# Communicator Desktop App

## Quick Start and Installation Guide

# Communicator App

**VoIPSure Communicator application comprises a soft phone extension, Instant Messaging capabilities and management features such as indicating if a colleague is present or not.**

Our Communicator App will run on any PC that is running Windows Vista (32 or 64-bit) onwards or Mac OS version 10.10 onwards.

The Contacts list you'll see is a list of all your saved or imported Contacts, filtered by source — e.g. All, Microsoft Outlook, Google, CRM (Salesforce).

Within the Contacts list, tabs are used to display Contacts you have imported from email or contact management tools. The first of these tabs displays a master list of all saved and imported Contacts, regardless of their origin.

The app provides shortcuts to enhance your business communications process. Such as the ability to double click a Contact to call or instant message them, depending on which preferences you have set. Additionally, you can drag a contact onto an open module to perform a particular action for that Contact.

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# The Communicator Toolbar

The main Communicator App Toolbar shows your profile name, image, current status and whether you have any missed calls.

## Change your profile image

1. The photograph or avatar displayed on your user profile. To change your profile image, double click the image to open a '**Browse**' window, and then browse to any .gif, .jpg or .png file.

2. Your VoIPSure profile name, as selected when you created your profile. To change your profile name, edit your profile by launching the Profile Wizard from either the '**Log in**' or '**Preferences**' windows.
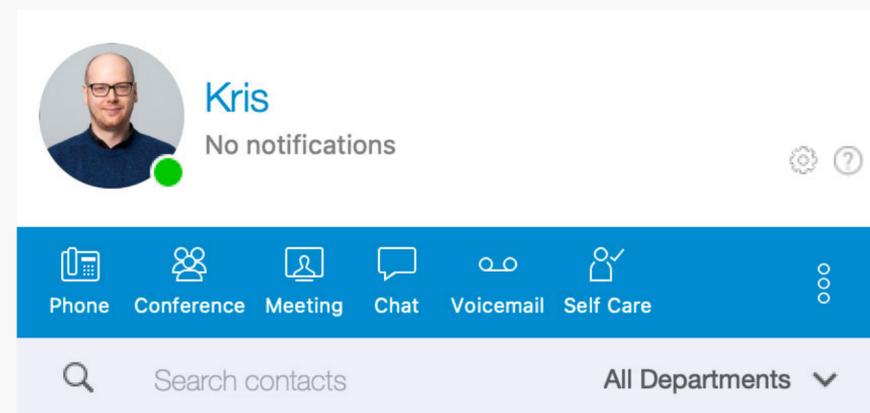


## See your missed calls

See displayed the number of missed calls. Click the '**Missed calls**' message to open the '**Missed calls**' tab and display additional information.

## How to change your status and message

To change your status, click the icon and select from a list that includes '**Online**', '**Busy**', '**Do not Disturb**', '**Away**' and '**Offline**'. To add a personal status message select '**My settings and status**'. Your profile image can also be changed from here. ie. working from home.

## Place a call

Open the '**Soft phone**' module (Dial Pad) next to the main Communicator window and dial the desired number.

## Place a Conference call

Open the '**Voice Conference**' module next to the main Communicator window and drop contacts into it.

# The Communicator Toolbar

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## Start Group Chat

Open the **'Group Chat'** module next to the main Communicator App window.

## Answer a Call

Click the button **'Answer'** on the ongoing call popup window.

## Transfer a Call

**Drag & Drop:**

Whilst in an active call, press and hold the **'Transfer'** call control button and drag this over a contacts image. Release the transfer button over **'Blind'** for a direct transfer, or **'Attended'** for an attended transfer. On an attended transfer, confirm the transfer with the **'End Call' / 'Atxfer'** button.

**Click:**

Click **'Transfer',** type in the recipient and choose **'Blind'** or **'Attended'**. Confirm with the **'End Call'/ 'Atxfer'** button.
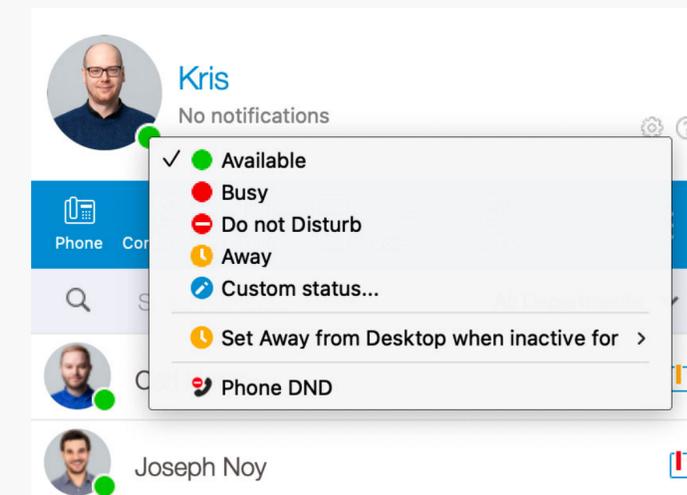
## Check Your Messages

Open the **'Voicemail'** module next to the main Communicator App window. This icon will blink if you have any new or unread voicemail messages.

## Parking a call

Park your call to a specific location.

## Status



Change your status by clicking your avatar:

🟢 Online

📞 On a call

🔴 Busy

⛔ Do not disturb

⛔ Inactive or away

🟡 Offline

⚫

# Communicator App

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## The Directory

The Directory includes all Contacts within your organisation automatically, so there is no set-up necessary.

To select a Contact as a favourite, right-click the Contact and select **'Add to favourites'**. If a Contact appears with a green telephone next to it, they are 'present', which means they are at their desk and available for you to call or message.
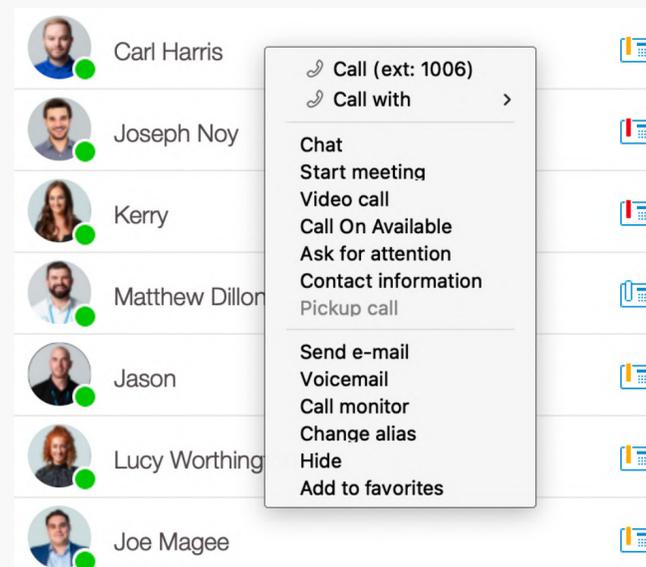


Right click a Contact to perform one of the following operations:

Call, Chat or Video call

Send email

Voicemail

Send email

Call monitor

Add to favourites

Hide

## Individual and Group Chat

The chat windows enable you to participate in real-time instant message conversations with one or more Contacts. Open a chat window by right-clicking a Contact and selecting **'Chat'** or by opening the Group Chat module.

## Using the Chat Window
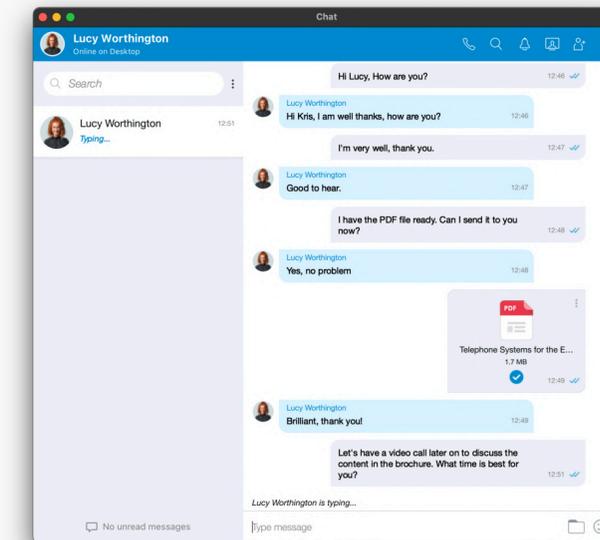


Start typing your message and it will appear at the bottom of the window.

When you finish your message, press 'Enter' on your keyboard to send. Your message will then appear near the top of the window, along with your profile image, your name and the time the message was sent.

When your Contact responds, their message will appear beneath yours along with their profile image, name and the time they sent the message.
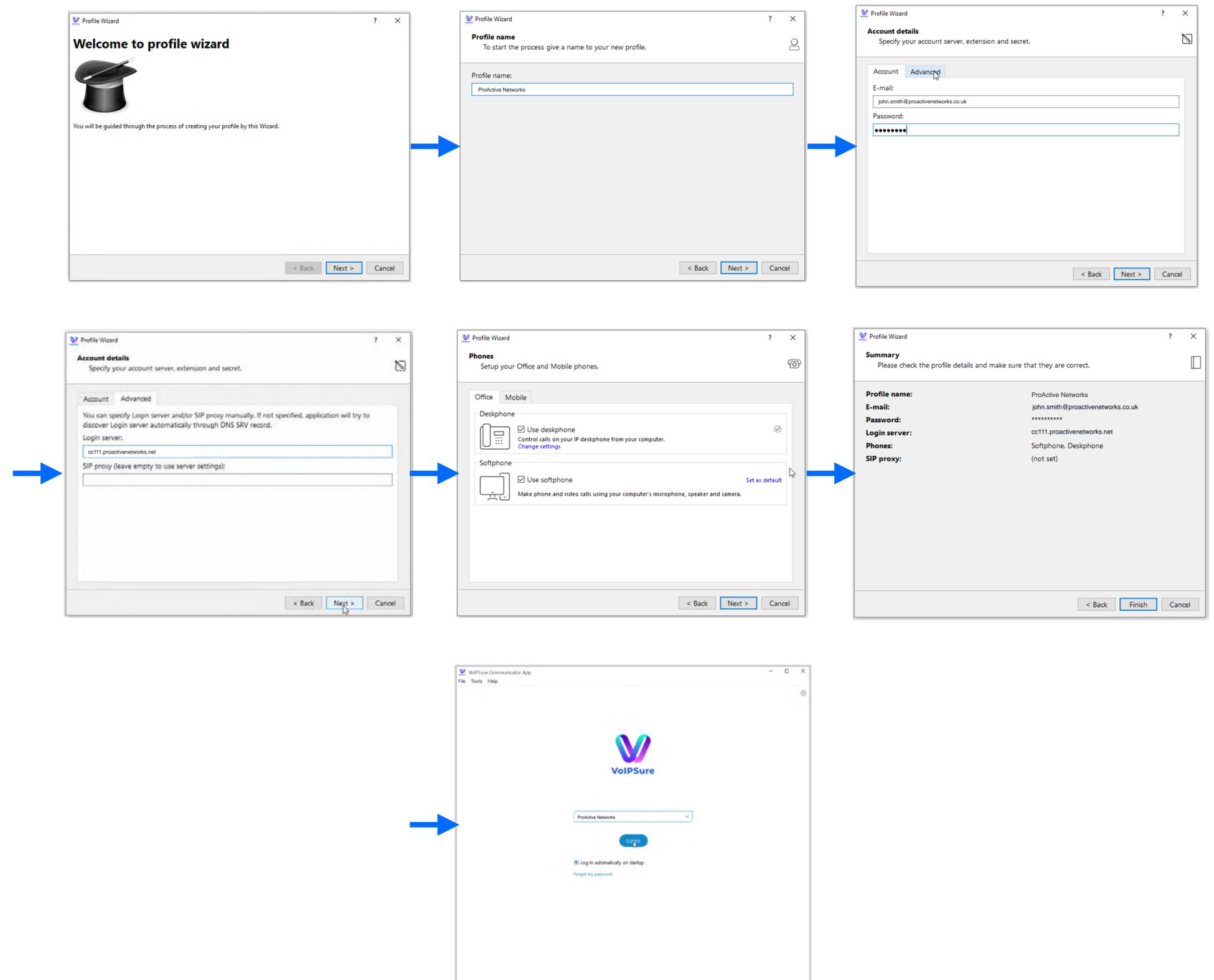
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# Quick Install Guide

**Installing the Communicator Desktop App on your PC**

Open the **'Account Details'** email on your computer. Look for the **'Communicator for Desktop'** download button for Windows.

Download the Communicator app on to your computer and follow the installation instructions.

Once installed, log in by using your email address and the password created for your smartphone app.

# Contact Us

**PROACTIVE NETWORKS**

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