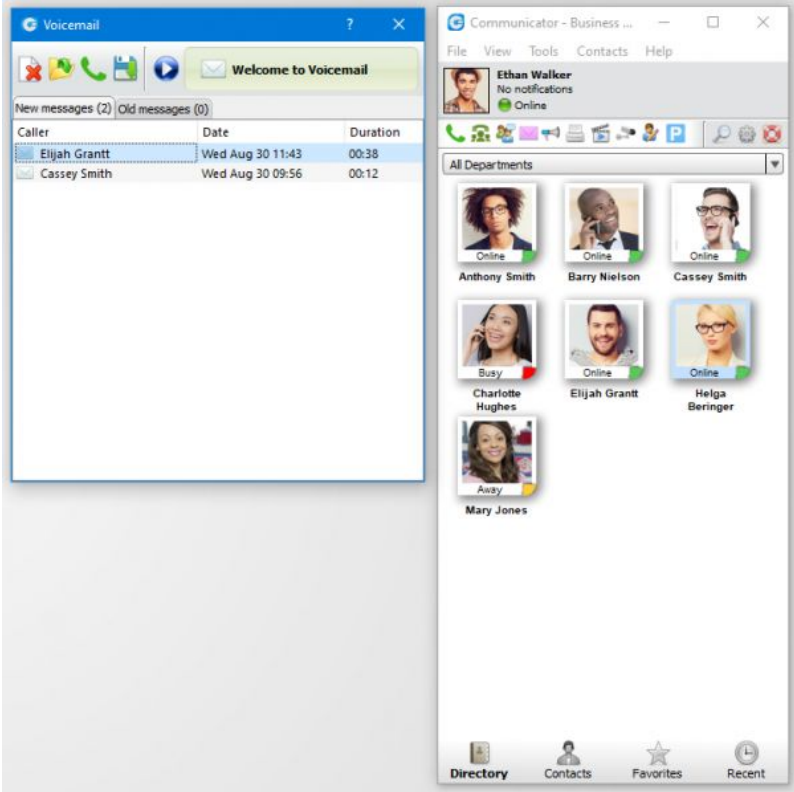
Click  to move the selected voicemail message to the old messages directory.

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

Click  to play the selected voicemail message.

Click  tab to show new voicemail messages.

Click  tab to show old voicemail messages.



Voicemail

Sending Fax

Outgoing faxes



Send fax

Fax history

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

PDF file:

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

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

To Section

- Name:**

Enter the name of recipient. 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.

- 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.

Send fax - Communicator

Communicator - Send Fax

PDF file:

Details

Note: Items in bold indicate required field. Below information will be part of cover page and fax report.

To

Name: Search

Fax:

Phone:

Email:

Company:

From

Name: Ethan Walker

Fax:

Phone:

Email: ethanwalkerr@bicomsystems.com

Company:

Comments and status

Enter optional comments here

☐ Urgent☐ For Review☐ Please Comment☐ Please Reply☐ Please Recycle

☒ Send cover page

Show Debug Info

Send Fax

Close

Send Fax

Online self care

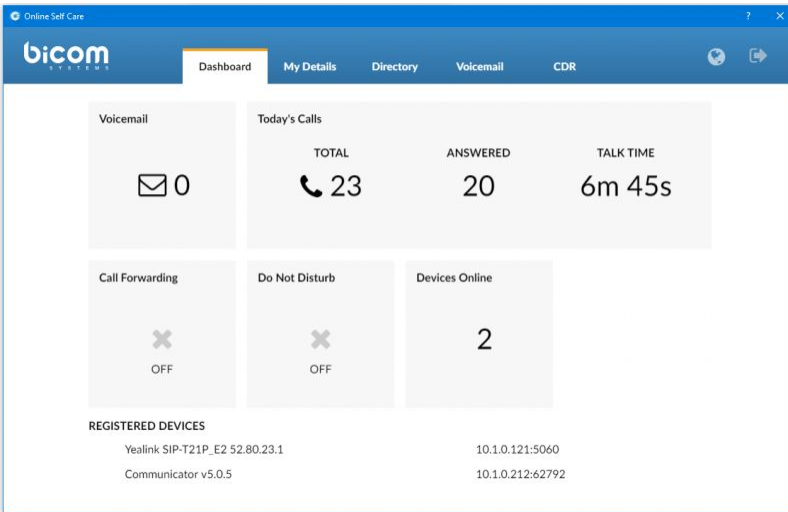
In order to login to Online Self Care, point your browser to: [http://\\$IPADDRESS/](http://$IPADDRESS/)
(For Example: <http://192.168.1.1/>). When you click on the Communicator OSC icon, you are automatically directed to your OSC page.

- **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))
([a-z] [0-9] [@_-.])
- **Password/PIN:** The user password assigned to the extension
(ex. This field accepts your Communicator password (e.g.n9h*CaqlIcr))
([0-9])

Quick List

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

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



Online Self Care



Quick List

File

- **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.

View

Chat History

- Shows a history of chat conversation with your contacts.
- **Users (field)**

List of all contacts the user chatted with.

- **Message (tab)**

Displays chat history per date.

- **Delete (button)**

Click on the Delete button to delete the selected chat conversation.

- **Delete All (button)**

Click on the Delete All button to delete all chat conversations with selected contact.

- **Search (tab)**

Users can use the Chat History Search feature to search for a term in the search history.

- **Search for (field)**

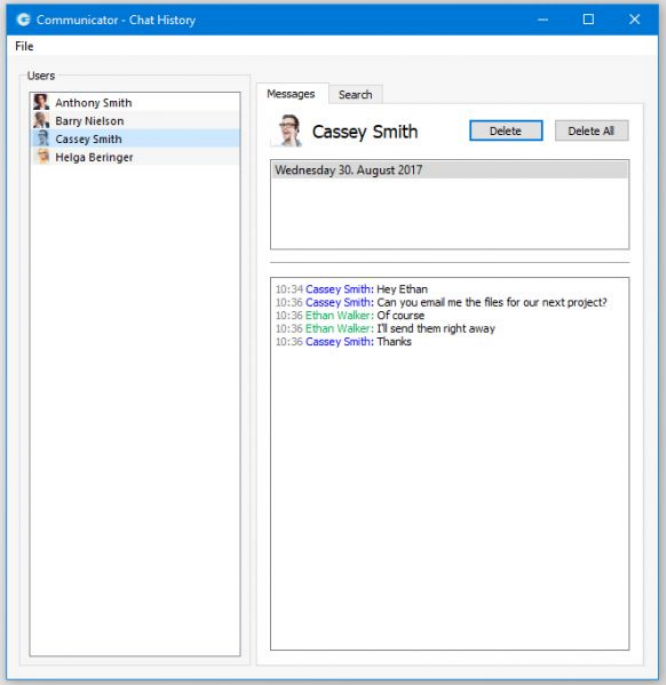
Enter a term to be searched.

- **User (select box)**

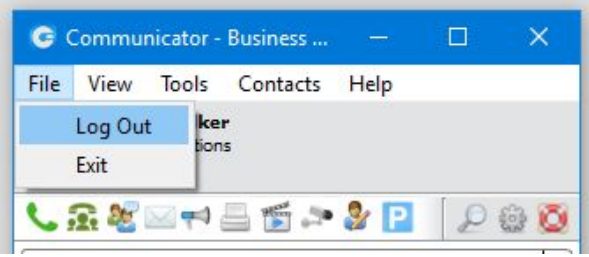
Select one particular or all users from the list.

- **Date (select box)**

Choose any or a specific date for your search.



Chat History



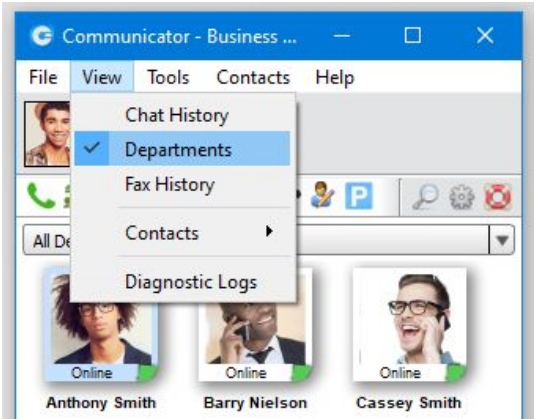
File Menu



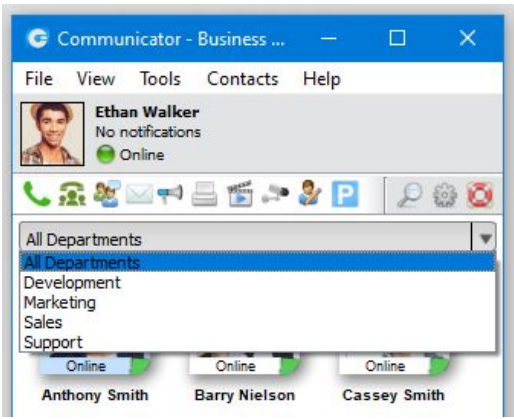
View Menu

Departments

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



Departments



Departments

Contacts

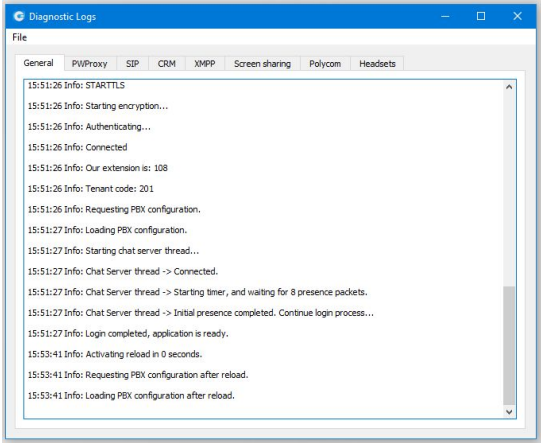
- You can choose the Communicator users list layout. Choose between Large Icons, Small Icons, and Grid View.

Diagnostic logs

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



Grid View



Diagnostic Logs

Tools

- **Fax**
Add Fax Printer Automatically
Add Fax Printer Manually
Install Port Monitor
- **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, and Chrome.

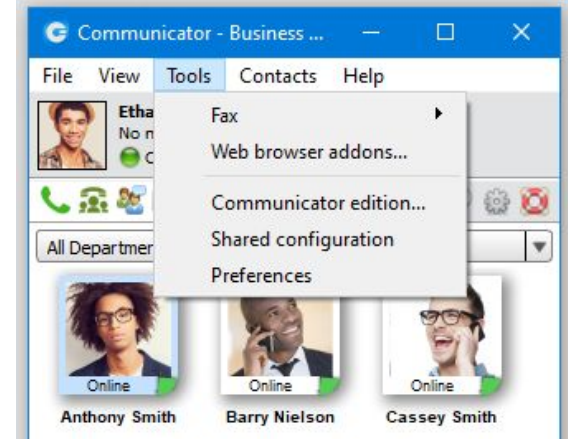
- **Communicator edition...**
Change the Communicator edition.
Changing Communicator editions is not possible in case if "Shared configuration" is enabled.
- **Shared configuration**

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

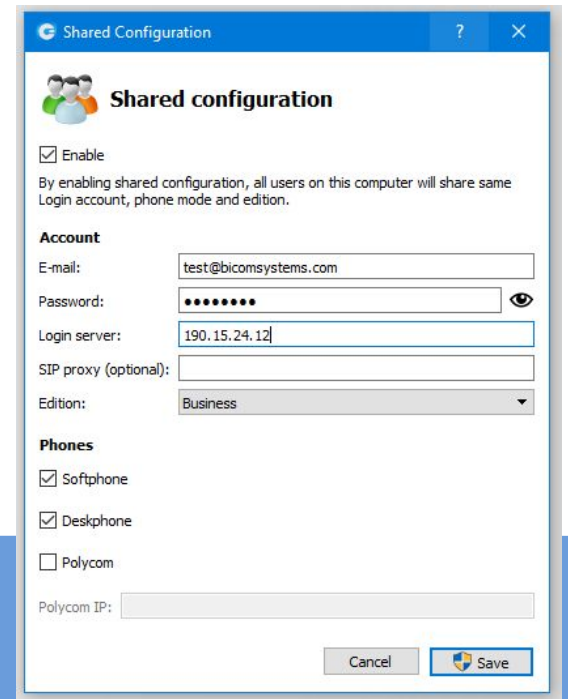
Account:
E-mail: email address is displayed in this field.
Password: in case that option "Enable" is unchecked, password will be hidden. After you check "Enable" option, option "Show Password" will be functional.
Login Server: Shows IP address of server.
SIP proxy (optional): this field is optional.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

Phones
Choose which phones you want to use:
Softphone: choose to use Softphone.
Deskphone: choose to use Deskphone.

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



Tools Menu



Shared Configuration

Contact Menu

- Sort contacts by status
- Click to sort contacts according to status.
- Sort contacts alphabetically
- Click to sort all contacts in alphabetical order.
- Show only Online users
- Click to display only users that are online at the time.
- Privacy List
- Click on the Privacy List to view blocked and hidden users.
- Blocked users
- When you block a user, he or she cannot see you 'Online' and cannot send messages to you.
- Hidden users
- When you hide a user, he will not be in your list of your contacts, but you will be able to search for him.

Help

1. Communicator Help

- Additional documentation and guides are available on [IS-Talk Hosted Phones](#). If you still have any questions, please feel free to contact our support department.

2. Check for updates

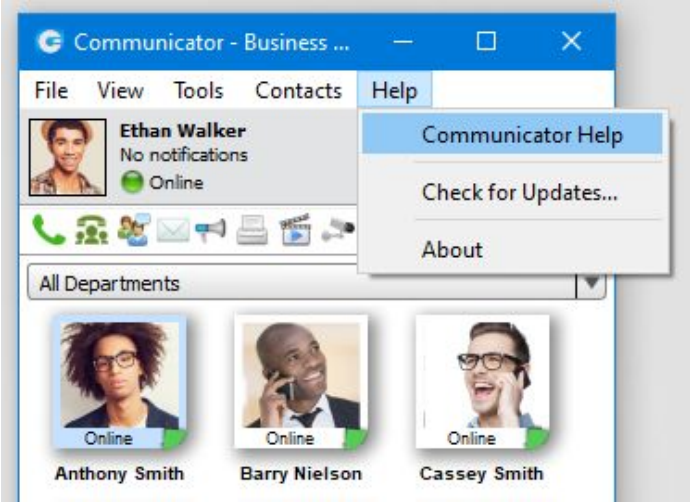
- Check online for official product updates.
- If there are updates available, the software will apply them automatically. If your software is up to date, you will receive a message as stated above.

3. About

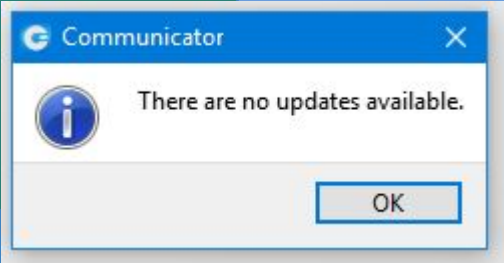
- Information about the current version of Communicator.
- Added automatic crash report system.
- When Communicator crashes, the user has the option to send a crash report for developers to analyze the issue and solve the problem.



Contact Menu



Help Menu



Communicator is Up-to-date



About Communicator

Preferences

General

General settings

1. Launch application at startup

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

2. Log In automatically on startup

If checked, this allows user to login in Communicator, when user starts Communicator.

3. Set default associations button (tel://, sip://, callto://, etc)

Clicking on this button, new window pops up.

User can select the extensions that he wants this program to open by default.

4. Language

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

NOTE: Application restart is required

5. Always on Top

Select one of the following options:

- Disable always on top - All other windows are behind the Communicator window
- Call window always on top - All other windows are behind the call window
- Call and Contacts window always on top - All other windows are behind the Communicator and call windows

6. Updates

Allows Communicator to check for latest updates automatically. Please note, the user will be asked if he wants to download the latest software updates and update Communicator. You can set updates to be checked Daily, Weekly, or Monthly.

7. Diagnostic logs

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

- SIP logging level:

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

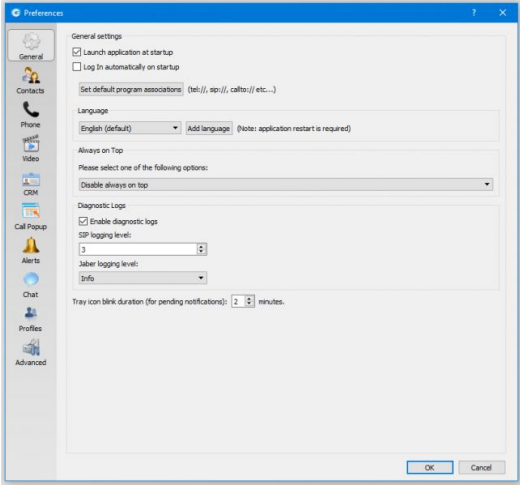
- Jabber logging level:

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

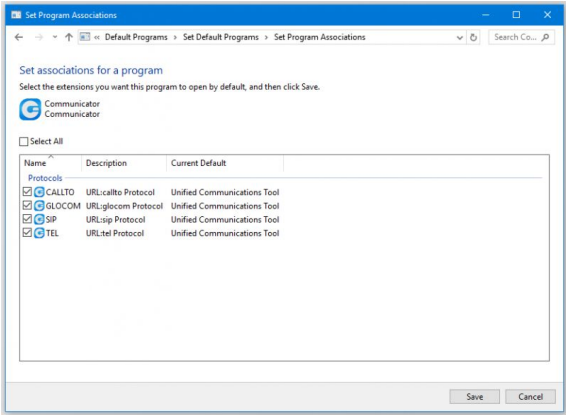
8. Tray icon blink duration (for pending notifications)

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

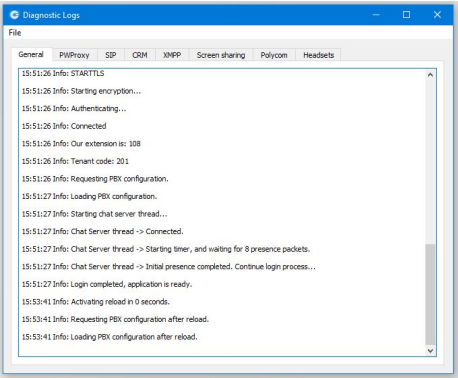
When you make a change, click OK. If you do not want to make any changes, click Cancel.



Preferences



Set program Associations



Diagnostic Logs

Contacts

Users

Display Size

Please select the display size of the contacts

- This option applies for the list view only.

Gridview

Enable grid view

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

Show name

- Show the names of contacts.

Show a personal message

- Show status of contacts.

Online Users

- Allows the user to define conditions that need to be met for a user to be considered an 'online' user. In the main window, the user has the option to show only "Online" users.

- Online on IM and Phone - when this option is selected, a user will be considered "Online" if he is available for both Chat and Phone calls.

- Online on IM or Phone - when this option is selected, a user will be considered "Online" if he is available for either Chat or Phone calls.

- Online on IM - shows only contacts who are logged in Communicator.

When this option is selected, a user will be considered "Online" if he is available for Chat.

- Online on Phone - shows only contacts who are connected with their phone.

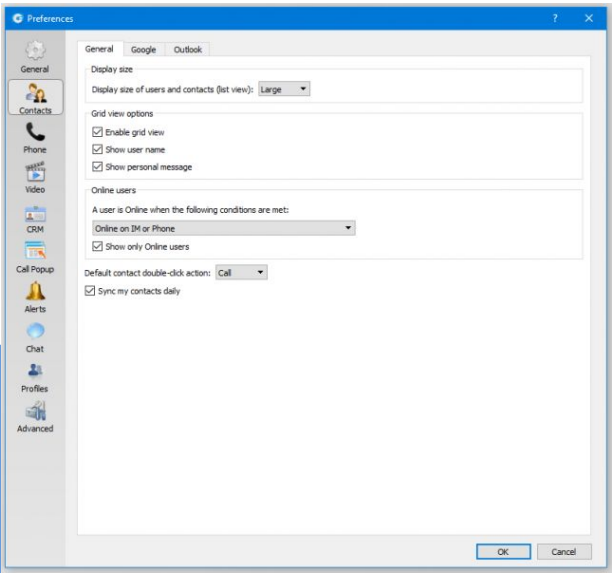
When this option is selected, a user will be considered "Online" only if he is available for Phone calls.

Default contact double-click action:

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

Sync my contacts daily

- When you click on check box for this option, you will sync your contacts daily



Users

2. Google

- Enable Google contacts integration

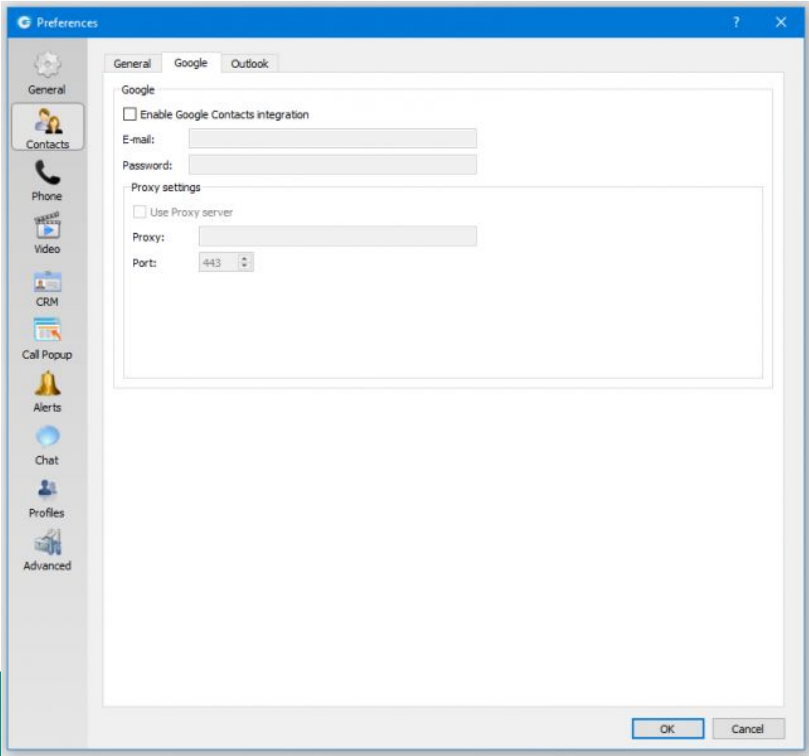
Check this box if you want to integrate your Google account contacts with Communicator
Enter the Google email and password with which you want to integrate.

- Proxy settings

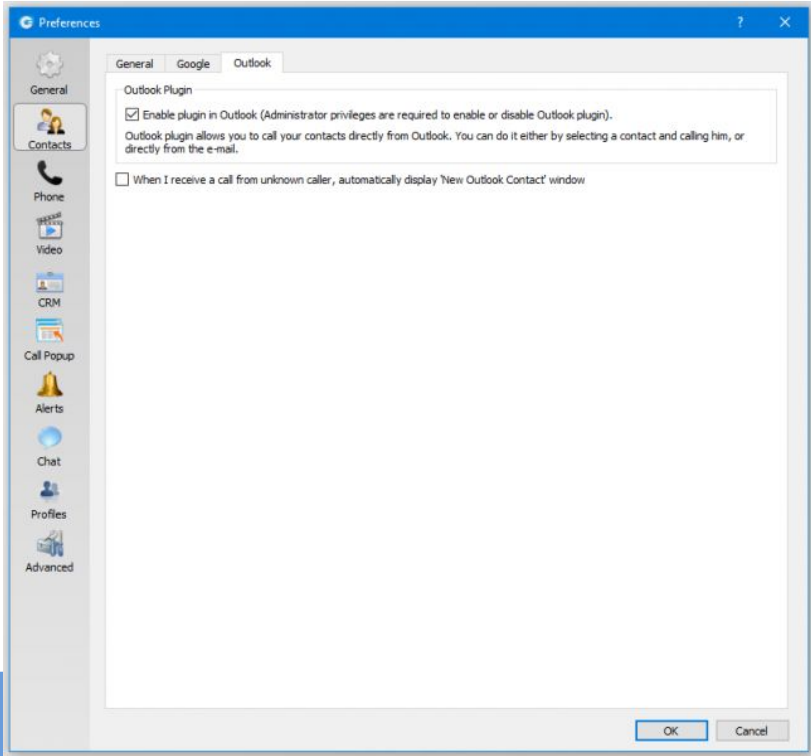
Here you can specify your proxy server and port.

3. Outlook

- In order to enable Outlook contacts integration with Communicator you need to enable Communicator plugin in Outlook and check the Enable adding of Outlook Contacts box.



Google Contacts



Outlook Contacts

Phone

General

1. Hide the keypad after a call is placed

2. Dynamic conferencing (softphone)

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

3. Ring volume

- Logout for changes to take effect.

4. Office and Mobile phones

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



My phones...(button)

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

Office

- **Softphone**
- **Deskphone**

If you check "Use softphone", you can place and receive phone calls using your computer.

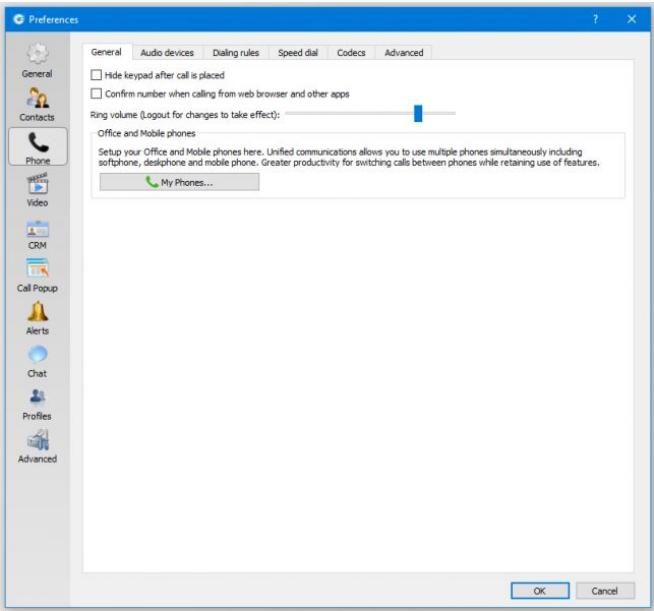
If you check "Use desk phone", you can control calls on your IP desk phone from your computer.

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

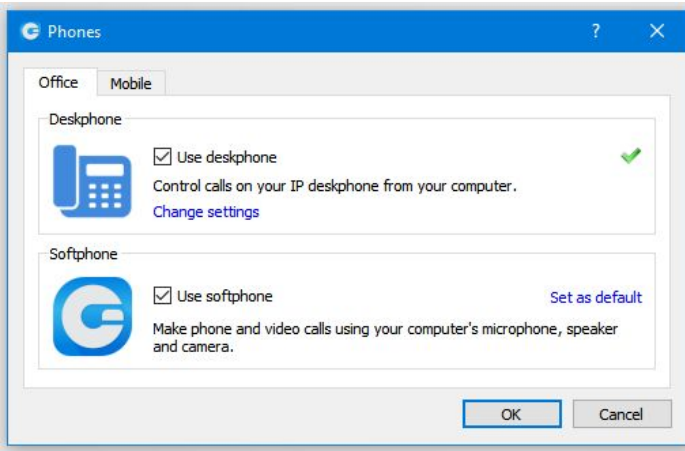
Mobile

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

NOTE: Adding mobile numbers between Communicator and IS-Talk is integrated, so you only have to do it either on your Communicator or in your extensions Enhanced Services.



Phone



My Phone

Audio devices

1. Input devices

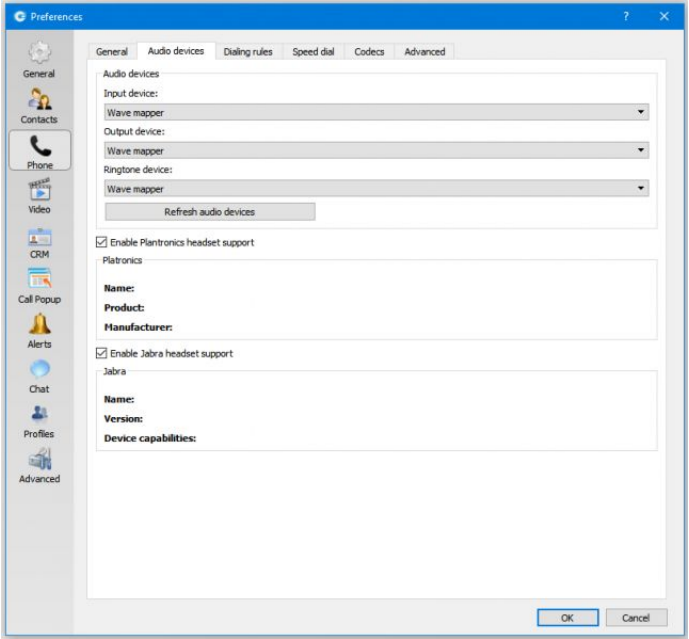
- Microphone device

2. Output devices

- Headphones or other sound device.

3. Ringtone

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



Phone Audio Devices

Dialing Rules

1. Dialing rules

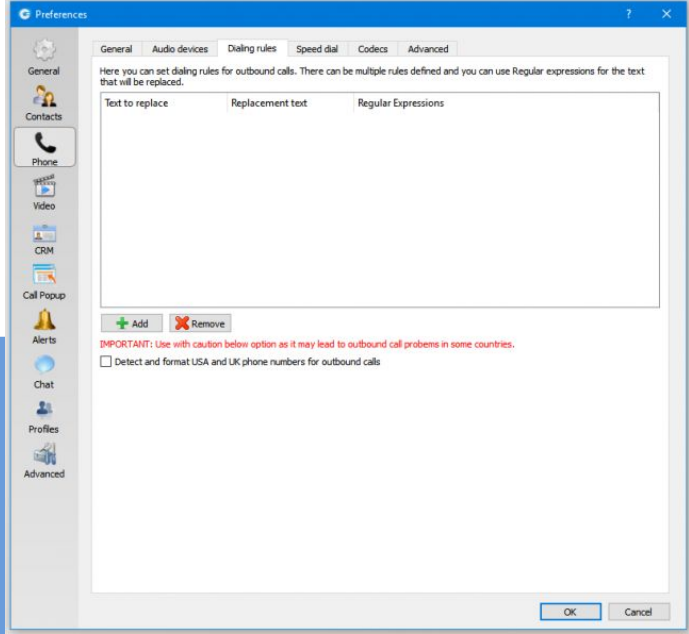
- Here you can set dialing rules for outbound calls.
- For example, if a user copies and pastes a phone number (from the clipboard) and it starts with a + sign, it will be replaced with the international dialing code 00 by applying the following rule.

Text to replace	Replacement text	Regular Expressions
+	00	<input type="checkbox"/>

Dialing Rules

- Multiple rules can be defined.
- The Add and Remove buttons are used to add another dialing rule or to remove the selected rule from the list.

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

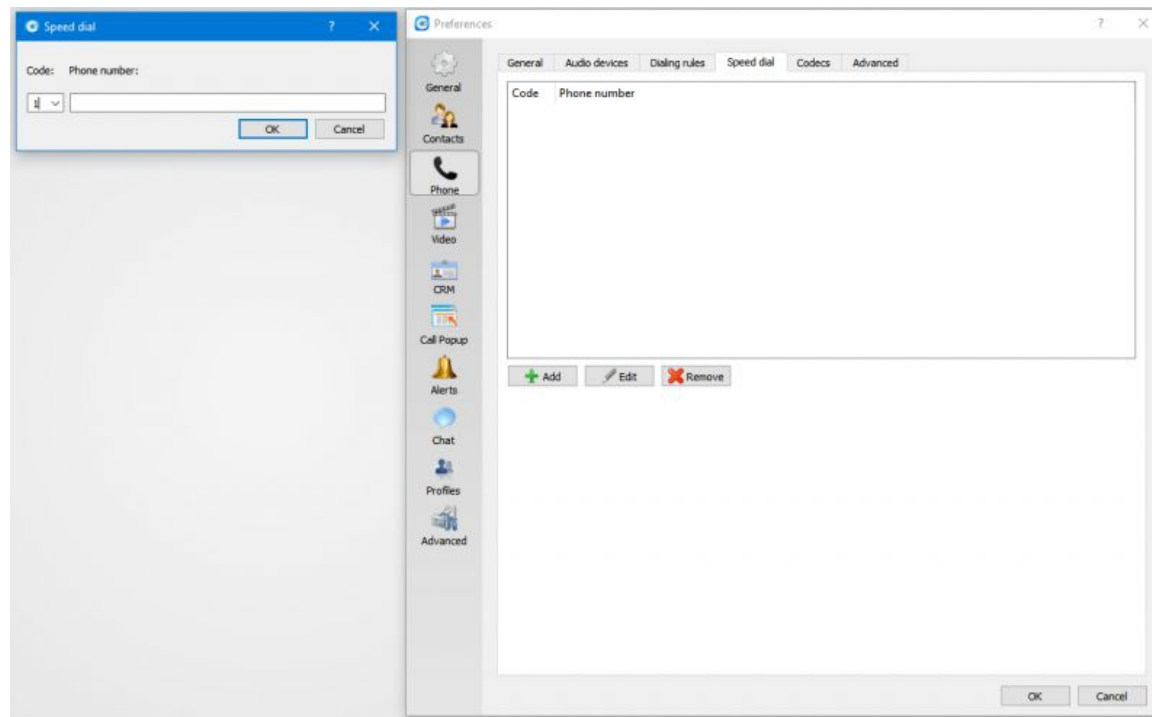


Dialing Rules

Speed dial

Added speed dial.

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



Speed Dial

Advanced

1. Register every

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

2. Local SIP port

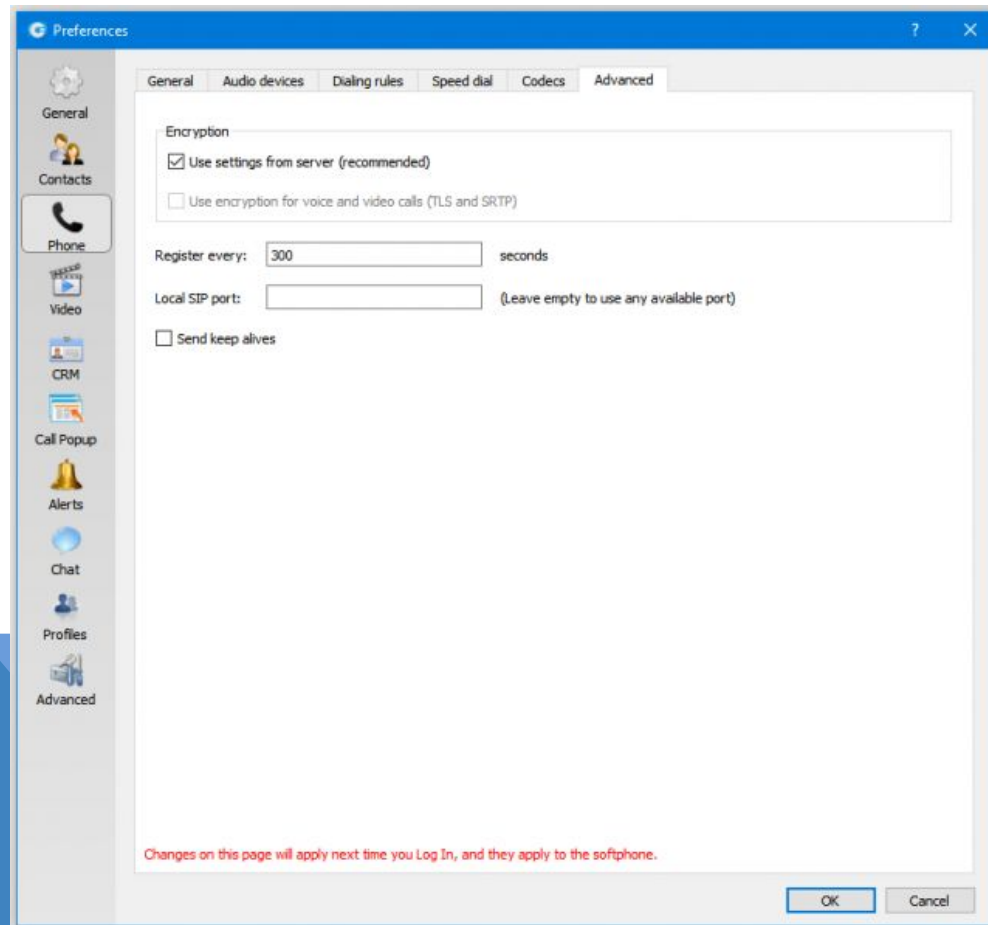
- Which port to bind on locally (on the PC). Leave empty to use any available port.

3. Logging level

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

4. Send keep alives

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



Advanced

Alerts

- Bring application to front when I receive a call
- Click on checkbox for bringing the application to front when you receive a call.
- Inbound Call Popup duration
- Select time in seconds for call popup duration.

Notifications

By checking the checkboxes, you can turn Communicator notifications on or off:

- Notify me when I receive a phone call
- Notify me when a contact comes online.
- Notify me when I receive a message.
- Notify me when somebody joins a conference

Sounds

Here you can change the default notification sounds. Double click an item to change the sound file. You can choose whether you want to play a notification sound for new messages by checking/unchecking "Always play a notification sound for new messages on chat". You can set sounds for when:

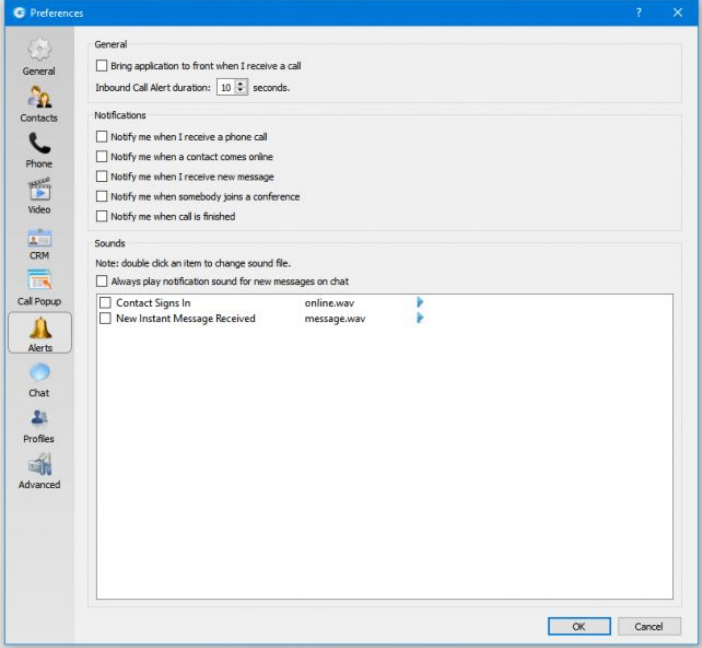
- A contact Signs In
- A new Instant Message Received

Inbound Call Pop-up duration

- Here you can set the number of seconds that a call pop-up will be visible.

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

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



Alerts

Chat

1. Automatically set status to Away when I am idle for:

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

2. Show status change messages in Chat window

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

3. Send my "seen" status in Chat window. If disabled, you will not be able to see others "seen" status.

- If checked, user can see if his message was read.

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

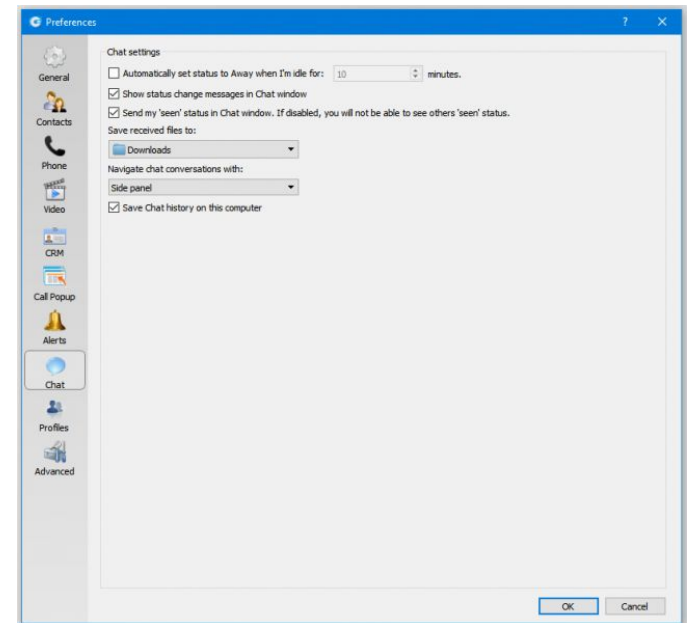
- Documents
- Other

5. Navigate chat conversations with:

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

6. Save Chat history on this computer

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



Chat

Profiles

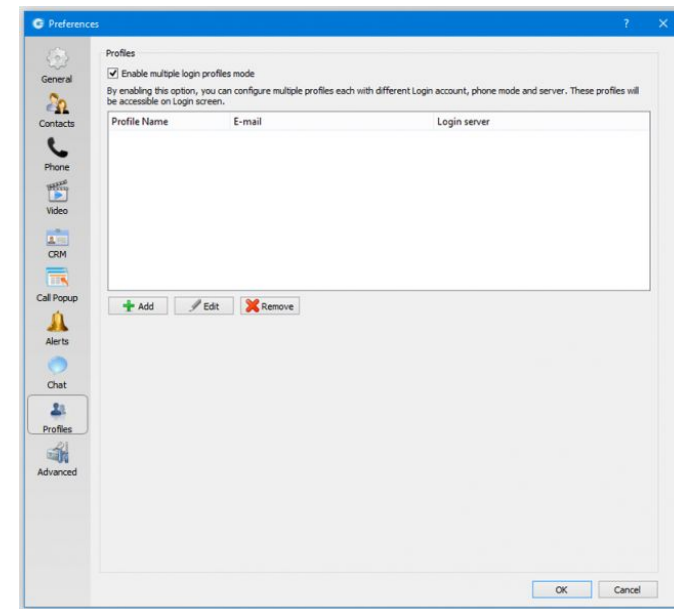
1. Profiles

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

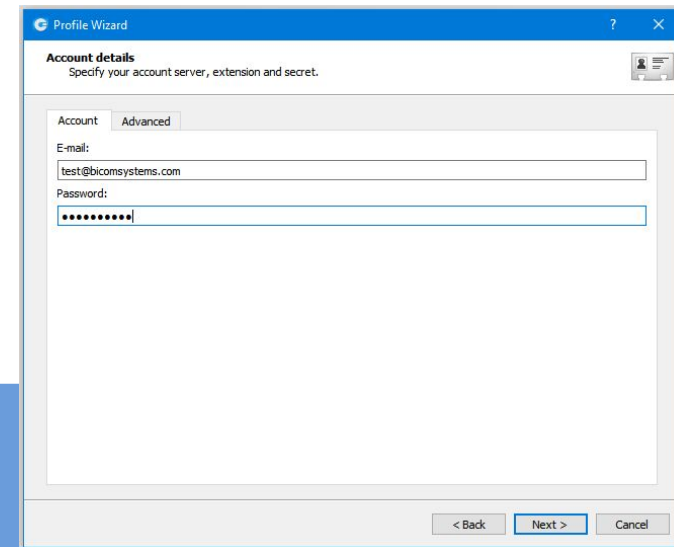
2. Add a new profile

- Click on the **Add** button and a popup window will appear.
 - Fill in all fields to properly configure Communicator.
 - **Profile name**
Enter any desired name (A-Z, 0-9), for example: John Doe.
 - **Server**
The server host name or IP address of IS-Talk, for example: voip.test.com or 134.23.211.23
 - **Extension**
Your phone's local extension, for example: 1029.
 - **Secret**
Your password is the secret code that you need for authorization with IS-Talk, for example: 93sU2e_2%
 - **UAD**
Choose Communicator as a User Agent Device that you use.
 - Click the **OK** button to save the configuration and finish, or the Cancel button to exit the configuration without saving.
- In case that user enabled "Shared configuration", adding multiple profiles will not be available for this account.

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



Profiles



Create Profile