



WORKING WITH COMMUNICATOR

LOG IN

- Select your profile. For example, **Alison Smith** and click the Log In button to log in and start working with Communicator.
- Click on the **Create Profile** link if you would like to add another profile to your Communicator.
- Click on the **Edit Profile** link if you would like to edit your Communicator profile.
- Click on the **Remove Profile** link if you would like to remove a selected profile and its configuration file.
- Check **Log In Automatically on Startup** if you would like to log in automatically when Communicator starts next time.

Profile

- By clicking this menu drop down, you will be able to select one of your existing user profiles.

Log In

- By clicking this button, Communicator will log into your account.

Create Profile

- By clicking this link, you will be able to create a new user profile.

Edit Profile

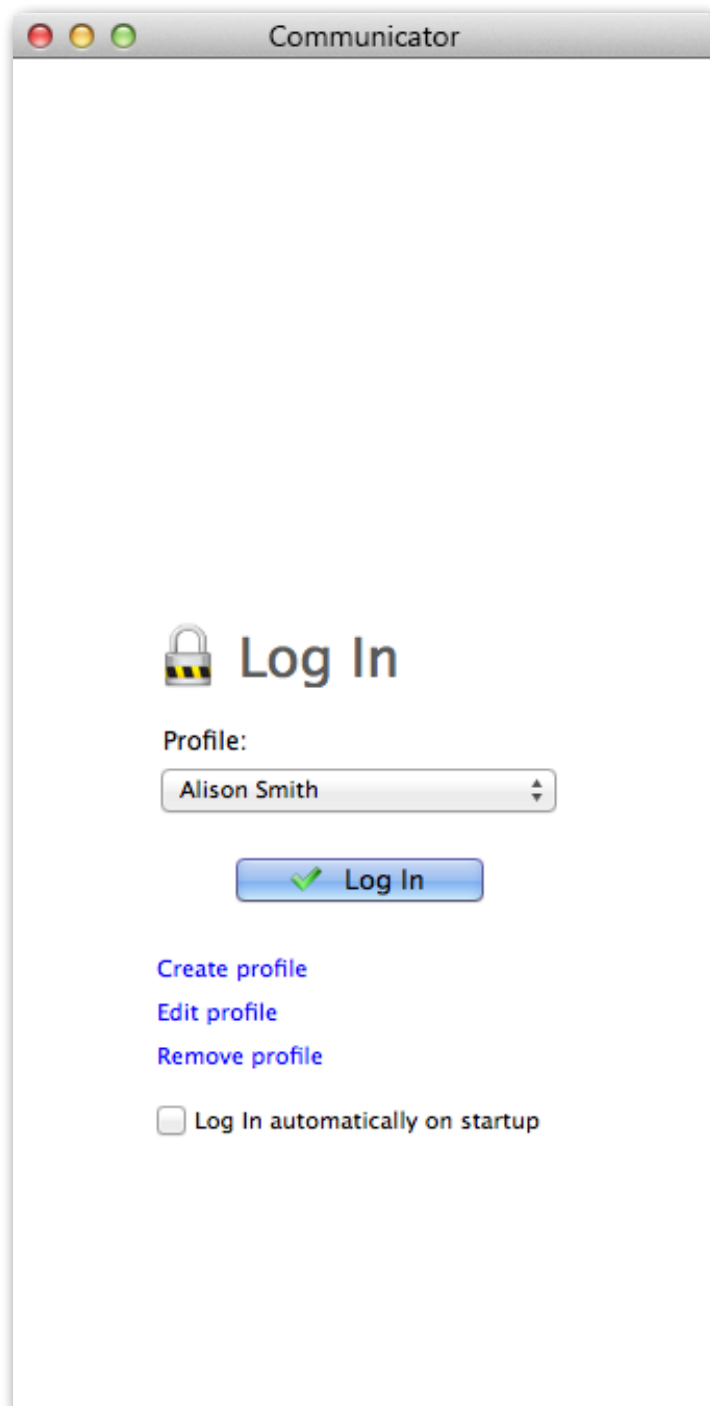
- By clicking this link, you will be able to edit existing user profiles.

Remove Profile

- By clicking this link, you will be able to remove existing user profiles.

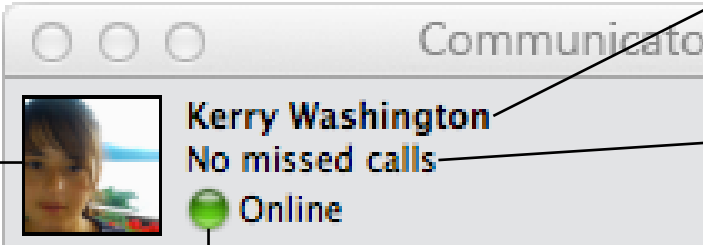
Log In Automatically on Startup

- When this option is turned on, Communicator will log in automatically. Every time Communicator is started, it will automatically log in.





TOOLBAR



The image shows a window titled "Communicator" with a user profile for "Kerry Washington". The profile includes a user image, the name "Kerry Washington", the text "No missed calls", and a green online status indicator.

User Image
A user defined image which is displayed on a users profile.

User Name
A user defined name which is shown in your chat conversations.

Missed Calls
Displays missed calls, if any. If not, message will read No missed calls.

Status and Status Message
If left-clicked, a menu will be opened. A user will be able to choose his/her availability: Online, Busy, Do not Disturb, Away and/or Offline, as well as an option for My settings and Status. Users can set their personal messages, news, and upload a profile picture using the My settings and Status option.

Phone

Opens a Softphone Module next to the Communicator main window.

Voice Conference

Opens a Voice Conference Module next to the Communicator main window.

Group Chat

Opens a Group Chat Module next to the Communicator main window.

Voicemail

Opens a Voicemail Module next to the Communicator main window.

Channels

Opens a Channels Module next to the Communicator main window.

Fax

Offers a choice to send a fax or view received faxes. Depending on your choice, an additional window will be opened next to the Communicator main window.

Show Video Window

Opens a Web Cam Module window next to the Communicator main window.

Surveillance Camera

Opens a Surveillance Camera Module.

This option will work only if you have your surveillance camera set up with an IP address in Tools -> Preferences -> Video -> Surveillance Camera.

Online Self Care

Opens a login screen to the Online Self Care Module.

Parked Calls

Opens a Parked Calls Module next to the Communicator main window.





Search

Opens a Search panel below the toolbar. Type a name of the contact you wish to locate in the search panel.

Settings

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

Help

Redirect to the online help center. Additional documentation and guides are available on our website at www.NthoNet.com. If you still have questions, please feel free to contact our support department.



DESTINATIONS AND COMMUNICATOR MODULES

Communicator can place a call to any system destination, for example: an extension, queues, conference calls, voicemail, system calls, call parking. Calls can be placed by a drag and drop motion from one extension to another, or directly from the phone display to an extension. A right click on a contact name is available which offers more possible actions regarding a selected extension.

This Way, The User Can:

- Make a call from the Communicator
- Make a video call from the Communicator
- Chat with a selected contact
- Send an email to a contact
- Block a selected contact
- Call a selected contact on Available
- Check your voicemail
- Monitor calls
- Add a selected contact to Favorites
- See more information about a contact
- See the history of a chat with a selected contact
- Request subscription



PLACING PHONE CALLS

1. Open Phone Module

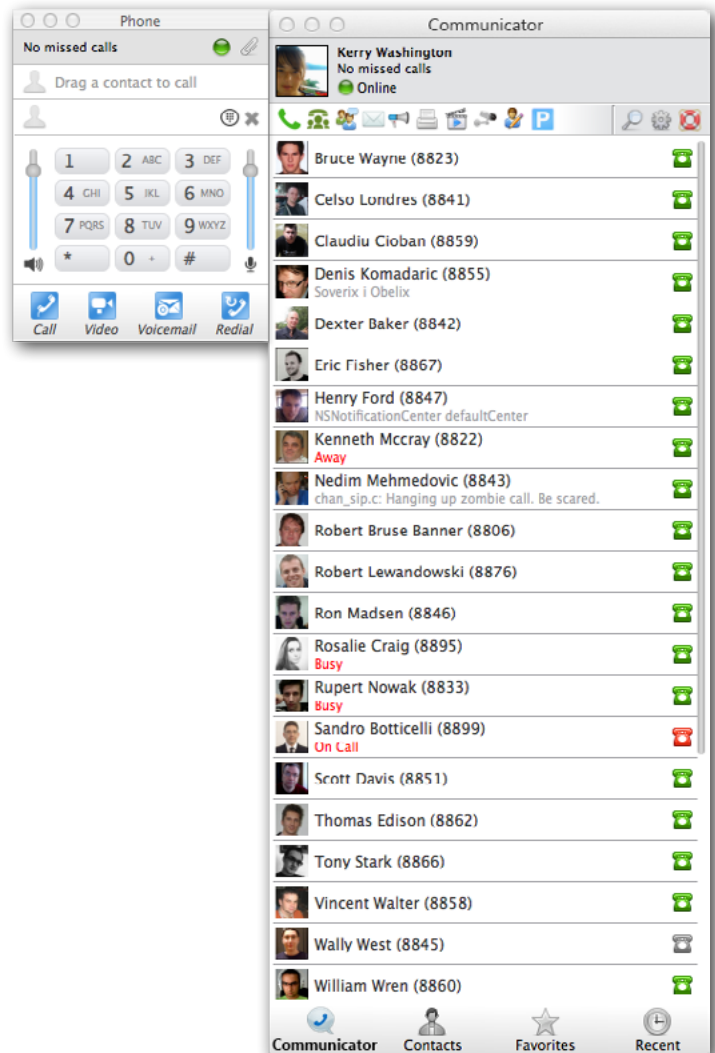
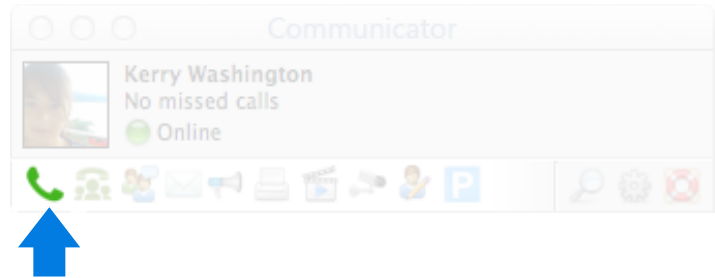
- Click on the **Phone Module** icon to show the Phone Module.

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 **Call** icon to place a call.

3. Dial with Drag and Drop

- With your mouse, Left Click and Hold on any contact from the contact list. Drag the selected contact from the Communicator list to the Phone Module area. Release Left Click (Drop) the contact.
- Click on the **Call** button to place a call.



TRANSFER OPTIONS

Blind Transfer to a Phone Number

- Type in a number (i.e. mobile phone) and transfer the call to it.

Transfer to Another Ongoing Call (3 Way)

- If a user has 2 or more active calls, he/she can transfer the call from one to another. One simple scenario is: the Communicator user is talking to John Doe. He receives a call from Allison Smith at the same time while speaking to John Doe. The Communicator user is now able to join Allison Smith to the existing call with John Doe and all 3 participants can now hear each other.

Transfer to User's Devices (Communicator Extension)

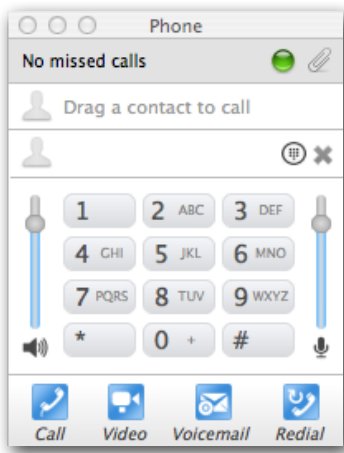
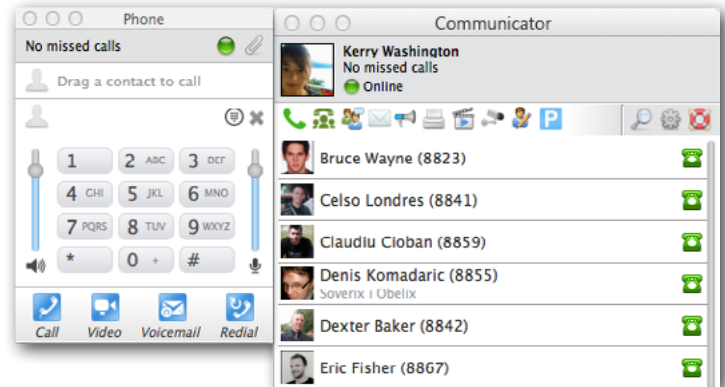
- Transfer the call from desktop to mobile Communicator. In a future release, 1 extension & multiple devices will be available. This will be useful if a user wants to transfer the call from his desktop Communicator to his Communicator on Android and/or iPhone.



PHONE

- The Phone Module Area is where information about possible missed calls are shown.
- A Green (or red) circle shows the Phone Module connection status. If green is shown, then the Phone Module is connected and the user can place calls. If a red circle is shown, then the Phone Module is not connected and the user is unable to place a call.

*Please contact technical support at: support@NthoNet.com if your module has a red circle and you are not able to make calls.



- Attachment sign is used to attach the Phone Module to the Communicator window.
- Phone Module area where contact is shown after a Drag and Drop action.
- Phone Module area where a dialed contact phone number is shown.
- Speaker Volume Tuner adjusts the speaker volume by moving the slider up or down. (Do not increase volume more than is needed because it can induce hearing loss.)
- Microphone Volume Tuner adjusts the microphone volume by moving the slider up or down.
- Phone Module Dial Keypad is used for entering phone numbers.



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



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



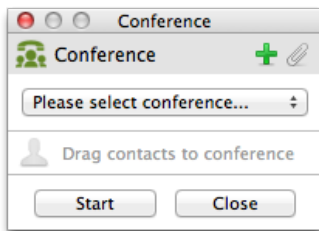
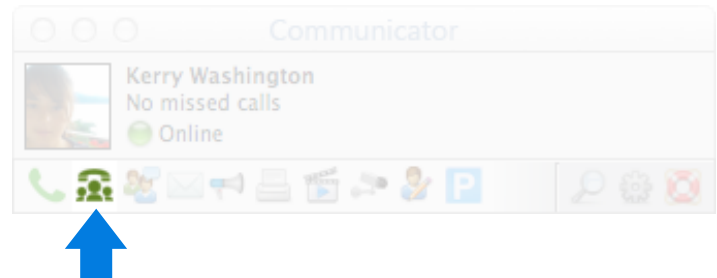
When a new Voicemail message is available, this button will flash. Click on the **Voicemail** button to check your Voicemail.



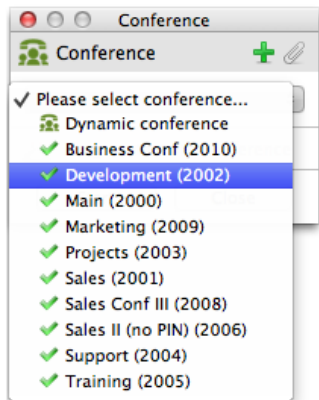
Click on the **Redial** button to redial the last dialed contact or phone number.



VOICE CONFERENCE



- Conference Module area is where the name of the module is shown.
- Plus sign is used to invite a contact using his land line or a mobile number.
- Attachment sign is used to attach the Conference Module to the Communicator window.
- Voice Conference module area where contact is shown after a Drag and Drop action.



- Select from the drop-down menu to choose a conference room.

- Click on **X** if you want a contact to be removed from the Chat Group.
- Click on the button to start the Voice Conference.
- Click on the button to close the Chat Group window and stop the Group Chat conversation.



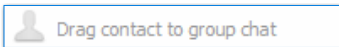
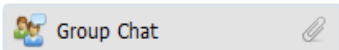
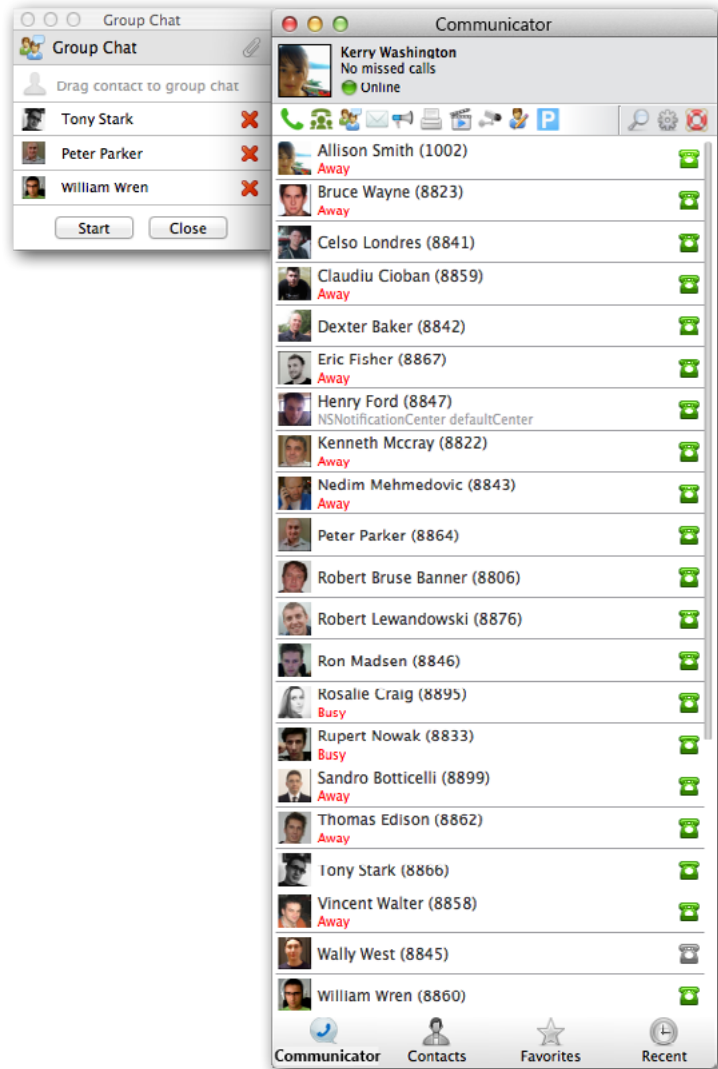
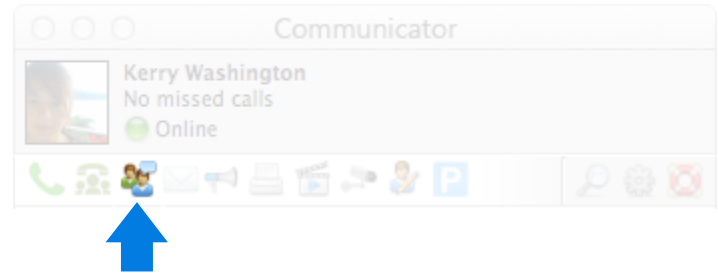
CHAT IN A GROUP

1. Open the Group Chat Module

- Click on the **Group Chat** Module icon to show the Group Chat Module.

2. Group Chat with Drag and Drop

- With your mouse, Left Click and Hold Left Click (Drag) on any contact from the contact list. Drag the selected contact from the Communicator list to the Group Chat Module area. Release Left Click (Drop) the contact and repeat this action to Drag and Drop more contacts into the Group Chat if needed.
- 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.

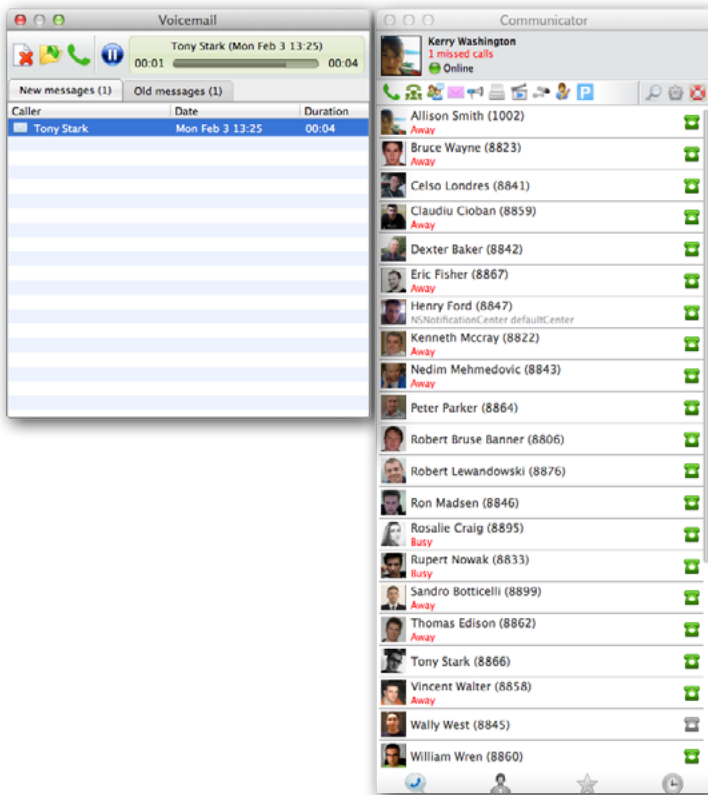
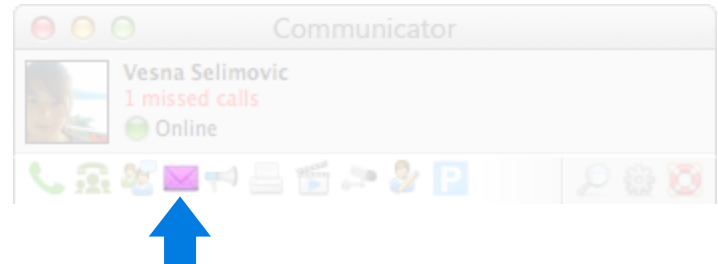
- Attachment sign is used to attach the Group Chat Module to the Communicator window.





- Group Chat Module area where a contact is shown after a Drag and Drop action.

- Click on **X** if you want a contact to be removed from the Chat Group.
- Click **Start** to start the Group Chat conversation.
- Click **Close** to close the Group Chat window and stop the Group Chat conversation.



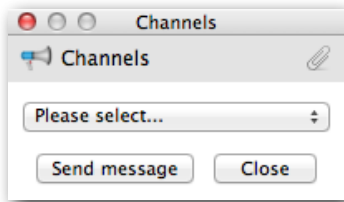
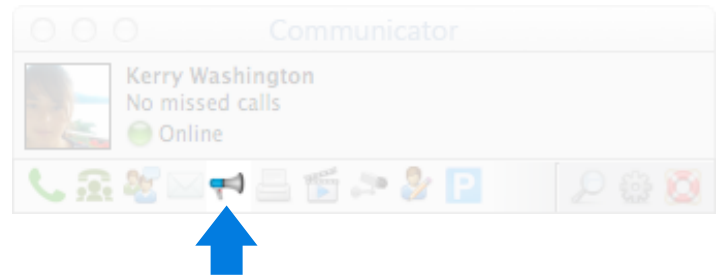
VOICEMAIL



- Select a Voicemail message and click  to delete it. (*Please note: Deleting a voicemail is permanent.*)
- Click  to move the selected voicemail message to the old messages directory.
- Click  to place a call to the contact who left the voicemail message.
- Click  to play a selected voicemail message.
- Click the **New messages (1)** tab to show new voicemail messages.
- Click the **Old messages (0)** tab to show old voicemail messages.



CHANNELS

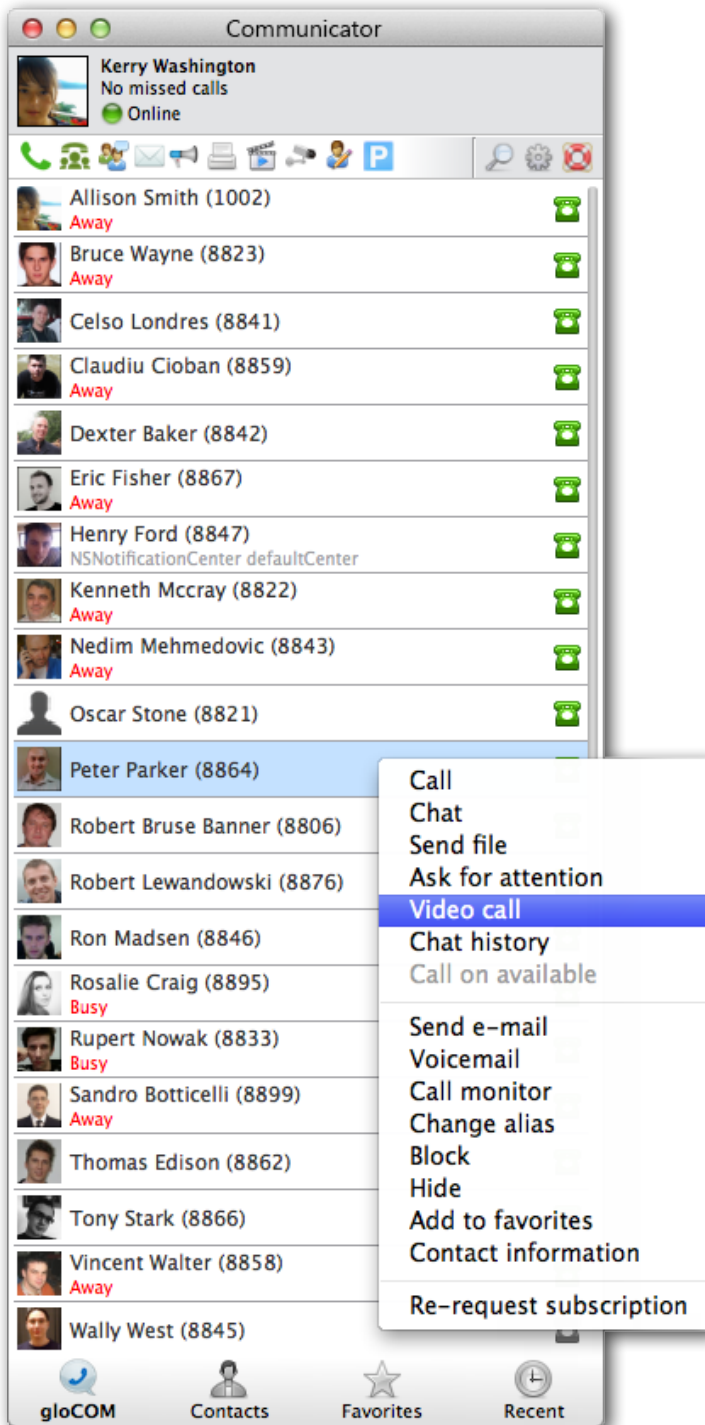


- Channels Module area where the name of the module is shown.
- Attachment sign is used to attach the Channels Module to the Communicator window.

- Click to choose a department to which the user wants to send a message.
- Click to open the Channels Message window.
- Click to close the Channels Module window and stop a Group Chat conversation.



PLACING VIDEO CALLS



In order to place a Video call, right-click on a Communicator contact and select **Video Call** from the menu.*

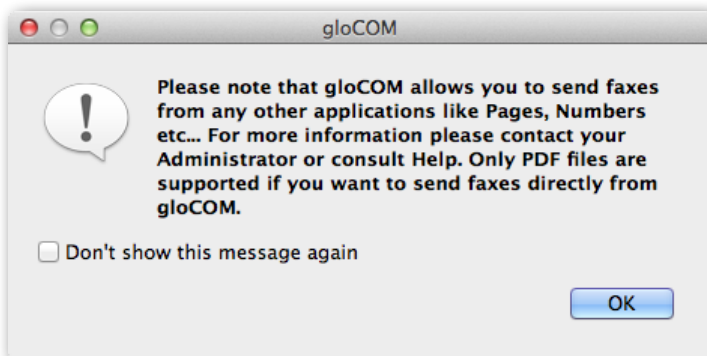
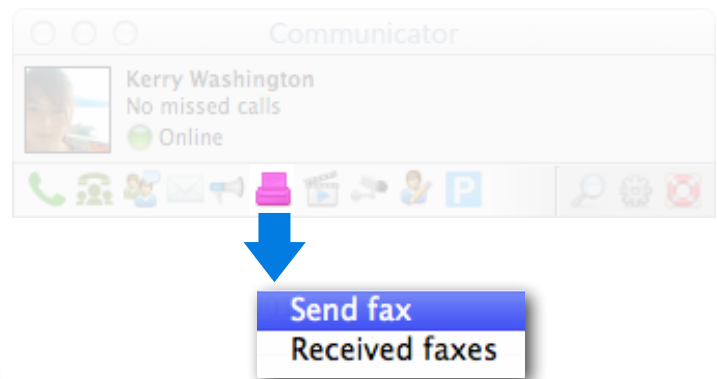
**Please Note: This option will only work if your Communicator is used as a softphone.*



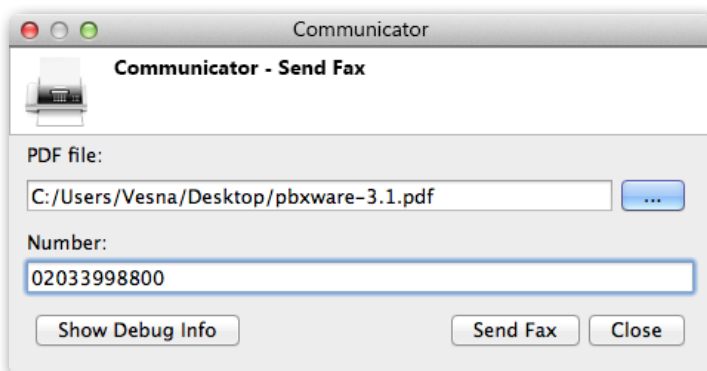
SENDING FAX

1. OUTGOING FAXES

- Click on the **Fax Module** icon and select **Send Fax** to open the **Fax Module**.



- Read the info message and click the **OK** button.



- Enter a path or browse for a PDF file you wish to send.
- Enter a phone number you want to send your fax to.



Show Debug Info button expands a Debug Info window below the Send Fax window.

Click **Send Fax** to send the fax, or click **Close** to close the Fax Module window.

Wait until Communicator finishes sending your fax.



2. INCOMING FAXES

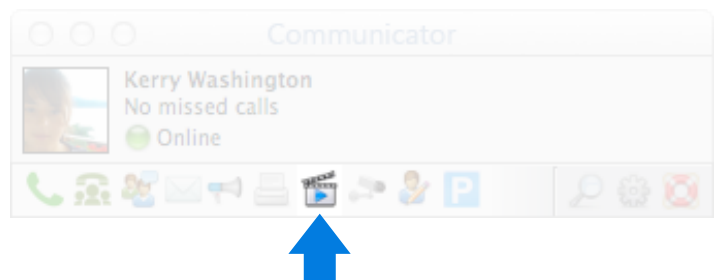
- Shows a list of all received and pending fax documents.
- Click  to **Refresh** the list of incoming faxes.
- Click  to **Download** a selected fax file to your hard drive.

To set up your Fax Printer consult our *Faxing guide PDF*.

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

VIDEO WINDOW

- Show or hide **Video** Window.
- Opens web cam preview window.



CAMERA

Surveillance Camera

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

ONLINE SELF CARE

Email

- The email address that has been assigned to your extension.
(ex. The provided email address is used as a user name for logging into Online Self Care)

Password/PIN

- Pin that has been assigned to your extension.
(ex. This field accepts extension PIN (e.g.1981))



QUICK LIST

Quick list buttons enables a quick overview of your Directory, Contacts, Favorites and Recent tabs.



Directory

- Displays a list of all your Communicator contacts.

Contacts

- Displays a list of all your saved and imported contacts.

Favorites

- Displays all your contacts that you marked as favorite.

Recent

- Displays log of all recent missed, received and dialed calls.

MENU

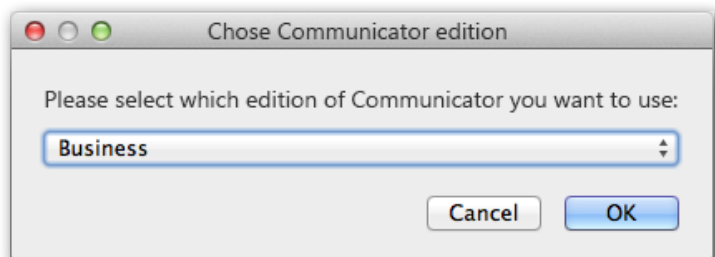
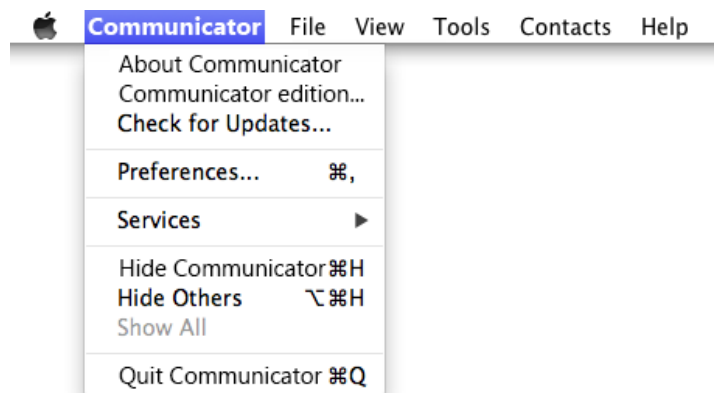
COMMUNICATOR MENU

About Communicator

- Information about current version of Communicator.

Communicator edition...

- Please choose (or change) your edition of Communicator according to licence.



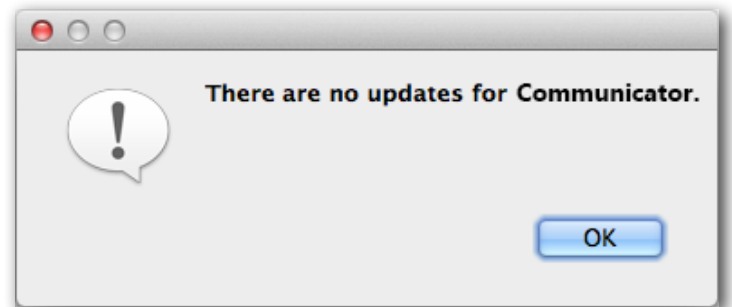
Communicator Edition



COMMUNICATOR MENU (CONTINUED)

Check for Updates...

- Check online for official product updates.
- If there are available updates, Communicator will apply them automatically. If your software is up to date, you will receive a message like the message shown on the right.



Check for Updates

Preferences

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

Services

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

Hide Communicator

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

Hide Others

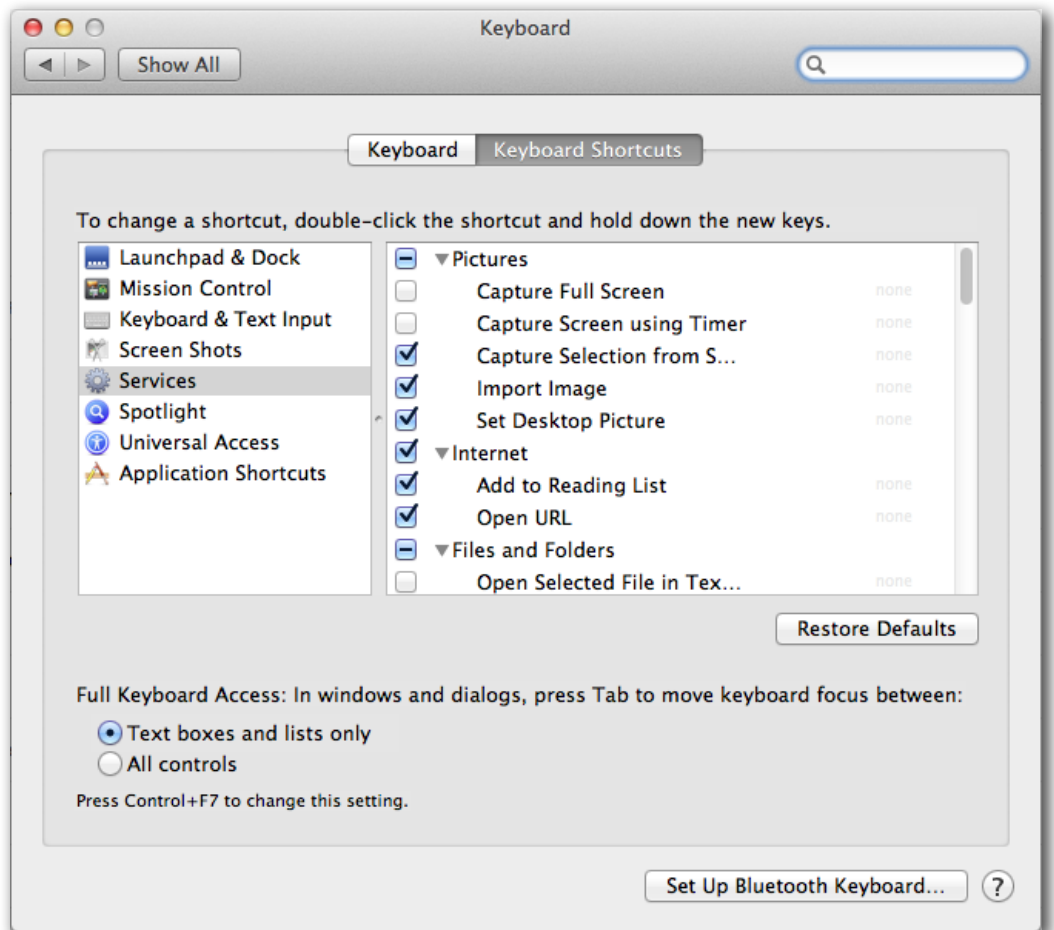
- Click on **Hide Others** to make all other visible applications disappear from your screen.

Show All

- Click on **Show All** to make all application windows visible on your screen.

Quit Communicator

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



Services



FILE MENU

Log Out

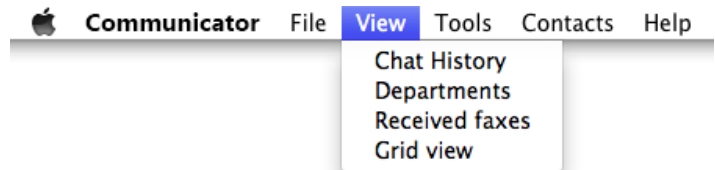
- Click on **Log Out** to log out from active connection(s).



VIEW MENU

CHAT HISTORY

Shows history of chat conversations with your contacts.



Users (field)

- List of all contacts that a user had a chat with.

Message (tab)

- Displays chat history per date.

Delete (button)

- Click on the **Delete** button to delete a selected chat conversation.

Delete All (button)

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

Search (tab)

- User can use Chat History Search feature to search a term in search history.

Search for (field)

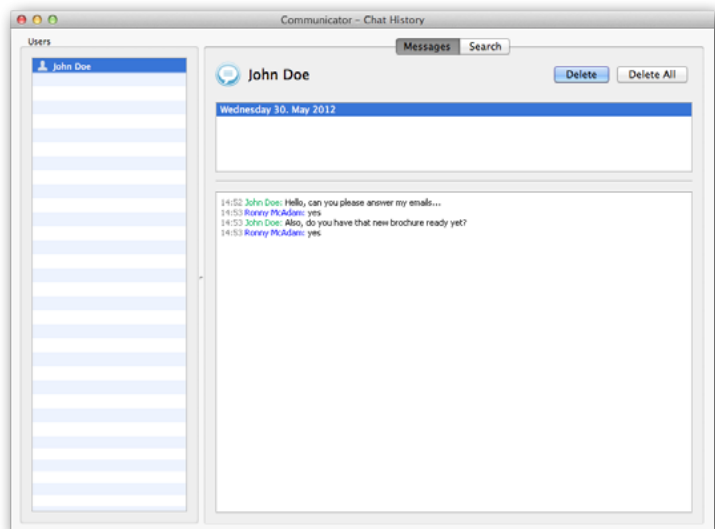
- Enter a term to be searched.

User (select box)

- Select one particular or all users from the list.

Date (select box)

- Chose any or a specific date for your search.

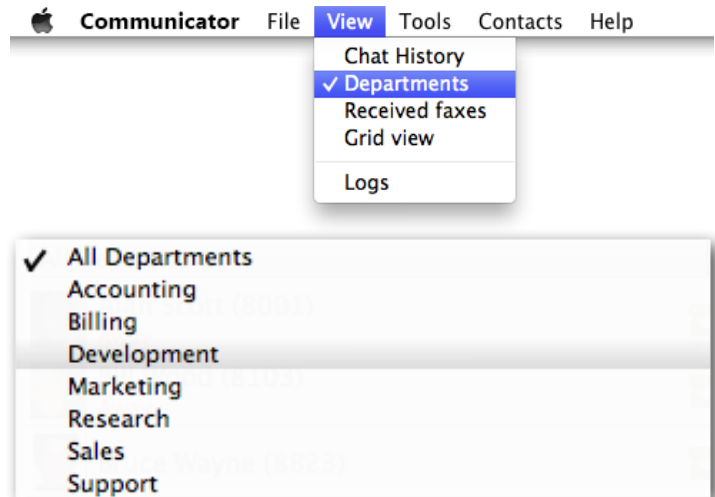


Chat History





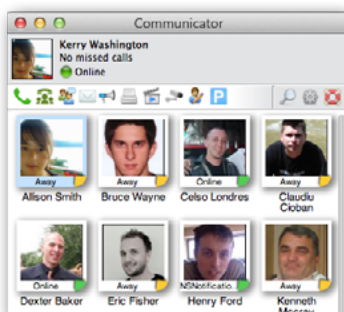
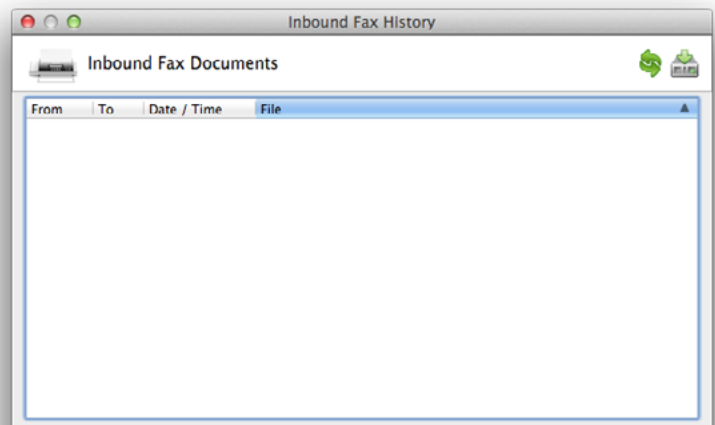
DEPARTMENTS

Shows a list of company departments at the bottom of the Communicator toolbar when enabled.



RECEIVED FAXES

- Click on **Received Faxes** to show list of received faxes.
- Click  to **Reload** the list of received faxes.
- From the list of received faxes, select one and click  to **Download** that fax in PDF format.



GRID VIEW

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



TOOLS MENU

Get web browser addons...

- Click on **Get web browser addons...** to add a browser addon. This allows a user to select and dial a phone number direct from the web page. Supported browsers: Internet Explorer, FireFox, Safari and Chrome.



CONTACTS MENU

Sort contacts by status

- Click to sort contacts according to status.

Sort contacts alphabetically

- Click to sort all contacts in alphabetical order.

Show only Online users

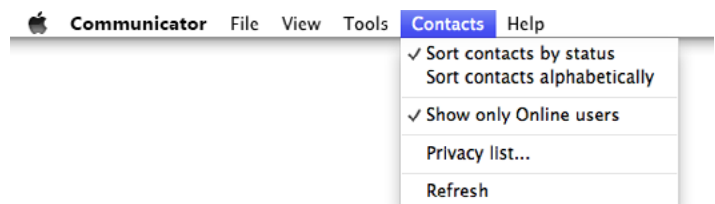
- Click to display only users that are online at the time.

Privacy List

- Click on Privacy List to view blocked and hidden users.

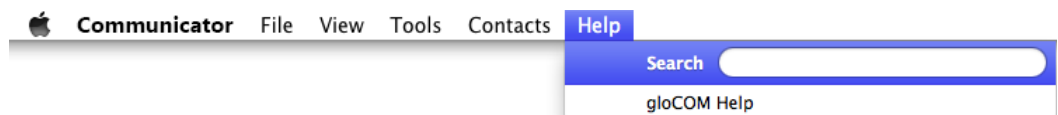
Refresh

- Click to refresh the contacts list.



COMMUNICATOR HELP MENU

- Redirect to our official website www.NthoNet.com
- Additional documentation and guides are available on our website at www.NthoNet.com. If you still have some questions, please feel free to contact our technical support department at support@nthonet.com.





PREFERENCES

GENERAL

1. Check for Updates Automatically

- Allows Communicator to check for latest updates automatically.
- Please note: User will be asked to download the latest software updates and update Communicator.*

2. Enable Logging

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

3. Launch Application at Startup

- If checked, this allows Communicator to startup automatically when your OS starts.

4. Language

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

Please Note: Application restart is required

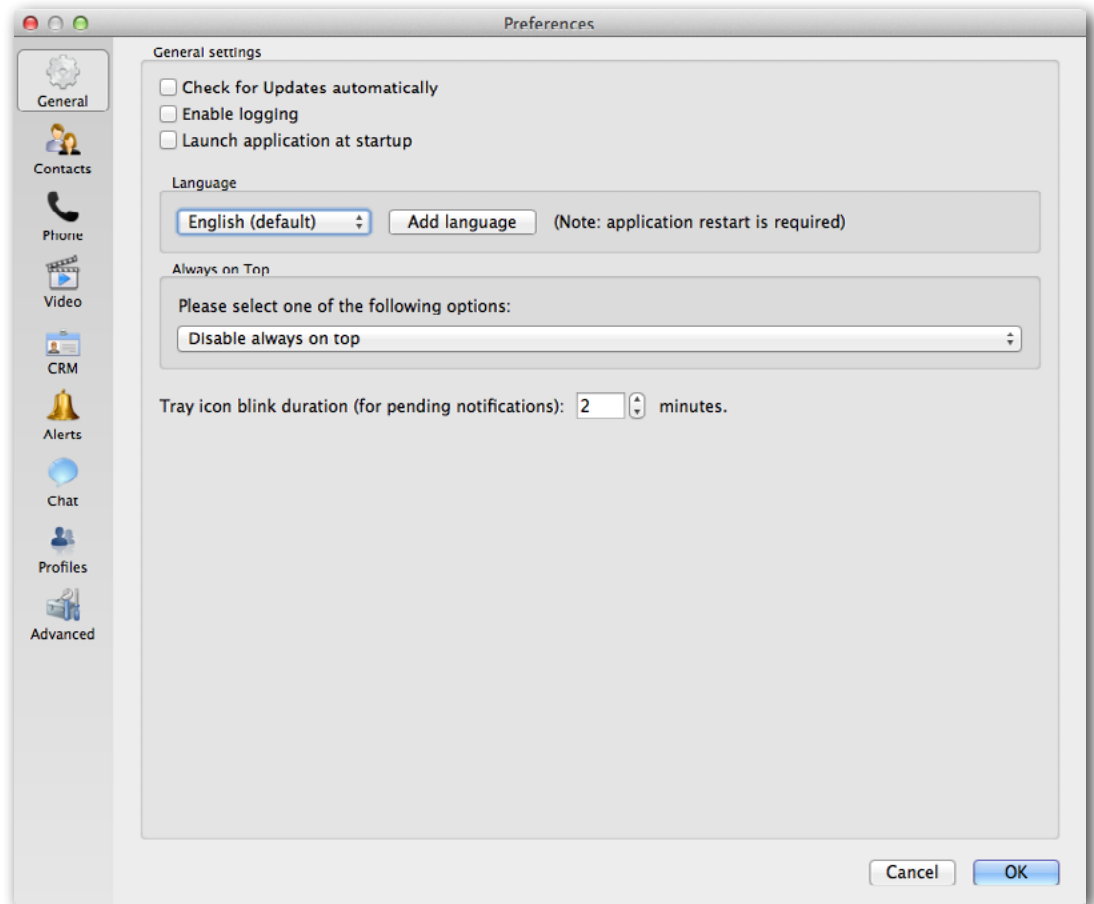
5. Always On Top

- Select one of the following options:
 - Disable Always On Top** - All other windows will be above the Communicator window.
 - Call Window Always On Top** - All other windows will be behind the Call window.
 - Call and Contacts Window Always On Top** - All other windows will be behind the Communicator and Call windows.

6. Tray Icon Blink Duration (for pending notifications)

- User can set for how long the icon notification will blink for pending and not reviewed Communicator notifications.

When you are done making changes, click **OK**. If you do not want to make any changes, click **Cancel**.





CONTACTS

USERS

DISPLAY SIZE

1. Select Display Size of Contacts

Please Note: This option applies for list view only.

GRID VIEW

1. Enable Grid View

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

2. Show Name

- Shows name of contacts.

3. Show Personal Message

- Shows status of contacts.

4. Online Users

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

—**Online on IM and Phone** - When this option is selected, a user will be considered as Online only if he/she is available for both Chat and Phone calls.

—**Online on IM or Phone** - When this option is selected, a user will be considered as Online only if he/she is available for either Chat or Phone calls.

—**Online on IM** - Shows only contacts who are logged in on Communicator.

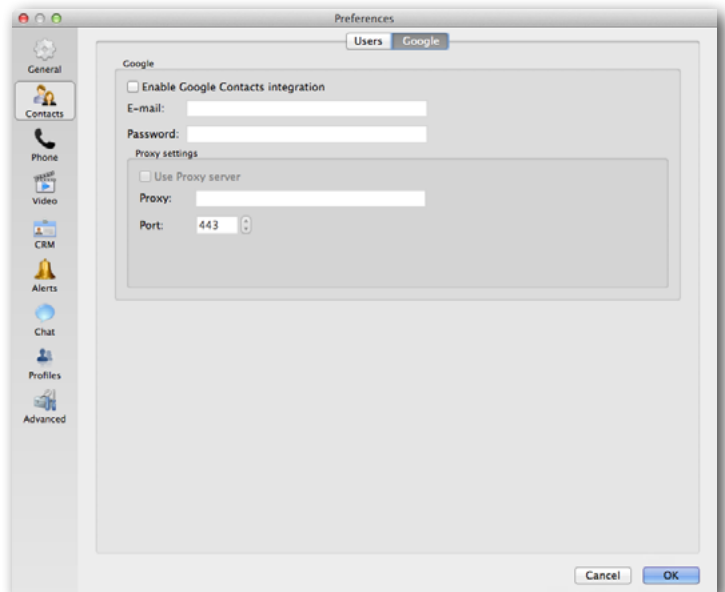
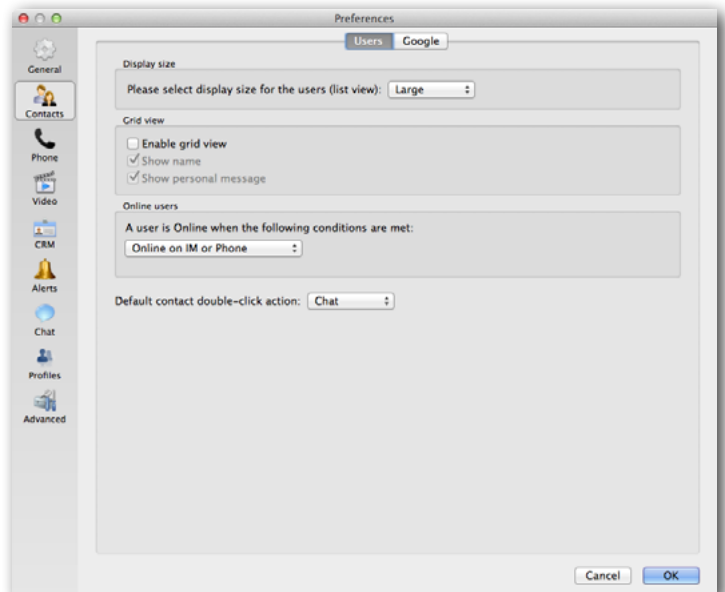
When this option is selected, a user will be considered as Online only if he/she is available for Chat.

—**Online on Phone** - Shows only contacts who are connected with their phone.

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

5. Default Contact Double-Click Action:

- When you choose the Chat option, double clicking a contact will open a window to chat with the selected contact.
- If you choose the Call option, double clicking a contact will call the contact you've chosen.





PHONE

GENERAL

1. Pause iTunes during the call

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

2. Hide Keypad After Call is Placed

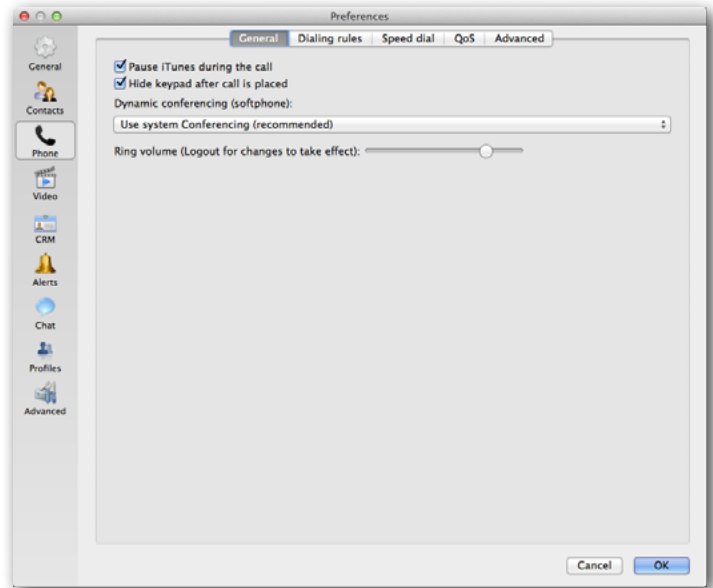
- When this option is checked, the dialpad will collapse once a call is placed.

3. Dynamic Conferencing (softphone)

- Use System Conferencing (recommended) - Used for mixing audio (DYNAMIC conference on Asterisk).
- Use 3-way conference call (SIP) - SIP client to make 2 calls on local computers.

4. Ring Volume

Please Note: You must Logout for changes to take effect.



AUDIO DEVICES

1. Input Device

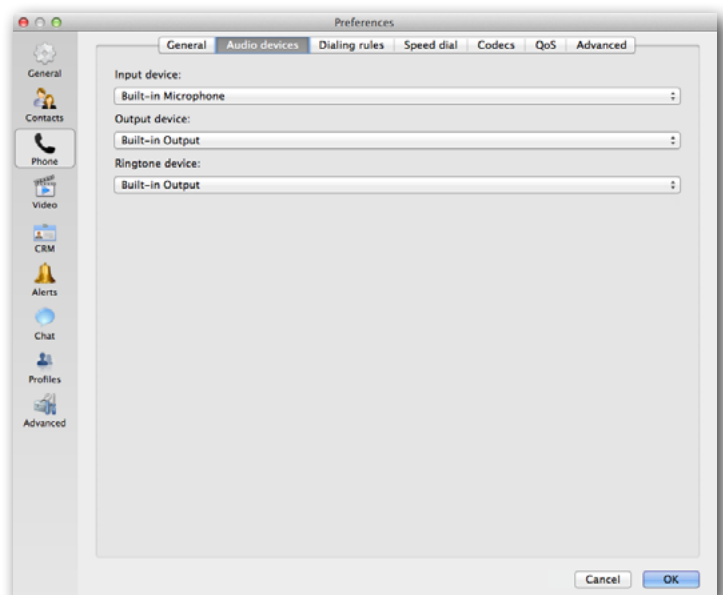
- Microphone devices

2. Output Device

- Headphones or other sound devices that can play sound.

3. Ringtone

- Separate audio device (but can be the same as the output), which allows you to not always be on headphones to hear when it rings.





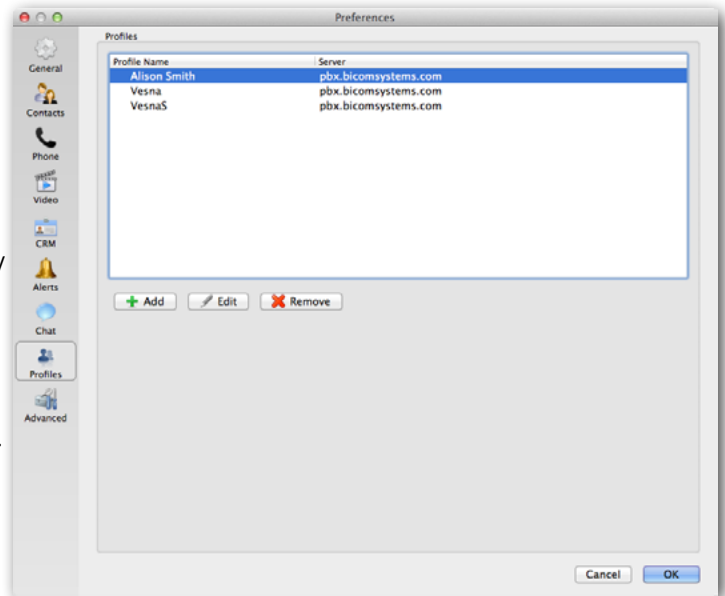
DIALING RULES

1. Dialing Rules

- Here you can set dialing rules for outbound calls.
- For example, if a user copies and pastes a phone number (from clip board), 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"/>

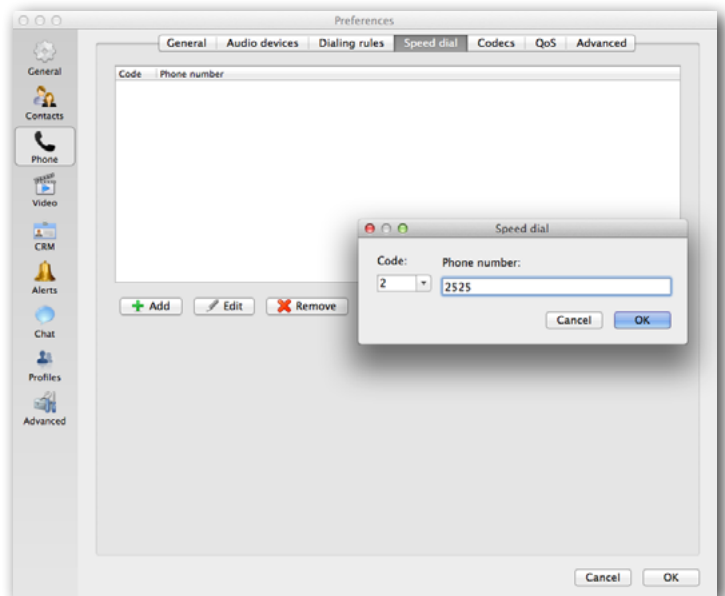
- Multiple rules can be defined.
- The **Add** and **Remove** buttons are used to add another dialing rule or to remove a selected rule from the list.
- Regular expressions can be used for the text that will be replaced.



SPEED DIAL

Added Speed Dial

- User can configure speed dial in Communicator. Allowed digits are in the range of 1-99. This is not to be confused with the Communicator speed dial. This is a local option saved on your computer where the Communicator application is running.

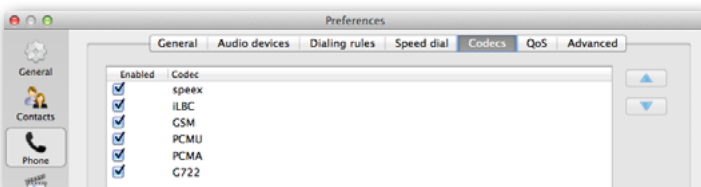


CODECS

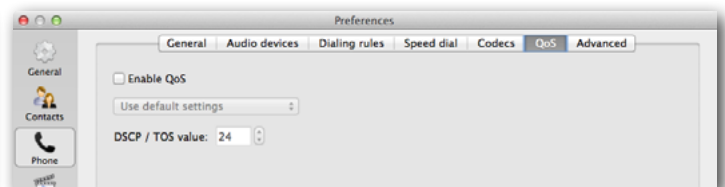
- List of included/excluded codecs. It can prioritize the codecs, the same is also true for video.

QOS

- Allows you to incorporate QoS.



Codecs



Qos



ADVANCED

1. Register Every

- Number of seconds Communicator will re-register your SIP softphone.

2. Local SIP Port

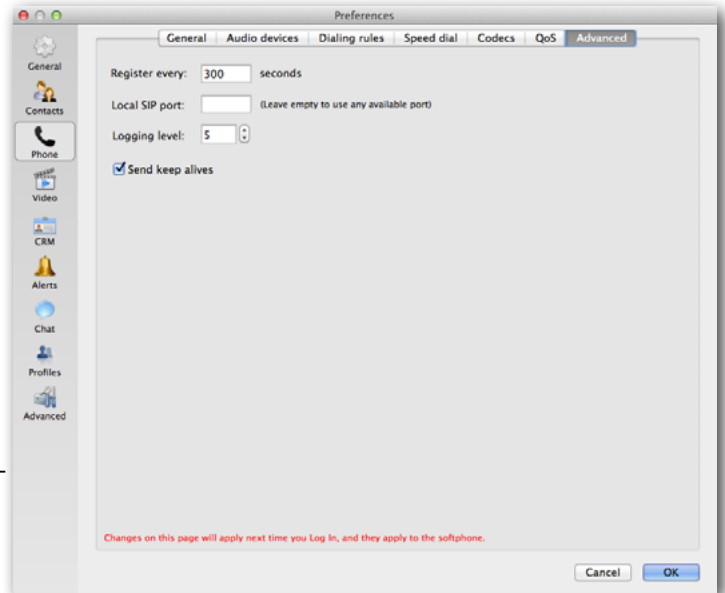
- Which port to bind on locally (on the PC). Leave empty to use any available port.

3. Logging Level

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

4. Send Keep Alives

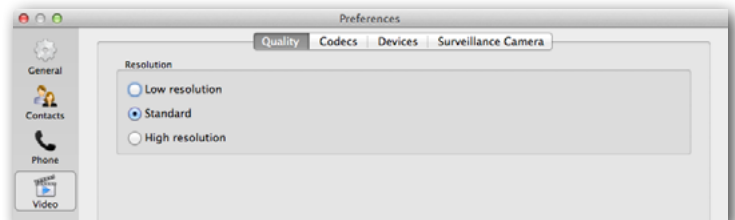
- Enable this option for Communicator to send SIP Keep-Alives to the server. Contact your system administrator for more information.



VIDEO

In order to make Video Calls, your Communicator must be set up as a soft phone.

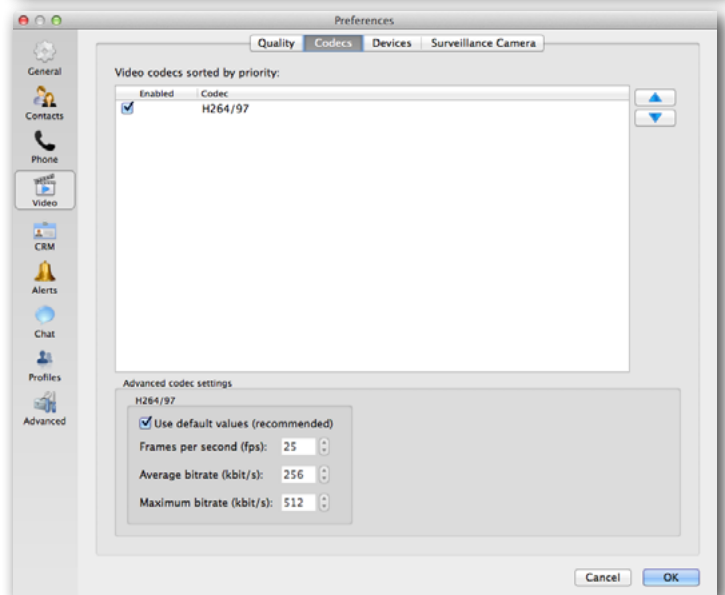
- Make sure your UAD in Profile -> General is set to Communicator



QUALITY

Resolution

- Here you can change the quality of your video. For example: In case your bandwidth is low or you are experiencing temporary networking issues, you are able to set the video quality to a **Low Resolution** to get better video performance.



CODECS

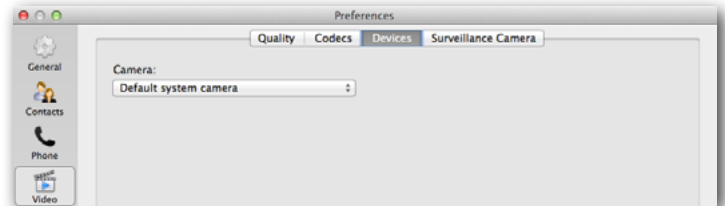
- List of included/excluded codecs. You can also prioritize the codecs.



DEVICES

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

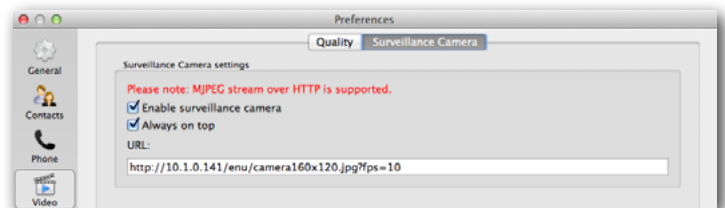
NOTE: Colorbar generator is used for testing video.



SURVEILLANCE CAMERA

Surveillance Camera settings

- Communicator enables you to watch your IP surveillance camera stream at all times by simply entering its URL. You can also turn on/off your surveillance camera or position it to be always on top by clicking on the check box. By using the **Always on Top** option, you will be able to see it at all times, without interrupting your work.

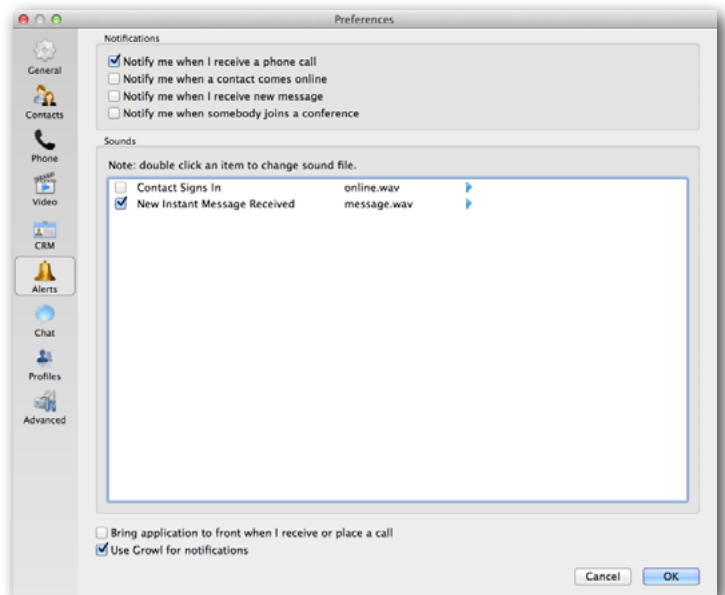


CRM

Customer relationship management (CRM) is a widely implemented model for managing a company's interactions with customers, clients, and sales prospects. It involves using technology to organize, automate, and synchronize business processes such as: sales activities, marketing, customer service, and technical support. Communicator offers implementation with your CRM system making it even more efficient!

For example, let's presume that you have a CRM with all of your customers information: names, phone numbers, addresses etc. set up to work with Communicator.

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





Users Can Choose to Open Customer Details as Follows:

- Inbound and/or outbound calls
- Call is received
- Call is placed
- Call is answered

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

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

ALERTS

1. Bring Application in 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.

2. Notifications

- User can decide when Communicator should send a notification.
 - 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

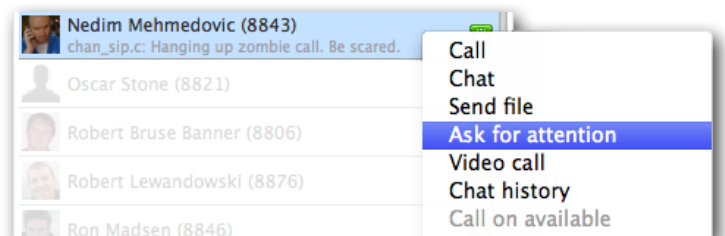
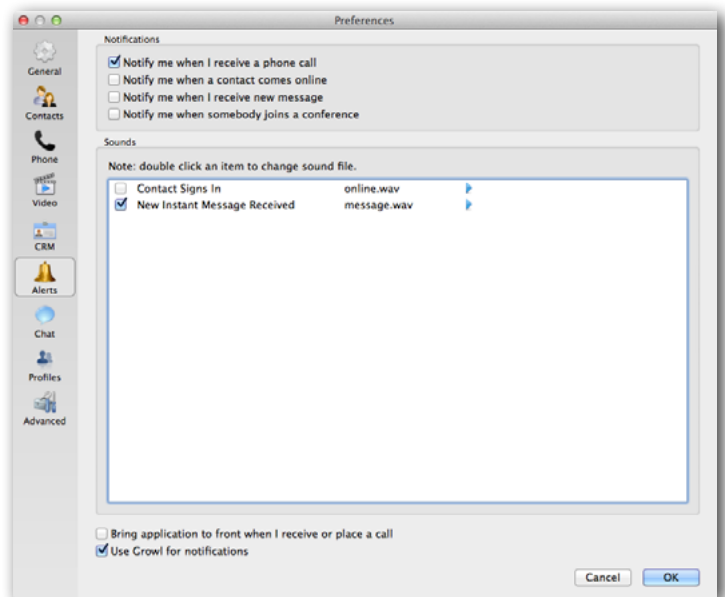
3. Sounds

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

- User can set Communicator to use a sound notification when:
 - A contact signs in.
 - A new instant message is received.

Added Nudge (Immediate Attention) Feature

- If a user needs immediate attention from another user, this feature does it.
- Right click on a contact and select **Ask for Attention**.





CHAT

1. Automatically Set Status to Away When I Am at Idle For:

- Use this option to decide after how long Communicator should start showing you as Away.
- This option is related to a user's activity/computer usage. If there is no activity on your computer after the number of minutes set, Communicator will show your status as Away.

2. Show Status Change Messages in Chat Window

- If checked, a message will be displayed in chat windows for contacts to see if a user goes away or is busy. While in a chat conversation with another contact, a message will be displayed in that chat window and that contact will be able to see the message. *Example: John Doe went away...*

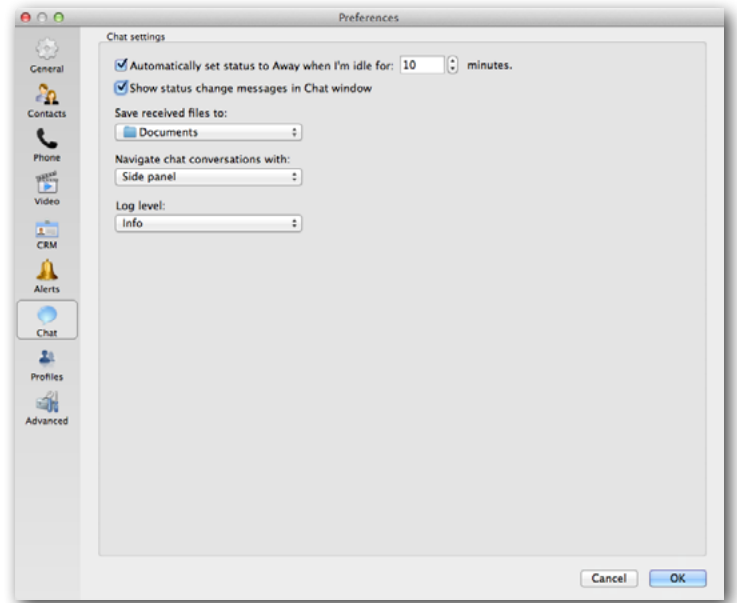
3. Save Received Files To:

- Documents
 - Other
- Specify location where Communicator will save received files.

4. Log Level

- Error
- Warning
- Info
- Debug

User can choose between different logging levels (verbosity).





PROFILES

1. Profiles

- Use the **Add** button to create a new profile, or use **Edit** and/or **Remove** for existing profiles.

2. Add a New Profile

- Click on the **Add** button and a pop up window will appear.
- Fill in all fields to properly configure Communicator.

3. Profile Name

- Enter any desired name (A-Z, 0-9).
Example: John Doe.

4. Server

- Server host name or IP address of the PBXware.
Example: voip.nthonet.com or 134.23.211.23

5. Extension

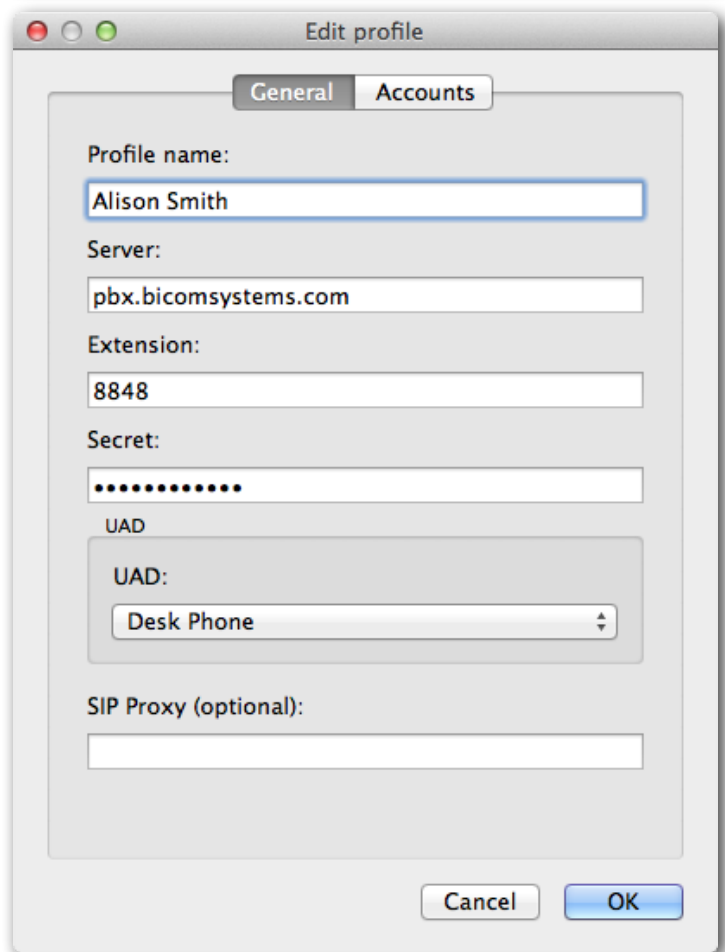
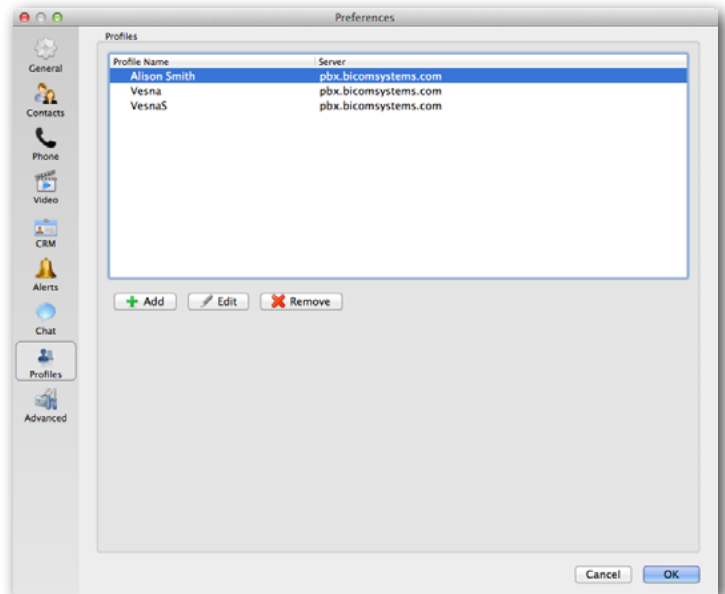
- Your phone's local extension.
Example: 1029.

6. Secret

- Or Password is the extension secret code that you need for authorization on Communicator.
Example: 93sU2e_2%

7. UAD

- Choose a Communicator User Agent Device that you will use.
 - Select **Communicator** if you will be using Communicator as a soft phone.
 - Select **Desk Phone** if you will be using Communicator in conjunction with a desk phone.
 - Select **Polycom** if you will be using Communicator in conjunction with a Polycom desk phone.
- Click the **OK** button to save the configuration and finish, or the **Cancel** button to exit the configuration without saving.





ADVANCED

POLYCOM

- Polycom listening port: Specifies the local port in which Communicator will listen for Polycom events.

