



**MASERGY**



USER GUIDE | CLOUD COMMUNICATIONS



**MASERGY**

# Communicator for Desktop R22.4 User Guide

Document Version 3.0  
January 2020



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## 1 About Communicator for Desktop

Communicator for Desktop is a native Windows or Mac client for Unified Communications, providing the following communication features:

- Instant Messaging and Presence
- Voice Calling (VoIP)
- Voice Calling (Desk phone)
- Video Calling
- Desktop Sharing
- Masergy UC Service Call Settings

## 2 Get Started

This section contains the essential information for getting started with Communicator. End users need to ensure they are using valid drivers for video (for example).

### 2.1 Installation

Masergy provides all the Communicator installers on the Masergy [Software and Downloads](#) webpage. Please download the clients to your local machine first before installing them.

#### Windows

- Double-click the installer executable and follow the installation instructions.
- Launch Communicator.

#### OS X

- Double-click the disk image.
- Copy the application into the Applications folder.
- Launch Communicator.

### 2.2 Sign In

When you first launch the application, you are prompted to sign in.

- Enter your Communicator Credentials for the user ID and password.
- {This is the same user ID and password you would use to log into the Personal Web Portal. Your user ID will be a 10 digit phone number and end in @masergy.com or @broadcore.com or your business email address}.
- Select whether you would like Communicator to remember your password.
- Select whether you would like Communicator to sign you in automatically on subsequent launches.
- Click **Sign In**.



You can also access *Help and Options* directly from the *Login* window.

**NOTE:** If you choose automatic sign-in, you are automatically signed in and taken to the *Main* window upon subsequent Communicator launches. Otherwise, you are presented with the *Sign In* screen when launching the application. In the *Main* window, your default tab when signing in depends on Masergy configuration; otherwise, Communicator remembers the tab you were on at sign out and opens that same tab at sign in.

The *Login* window offers the last used username, but the password shall be automatically filled in only if you have checked the **Save password** check box. If multiple people use the same machine, only the last password is entered as a security measure. If you change the username in the *Login* window through editing it, or using the drop-down list to pick another one, Communicator will not fill in the password; you are always expected to type it in. This also applies when re-selecting or re-entering the last used username.

After logging in, a pop-up dialog may appear informing you about emergency calls, and another about changing your location for emergency calls.

**NOTE:** It is possible to run several Communicator instances at the same time, but headphone connectors and Outlook integration may not work as expected.

## 2.3 Main Window

When you start Communicator for the first time, your *Contacts* list is empty. Use *the Search and Dial* field to find people and add them to your *Contacts* list. Contacts can also be added manually by clicking the **Add** button. Client windows can also be set to always use the Main window menu option. The dial pad is also integrated with the *Main* window.

Communicator uses tabs for new chat sessions. The *Search and Dial* field allows searching for contacts as well as making calls using phone numbers. The table that follows the images describes the key icons used in the *Main* and *Communications* windows.

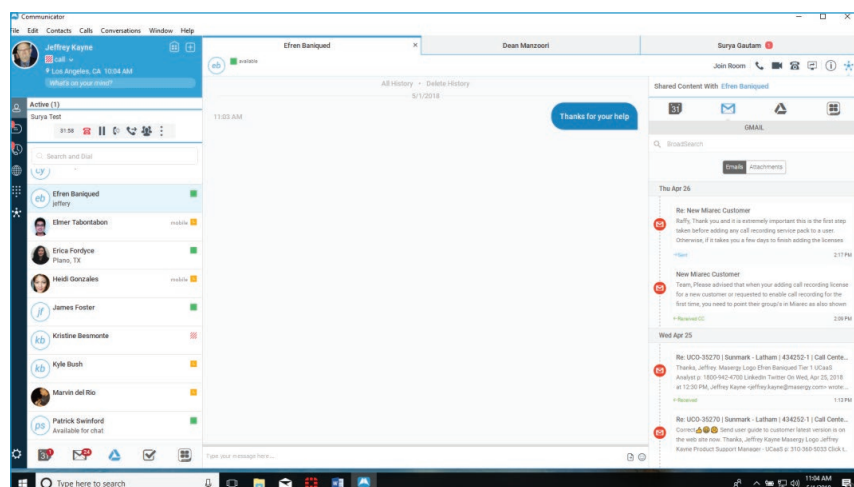



















Figure Communicator with Hub Main Window showing Tabs.



| Icon  | Usage   |
|---|---|
|    | <b>My Information</b> – View and update your information, for example, your presence, avatar, and location. |
|    | <b>Contacts</b> – View your contacts.   |
|    | <b>My Room</b> – This is your permanent communication room. Participants can dial in to your audio bridge.  |
|    | <b>Call History</b> – View previous calls.  |
|    | <b>Chat History</b> – View previous chats.  |
|    | <b>Full Enterprise Directory</b> – Show all contacts of the directory.                                      |
|    | <b>Dial Pad</b> – Make calls (it is integrated with the Main window).                                       |
|   | <b>Web Button</b> – Provides web content inside the Main window or browser.                                 |
|  | <b>Communicator Hub</b> – Provides micro-apps and contextual intelligence to chat tabs.                     |
|  | <b>Options</b> – Use for quick access to Options and Call Settings such as Call Forwarding.                 |
|  | <b>Chat</b> – Start an instant message conversation with a selected contact.                                |
|  | <b>Call</b> – Make an IP audio call to a selected contact.  |
|  | <b>Call from Phone</b> – Make a Click To Dial call from your desk phone (or secondary device).              |
|  | <b>Video Call</b> – Make a video call to a selected client (VoIP).  |
|  | <b>Share</b> – Share either the whole screen or an individual application.                                  |
|  | <b>Menu</b> – Open Communications options.  |
|  | <b>Add</b> – Add a contact, group, or conference.   |









## My Information

- Click the avatar to update your status or location and enter free text (native Desktop only).
- Double-click the avatar to upload a picture or use a right-click menu.
- Right-click the avatar to update your status (native Desktop only).

## Presence

You can set your presence to one status indicated in the following table.

| Icon  | What it means   |
|---|---|
|    | The green presence icon indicates that the user is online and ready for communication.  |
|    | The yellow presence icon indicates that the user is online but has been idle or away from their computer for more than ten minutes.   |
|    | The red presence icon indicates that the user is busy and does not want to be disturbed.  |
|   | The grey presence icon indicates that the user is offline and the only available contact method is calling or leaving a chat message.   |
|  | This icon indicates that the contact is busy on a call. This is an automated presence status.   |
|  | This icon indicates that the contact is busy in a meeting. This is an automated presence status. The <i>Busy – In Call</i> status overrides the <i>Busy – In Meeting</i> status so this one is only seen if there is a meeting but no call. |

Communicator can automatically update your presence to the following:

- *Busy – In Call*
- *Busy – In Meeting (Windows only)*
- *Available (desk phone)*
- *Available (mobile)*
- *Away on mobile*
- *Offline and busy in call*

## Location

Your location is automatically determined by your public IP address; however, you can manually set the text to appear for your location and time zone using the location dialog box.

## 2.4 Communications View

After starting communication with one or more contacts, a new tab is displayed for chat. The call window is also integrated with the *Main* window chat tab by default. You can separate a tab on to a different *Communications* window by dragging and dropping it outside of the *Main* window. From this view, you can perform the following actions:

- Escalate a chat to include audio, video, and desktop sharing
- End an audio or video call
- Open the dial pad
- Mute your microphone
- Adjust your speaker volume
- Place a call on hold
- Transfer a call
- Toggle between speaker and headset

If you are using several monitors, Communicator opens the *Communications* window as well as notifications on the same monitor as the *Main* window.

Communicator limits the number of active communications to spare resources. The limit is 20 active communications on Windows and on OS X. If the maximum is reached, the main window's top section warns user with the following message: *"The maximum amount of communication windows has been reached. Please close some to open new ones."*

If an incoming call is answered while this warning is shown, the client closes the chat session that has the longest time since its last activity.

## 2.5 Start Chat

Start a chat tab using one of the following methods:

- Double-click a contact from the *Contacts* list or search results.
- Right-click one or more contacts from the *Contacts* list or search results and click the **Chat** menu item.
- On the Chat *History* list, double-click a chat entry.
- In a *Communications* window, click the **Chat** button (this does not open a new tab).
- In the *Main* window, click the **Add** button and in the resulting tab click the **Chat** icon.

## 2.6 Send File

- In a one-to-one chat, transfer files by clicking the **Send File** button in the *Communications* window or use the "drag and drop" method so that they are moved to the *Communications* window.



## 2.7 Send Email

Right-click a contact from the *Contacts* list or search results and select the **Email** menu option. The contact must have an email address defined for this feature.

## 2.8 Make Audio or Video Call

Make an audio or video call using one of the following methods:

- Right-click one or more contacts from the *Contacts* list or search results and select the **Call**, **Call from Phone**, or **Video** menu item. The menu items depend on Masergy UC settings.
- Right-click one or more contacts from the *Contacts* list or search results and click the **Call**, **Call from Phone**, or **Video**. The menu items depend on Masergy UC settings.
- Enter a phone number in the *Search and Dial* field.
  - Press **ENTER** to start a VoIP call.
  - Click the **Call**, **Call from Phone**, or **Video** button.
- Open the dial pad, enter a phone number, and then click the **Call**, **Call from Phone**, or **Video** button.
- On the *Call History* list, double-click a call entry.
- In the *Communications* window, click the **Call**, **Call from Phone**, or **Video** button.
- When viewing a contact's profile, click the **Call**, **Call from Phone**, or **Video** button.

**NOTE:** If dialing a phone number that requires additional dual-tone multi-frequency (DTMF) tones (for example, a conference bridge), you can type the numbers on your keyboard while the *Communications* window has focus or open the dial pad in the *Communications* window.

## 2.9 Share Your Application or Desktop

Share your desktop or application by following these steps:

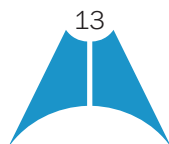
1. Click the **Start Sharing** button in the top of the *Communications* window (if share panel is not visible). The Share button is visible by default in My Room also. The share selector window opens.
2. Select the application to share or the entire screen of a particular display and click the **Start Sharing** button.

In addition, guest participants can also share their desktops which is enabled by Masergy.

**NOTE:** To enable MyRoom for desktop sharing, you must enter your Masergy audio conferencing bridge credentials in the *Options* ► *Advanced* ► *Credentials*. For more information, see [section 22 Options](#). You can participate in desktop sharing sessions by another user even without having your own sharing credentials.

## 2.10 Active Communications

Active communications appear at the top of the *Contacts* list in the *Main* window (native Desktop only). This area provides an easy view to see the people with whom you are communicating. By default, there is no separate call tab





but call is shown in the *Active Communications* area in the *Main* window (where the call can be fully controlled in the Desktop client). It reduces the number of Communications windows; however, a separate call window can still be opened using an *Active Communications* menu. The following is also available in this area:

- Double-click an active communication item to bring this *Communications* tab to focus if the call window is separately shown. If the call window is integrated, you can use a menu option to show it separately.
- See who has sent you a chat message, but only after you accept the chat session. Before the chat session is established, the chat items are not visible in active communications but a history badge is visible.
- End a call.
- Mute the microphone.
- Place a call on hold.
- Merge two calls or transfer by dragging and dropping calls onto each other.
- Transfer a call.
- Make conference calls.
- See call recordings.
- Park and retrieve calls.
- Set audio device to headset or speaker. For more information, see [section 22 Options](#).
- Call Pull

When you use these buttons you will have faster access to these Masergy UC services.

You can right-click the “More” icon of an active Communications item (icon with three dots) for additional options while a left-click offers additional call management options for this call as well as other options when available.

## 2.11 My Room

*My Room* is an always available and permanent room you can use to chat with anyone that joins.

If you assign a Masergy conference bridge to your profile in *Options* ► *Advanced* ► *Credentials*, then in your room, you and your attendees can click the **Call** or **Video** button to have Communicator automatically dial in to the conference and enter the appropriate entry codes. Note, Masergy has silent dialing enabled, then you cannot hear any DTMF tones when dialing into My Room (the call is made automatically).

If a conference bridge is not specified, you cannot initiate a call in your room.

You can invite others to your room by dragging and dropping them from the Contacts list into the *My Room* tab. You can also use the right-click menu on the *My Room* icon in the top-right corner of the *Main* window or the *My Room* information area to copy an invitation link for guest users (people without Communicator). They can then click the link and join the meeting through a Google Chrome web browser. Guest users must be separately accepted for each session.

Contacts join your room by right-clicking your name on their contact list and selecting *Join Room* or by an invitation you sent.







Email My Room Invitation menu results in working links for guest users only. Communicator users are recommended to use Copy My Room Invitation links; however, the links may not work in all applications as they were originally intended for Outlook.

You can also export the attendee list using the related participant menu available via the options icon (three dots).

In My Room calls, the owner can also see active speaker info with the Mute/Unmute icon. My Room can also be moderated, for more information on moderation, see [section 6.14 Moderator Controls](#).

### 2.11.1 Select Audio Devices

If you have multiple audio devices available for your microphone or speakers, select the preferred audio device before starting a call.

#### Windows

1. On the **Main** window title bar, select **File**.
2. Select **Options**.
3. Select **Audio/Video**.
4. Set a playback device (speakers).
5. Set a recording device (microphone).
6. Click **OK**.

#### OS X

1. Select **Communicator** from the main menu.
2. Select **Options**.
3. Select **Audio/Video**.
4. Set a playback device (speakers).
5. Set a recording device (microphone).
6. Click **OK**.

If “Use default” is selected, then Communicator uses the default device set in the operating system preferences. For Windows, if “Default Communication Device” is defined, it is selected over the “Default Device”. If you are using headsets, you can also select a separate device than the headset for alerting incoming calls.

**NOTE:** On OS X it is recommended to disable “Use ambient noise reduction” in *System Options* to reduce echo.



### 3 Contacts

Contacts are the people with whom you communicate and, in most cases; you see their presence and share your presence with them. There are three types of contacts:

- **Contacts** – Actual people with whom you communicate.
- **Conferences** – Audio or video conference bridges that you use to communicate with others. Silent dialing into the bridge also applies to these contacts which is enabled by Masergy UC services. Conference contacts are regular contacts and are added just like regular contacts.
- **Groups** – Containers of contacts and/or conferences.

There is no hard coded limit on the number of contacts. The more contacts are added the more memory and processing is needed. The more contacts are added, the more difficult it is to find people without searching. Live search can be used instead of a very large local contact list while keeping memory and processing requirements to a minimum.

#### 3.1 Add

When you sign in for the first time, there are no contacts on your contact list. Add a new contact at any time by selecting the **Add Contact** item from the menu or choose the **Add** button from the Main window (+ icon). In the resulting tab, you can select to add a contact, group, or other items.

In the **Add Contact** tab, enter the contact's information and then click **Save**. By default, your presence information is always shared with a new contact if an Extensible Messaging and Presence Protocol (XMPP) address is provided.

When receiving a buddy request, there are two buttons for accepting and rejecting the request. Dismissing the buddy request window only ignores the request for the duration of the login session. It reappears after the next login.

However, you can always share your presence information later by selecting **Subscribe** on the right-click menu for a specific contact in the contact / directory list. Note that the contact must accept your subscription request for you to establish the presence relationship successfully.

The newly added contact appears on your contact list.

Add a conference contact by clicking the same button you did for **Add Contact**. A conference contact is a special contact used for conference bridges to avoid remembering PIN codes and conference number, for example, recurring conferences. Just create a contact for the weekly conference, add a conference bridge number and PIN, and join the conference just by right-clicking the contact or choosing it and clicking the **Call** button.

Choose the **Add Group** menu option to add a new group to the contact list.

Contact card telephone number fields can also have work, mobile, extension, personal, and conference bridge.

#### 3.2 Edit

Edit a contact by selecting the contact first. After you select the contact, right-click anywhere in the area of the selected contact and a menu of options appears which allows you to either view or edit the contact profile. In **View** mode, click the **Edit** button to go to **Edit** mode. This base principle is the same for normal contacts, conference



contacts, and groups. Note that depending on Masergy UC settings all or no contact card fields may be editable. Depending on your Masergy UC settings, you may also see a button for synchronizing the contact card with the Telephony Directory or the synchronization may take place automatically (native Desktop only). When the manual synchronization button (cloud icon) is visible, there is no automated syncing of the contact card details with server information. To synchronize the contact card data, click on the cloud icon.

- **Unsubscribe** removes the presence relationship between you and that contact. This means you do not see the contact's presence information and your contact does not see yours. To re-establish the presence relationship, select **Subscribe**. An unsubscribed contact remains on the contact list and is always shown without an icon. Any contact that is not presence-enabled is shown in the same way.
- **Delete** contact removes the contact from your contact list.
- **View Profile** opens the *Contact Information* dialog box where you can add, edit, or remove information. This works for both normal and conference contacts.
- For groups, choose the **Edit** menu option to rename a group. Once done with all the changes, click the **Save** button.

### 3.3 Filters

You can filter contacts in two ways:

- Use the **filter** field to search by contact name. The contact list is filtered in real time as you type.
- Alternatively, use the filter menus available by right-clicking the **Contacts** icon in the left pane to display only specific types of contacts such as online contacts (native Desktop only). You can also sort contacts based on first or last name or choose whether to display the contact's avatar and availability status in the contact list.

Favorite filtering works slightly differently:

- When you make a contact your favorite, the favorite group shows on top of the contact list and cannot be hidden.
- When you delete all your favorite contacts, the favorite group does not show anywhere.
- When you have even one favorite marked, you see the group.












## 4 Presence

For each contact you have subscribed to, you can see their presence. Similarly, your contacts can see your presence on their contact list.

Presence means that your friends are able to see whether you are available to communicate, for example, "I'm busy" or "I'm available".





| Icon  | What it means   |
|---|---|
|    | The green presence icon indicates that the user is online and ready for communication.  |
|    | The yellow presence icon indicates that the user is online but has been idle or away from their computer for more than ten minutes.   |
|    | The red presence icon indicates that the user is busy and does not want to be disturbed.  |
|    | The grey presence icon indicates that the user is offline and the only available contact method is calling or chatting.   |
|    | The question mark indicates that a subscription is pending and the contact has not yet approved sharing their presence.   |
|    | This icon indicates that the contact is busy due to a call. This is an automated presence status.   |
|    | This icon indicates that the contact is busy due to a meeting. This is an automated presence status. The Busy – In Call status overrides the Busy – In Meeting status so this one is only seen if there is a meeting but no call. |
|  | This icon indicates that the contact is only available on mobile Communicator.  |
|  | This icon indicates that the contact is only available on a compatible desktop phone, and not Communicator.   |
|  | This icon indicates that only the mobile client is online and in the away status.   |
|  | This icon indicates that the user is in a call but is not logged in to XMPP (presence and chat).  |

The avatar in this version is not completely in real time. The avatars are retrieved at login, when the contact is added, and when the contact comes online. Double-click the avatar to change your avatar. A File Explorer view opens.

If you see an error message at the top of the Main window “XMPP Unavailable”, it means that the XMPP connectivity has been lost for chat and presence; however, you can still make calls. You should contact Masergy support if the error message lasts for 5 minutes or longer.

Outlook calendar will automatically change your presence to **Busy – In Meeting** by enabling the Communicator Outlook Add-in when you first install the client. (Not available for Communicator Skype for Business users)

The presence update is only triggered by appointments and meetings that are in the Show me as busy state.

The XMPP address of a contact cannot be changed. Instead, you must delete the old contact and create a new one.

Location in presence is done based on the IP address that the machine is using on Windows. The IP address is mapped to a physical location. You will be prompted to accept location usage. Change the location manually by



clicking the avatar (if presence controls are not already expanded) and then the location icon to go to the manual location and change the view.

Snapshot of presence status is also available in search results and Communications window for contacts who are not buddies. This presence status is not updated after the search is done or after the communication session is set up.

## 5 Chat

### 5.1 Chat View

When you initiate a chat, the *Chat* tab inside the *Main* window opens. Chatting with a contact is possible only when you are both online. If your contact initiates a chat, you see a pop-up notification in the bottom right-hand corner of the screen. If you close the *Chat* tab and open it again, sent chat messages are shown in the tab as chat history. Masergy UC enables a typing notification is also shown.

When the chat opens, you see the contact's information at the top of the screen.

At the top of the message area, there are four links: Yesterday, Last week, Last month, and All history. From these links, you can load history from your local storage and different timeframes. Depending on your history, some links may not be visible if there is no data to show. You can delete the history using the drop-down menu.

In the text field, you can add a smiley emoticon. Smiley emoticons can also be added by manually entering the corresponding characters that represent that particular emoticon. You can send text by pressing **ENTER**.

The full set of Emojis is also supported and they are rendered as ordinary emoticons when received. Spell checking is also supported and can be disabled in Options. The implementation of Emojis is different from earlier releases of Communicator prior to R 22.4 and later so sending Emojis between different releases may not fully work. For troubleshooting tips, see [section 30 Troubleshooting](#).

To enter a line break in the *text* field, you can use the following key commands:

- CTRL+ENTER (command+enter on Mac)
- SHIFT+ENTER
- ALT+ENTER

Use either one of the short commands, CTRL+C or CTRL+V, or right-click the selection for a menu to copy or paste the text to or from the Chat tab.

It is also possible to chat with users in other domains. Masergy also supports Google federation. Group chat is not supported in Google federation, so the group chat option with these contacts is shown in grey.

All sent and received chats are stored locally in the chat history and an optional message history feature provides multi-device enhancements so that messages sent or received in other own devices would also be shown.

Depending on your Masergy UC settings, older chat messages may be automatically deleted. In this case, the history links in the top area of the Chat view are automatically adjusted.



## 5.2 File Transfer

File transfer functionality is only accessible through the Chat tab.

1. To open the *File Selection* dialog box, click the **Send File** button located to the side of the text field.
2. From the dialog, select the file to be sent, and then click **Open**. You can also drag and drop a file into the *Chat* tab.
3. Once the file offer is issued and during its transfer, you can cancel the transfer (at any time) by clicking **Cancel**.
4. Accept an incoming file transfer by clicking the **Accept** button.
5. Reject the file transfer offer by clicking the **Decline** button.
6. After the file transfer has completed, the received files can be opened or viewed in the file manager by using the *File received*, *click to open*, and *Show in folder* links.

In error situations, partially received files are not deleted automatically.

## 5.3 Group Chat

Start a group chat by “multi-selecting” and right-clicking the Main window contact list. More people can be added later to the chat by “drag and drop”. Only the owner can add more participants. Depending on your Masergy UC settings, the right-click menu items may differ. Newer group chat deployments only have the My Room right-click menu item available for calls.

A group chat works the same way as a one-to-one chat in a tabbed view. All messages from anyone are sent to everyone else. All contacts need to be online to be able to participate in a group chat. You cannot invite an offline contact or a contact that is not on a device that supports group chat. This does not affect the group chat in any way.

A group chat history is saved both in My Room and in ad hoc chat rooms and is available to view later in the *Messages* tab of the *Main* window.

In the *text* field, the contacts’ names appear in different colors to easily distinguish between who is writing.

Only the newest chat room messages are stored on the server. One-to-one chat messages are only saved locally. When the optional *Message History* feature which is enabled by Masergy provider, messages sent from your other devices are also shown.

Deleting a chat room is not supported.

Chat rooms can be moderated by the owner. Use the right-click menu options to remove a participant from your chat room. If needed, the removed participant can join later. The removal also applies to desktop share sessions.

Typing notifications are not supported in group chats.





Support for receiving group messages sent from Masergy Connect with Communicator Release 22.4.0, and added support for initiating Connect group messaging sessions. New Connect group message threads are created using the **New** button (+ icon in the Main window) and in the opened view selecting chat discussion participants and then sending at least one message to the selected participants.





## 6 Audio and Video Calls

The following table describes additional Communications window icons and explains what you can do with them, for voice and video calls.

| Icon  | What you can do   |
|---|---|
|  | Add or remove video from the call.  |
|  | Mute your microphone by clicking the mute icon.   |
|  | Put the call on hold. Note that if you hold the call, the other party cannot “unhold”. This freezes a video call to the last frame of the video feed. In both voice and video calls, this is communicated to all parties by a notification appearing in the middle of the screen. |
|  | Use this icon to access the <i>Call Options</i> menu. In the <i>Call Options</i> menu, you can find different actions to use for a call depending on your Masergy UC settings.  |

In the *Options* menu, there are the following options:

- Transfer a call to *a third party*.
- Put the call on hold. Note that if you hold the call, the other party cannot “unhold”. This freezes a video call to the last frame of the video feed. In both voice and video calls, this is communicated to all parties by a notification appearing in the middle of the screen.
- Adjust the volume bar to adjust the volume. Dragging it all the way to the left mutes your speakers.
- Enter additional digits using the dial pad at any time during the call (for example, to insert a conference number). The dial pad is not movable.
- Toggle between the audio headset and speakers.
- Add participants to the call.

As an alternative, in general available Feature Access Codes (FACs) for call management work during calls, for instance \*55 for direct transfer to voice mail, but the ongoing call must be put on hold and a new call must be made to the FAC “number”. Using DTMF for the same purpose does not work.

When establishing a call to a contact, you can choose several ways to call. Right-click the contact you want to call and select the *Call* menu item. You can choose the number to call from a right-click menu. There can be several phone numbers available in the menu. The work phone is the default and top most number is followed by mobile and other numbers. This also applies to the transfer and conference windows. However, in certain cases, the transfer/conference default number can differ from other call options in other menus.

The default call type can also be selected using accessibility menus (*Calls → Dialing* service). This controls the default call type when using call buttons.

Dial a number in the combined Search and Dial field to make a call (native Desktop only). Once you type your numbers, Communicator searches for contacts on both the local contact list and the enterprise directory.



You can also call circuit-switched network numbers such as Global System for Mobile Communications (GSM); however, the Masergy UC network you are using; there is no technical limitation.

Choose your video size from the *Options* and the *Audio/Video* section. Your selection is used by default for future video calls. The available sizes are automatically presented based on your camera. It is highly recommended to use the lowest video setting to save on bandwidth.

You cannot have two simultaneous calls with the same person.

Communicator does not add video to an audio call without end-user consent. This also applies to blind video call transfer cases where audio-only music on hold is used; this may result in the transferred call being reduced to audio.

**NOTE:** There is sleep prevention during calls.

## 6.1 Call From Computer

Select a contact from your contact list to start communication and click the desired communication button. To communicate with someone who is not on your contact list, type a phone number in the *Search and Dial* field at the top of Communicator window (search or communicate).

## 6.2 Call From Phone

The second option to communicate in the row of communication buttons is the **Call from Phone**. When you click this button, the desk phone instantly starts ringing and the call is established from your desk phone. This depends on your Masergy UC configuration as other devices may also ring.

For remote calls initiated using Communicator, you can also have mid-call controls such as hold/resume, transfer, and add participant.

Automatic *Busy – In Call* presence also works with the Call from Phone feature. Depending on your Masergy UC settings, it is also possible to control calls initiated without Communicator in the *Active Communications* view. The same mid-call controls are also available in this case. In case of an incoming call, the actual answering action must happen with the other device.

## 6.3 Answer Call

When someone is calling you, you see a pop-up notification on your screen. You can choose to answer, silence the incoming call, and then open a chat session with the caller, reject the call, or silence the incoming call by closing the pop-up notification window. If you silence the call, the ringtone is silenced but the caller does not see anything on their end. You can answer or reject the call after silencing it only if you have chosen the chat option.

If you close the incoming call pop-up notification to silence an incoming call, then you do not have an option to answer or reject it any more. When choosing the chat option, chat is only enabled after the call has been answered or rejected.

If you reject the call, it causes the line to sound busy at the caller's end and they know that you rejected the call.

When someone is calling you with a video, you see the same pop-up notification; however, the options are answer



with video, answer as voice only, silence and chat, reject, or silence (by closing the pop-up window). If you decide to answer as voice only, the call is voice only.

## 6.4 Contact Name Lookup for Incoming Calls

Communicator performs a local contact search for incoming calls. If the number matches one of the contacts on the Communicator contact list, the name is shown on the incoming call screen along with the alert. Both the display name and phone number are shown when available.

If there is no match to a local contact, Communicator looks for a match in the Telephony Directory and other available directories, and if a match is found, the available information is shown for the incoming call. If there is no match in the Telephony Directory, the display name is taken from the available information in the incoming call.

Whenever you retrieve your call logs/history, Communicator does a lookup in the local contacts and populates the name if a match is found.

## 6.5 Missed Call or Communication

When you have one or more missed calls or other types of communications, there is a notification on the left-hand side of the navigation pane in the Main window. Clicking the icon takes you to the missed communication in *the Communications History* view.

## 6.6 Full Screen in Video Call

Full screen mode can be activated by clicking the **Full Screen** button or by double-clicking anywhere on a video.

Exiting full screen mode is done by pressing the **Esc** key (on both Windows and OS X) or by double-clicking the window. Exiting full screen makes the video call go back to its original state (even if there was resizing of the window previously before going full screen).

In a full-size window, you can see a similar *Options* menu at the top. It has the same functionality as it does in the normal view. When you move the mouse, the top bar and lower communication buttons appear on top of the video.

## 6.7 Multiparty Sessions

You can have many participants in a call, either in a *My Room* or in an ad hoc multiparty call (native Desktop only). Add more participants by dragging and dropping them on to the *Communications* window or by selecting the Conference menu item via the *Communications* window menu button. By choosing the menu item, you can also add participants with just a telephone number. In this current Release 22.4.x, ad hoc multiparty calling is slightly different in that each call party must be separately merged onto the call to be able to terminate failing calls to, for example, voice mail.

In contrast to using *My Room*, which uses your permanent chat and collaboration rooms and conference bridge, you can start ad hoc multiparty sessions by either selecting multiple contacts on the contact list and starting a chat, by calling them, or by expanding a one-to-one session into a multiparty session by dragging and dropping a contact into the *Communications* window. In an ad hoc session, the room used is a temporary one that is deleted once



the session ends (that is, when the last participant leaves). Voice conferencing does not use a bridge but instead uses the Masergy UC N-Way Calling supplementary service in a sequential fashion. Communicator dials out to all participants and takes everyone off hold after the last attendee answers.

If the XMPP service is not available, then ad hoc multiparty calls are not available.

## 6.8 Call Waiting

You can have one active call at any one time if you receive a new incoming call and accept it. The existing call is put on hold and you can change between these two calls by using the **Hold** and **Unhold** buttons.

## 6.9 Call Transfer

Blind call transfer is available in the *Communications* window; choose the Transfer Call menu item to transfer the call to someone else (native Desktop only). Attended call transfer is also available in the same window, first call someone to check if the called party can take the incoming call and then transfer the incoming call to the desired called party. You can also search for the transferred-to party.

## 6.10 Message Waiting Indication and Visual Voice Mail (Preview)

Depending on your Masergy UC settings, you can have either Visual Voice Mail (preview feature), Message Waiting Indication (MWI) view in your client, or both.

The MWI service allows you to receive a notification for a waiting voice mail. By clicking on the message icon in the upper part of the Main window, Communicator calls the predefined mailbox number to allow the user to listen to the voice mail or view the video mail. With this view, you only have two history buttons on the left menu pane: one for chats and another for calls.

It is also possible to call voice mail from the dialer by long pressing the “1” icon in the dialer.

Masergy UC provides visual voice mail in the call history button, the first tab is for calls and the second tab is available, showing visual voice mails. Click on individual mails to listen to them. Video mail is supported as a preview feature. The current design is that listening to the visual voice mail or marking it as read decreases the unread messages badge while just doing a single click does not.

Missed calls and voice mails are indicated by the call history icon in the *Main* window. Note that the MWI icon is in the same place when it indicates a new voice mail.

Visual voice mail is where you can see all voice mails in a list and play them inside the *Main* window.

The following settings are needed on Masergy UC portal to have visual voice mail:

- Voice messaging enabled
- “When message arrives, use unified messaging” option enabled
- “Use Phone Message Waiting Indicator” option enabled



### 6.11 Call Park and Retrieve

Call Park is particularly suited for shared environments where one person can answer the call, park it, do something else for a while and continue the call from another device or let somebody else continue the call (supported on native Desktop only).

Transfer an ongoing VoIP call to a Call Park server and then retrieve it when needed. An ongoing call can be parked against your own number or another number (an extension). Call Retrieval works in the same way, the parked call can be retrieved from your own number (an extension) or another number (an extension) to provide flexibility for who is picking up the parked call.

A parked call is visible on your desktop in the Active Communications area so that you can easily retrieve it, but only for the duration of the Masergy UC Call Park announcement. After the announcement is over, the parked call disappears from the Active Communications area (since the triggering call is disconnected). After the call disappears from the Active Communications area, the user must remember the extension to which the call has been parked to retrieve it using the Main window menu (or feature access code), unless the call was parked to the one's "own" extension. If the call is not retrieved after a certain time, then the server calls the parking user.

### 6.12 Call Pull

Call Pull allows you to pull an ongoing call from one of your devices to another one where the Call Pull feature is used (native Desktop only). Call Pull can also be used with FACs, in this case, \*11. User interface support has been added to the Desktop so that an end user does not have to remember FACs.

### 6.13 Call Recording Controls

You can use call recording controls in this release (native Desktop only). Depending on your Masergy UC configuration, call recording can be initiated when a call starts or dynamically during a call (and start, stop, pause controls may be available). Additionally, there is an audio indication that call recording is ongoing as well as a visual indication. Feature Access Codes can also be used to control call recording when enabled in the configuration.

Recorded calls are accessed outside of Communicator; that is, you cannot view them using the client.

Depending on your Masergy UC settings, call recording behavior is one of the following (this cannot be controlled in the client but in the Masergy UC self-provisioning portal):

- Always – recording indication (icon) in the Communications window as well as the *Active Communications* UI.
- Always with pause/resume – recording indication (icon) in the *Communications* window as well as in the *Active Communications* UI (only pause/resume menus available).
- On demand – recording indication (icon) in the *Communications* window as well as the *Active Communications* UI (no stop menu available, only start and pause/resume). After a call is established, call recording starts on the server. If the user presses the **Start Recording** button during the call, the call recording is stored and the server keeps the recording of the whole call regardless of when the recording was started (except for pauses). Otherwise, if no start recording is initiated from the user, the call recording is deleted from the server.





- On demand with user-initiated start – recording indication (icon) in the *Communications* window as well as the *Active Communications* UI (menu options available for start, stop, and pause). Call recording can be initiated at any time and several times during a call. There are separate call recordings for each call recording startup.
- Never – no indicators or menu options present.

Pause/resume audio indication depends on your Masergy UC provider settings. It is recommended to log back in after changing the call recording mode in the self-provisioning portal.

### 6.14 Moderator Controls

You can control the functionality available to participants if you are the owner of the session in My Room. You can do the following:

- Dismiss one or more participants. This ends all sessions (group chat, audio, video, and share) when the participant is using Communicator for Desktop.
- Mute one or more participants.
- Lock or unlock the room (when locked, no additional participants can join).
- See active talker indication.
- See full audio participant list.
- Choose who can join without separate authorization (moderated My Room):
  - Require only guests to request access
  - Require everyone to request access
  - Allow everyone to join automatically

To invoke the features, you can use the right-click menus or you can click on the moderator control icons of a participant. Note that most features are not available via icons. To dismiss or mute all participants or lock the room, use the right-click menus available for your own icon at the top of the participant list.

If you are not the owner, you can only see the XMPP (chat) participant list or the full participant list along with mobile participants (depending on your Masergy UC settings).

**NOTE:** Communicator Video Collaboration Add-on will provide limited moderator controls.

### 6.15 Forced Logout

Masergy UC allows one instance per device type when using Communicator, whenever you see a pop-up saying that you have been logged out due to another instance of the client logging in (native Desktop only). This feature allows Masergy UC to track similar online client instances and only allow one of them to be online at the same time. When Masergy UC notifies the client to log out, all connections are terminated and client returns to the login window.





## 6.16 Headset Support

You can control incoming and ongoing calls from a compatible headset. The feature set supported is answer/hang up as well as mute/unmute. Volume control operations are not reflected in the Communicator UI. The following is a list of tested example devices, although other devices should also work:

- Plantronics Voyager Edge UC
- Plantronics Savi 700 series
- Plantronics Blackwire C3xx, C4xx, C5xx, and C7xx
- Plantronics Calisto 620
- Plantronics Voyager Legend UC
- Logitech H570e Mono
- Logitech BCC950
- Logitech Conference Cam Connect
- Jabra Biz 2300/2400
- Jabra Speak 510
- Jabra Pro 930 (wireless)
- Sennheiser SC 230/260
- Sennheiser SP 20
- Sennheiser MB Pro1 UC

Headsets typically use an add-in of some kind to communicate with the rest of the client while calls are made. Currently, installed add-ins is visible from the **Options Audio/Video Add-ins** section.

In addition to the standard Human Interface Device (HID) Add-in developed by BroadSoft, headset vendors can develop their own add-ins that can replace the standard HID Add-in for all devices. Some of these add-ins (for example, Jabra) cannot be used at the same time with the standard HID Add-in and must be disabled via **Options** in the Communicator client. This vendor-specific add-ins would be installed during new headset installation; however, the standard HID Add-in should remain in the Options list. If for some reason it has disappeared, adding the respective .dll file back to the add-in folder should make it visible again in the Options. If later on you would like to change to another headset, the vendor-specific add-in could be disabled from Options to again use the standard HID or some other new add-in by another headset provider.

The following is the default add-in folder location (note that it is not possible to write to this location in all systems):

- Windows 7/Windows 8/8.1/10: C:\Program Files (x86)\Masergy Communications, Inc\Communicator\connectors

## 6.17 Team Telephony (Busy Lamp Field)

Team Telephony is comprised of a Team Telephony window showing the predefined team members and their related call states (native Desktop only). For a ringing call, the only action is to pick it up.

Each Team Telephony member can have four call states: **available**, **busy in call**, **ringing**, and **offline**. The status for a Team Telephony member is shown in the Team Telephony window. When a line is ringing, you can see the caller ID in the respective lines tooltip if configured for the user by Masergy UC services. All team members can see the full list



of team members in the Team Telephony window. A double-click on the team member performs the default action towards the contact. You can drag and drop people from the contact list to the Team Telephony window or vice versa to transfer or conference calls.

Usual call management options are available once the call has been answered.

## 6.18 Executive-Assistant

The Executive-Assistant service allows an assistant to operate on behalf of an executive to screen calls, answer calls, and place calls as the “executive” (the caller ID is the one of the executive) (native Desktop only). The provisioning of the executive and assistant roles takes place on the server side and cannot be modified on the client.

One assistant can have many executives and it is possible to:

- Select the desired role when making a call using a pull down menu in the *Main* window.
- Answer an incoming call on behalf of an executive and then push the call to the executive. The incoming call is presented as a call to the executive. In addition, all the usual call management options are available.
- See that an incoming call is actually for the executive.

The caller ID format is dependent on Masergy UC settings and cannot be changed on the client side.

## 6.19 Presence Rules and Silent Alerting

With this release, you can combine call processing with presence statuses (native Desktop only). For instance, the “Busy” status can be combined with Call Forwarding so that when the “Busy” presence status is used, calls are forwarded. It does not matter how the presence status is invoked, via automation or manually.

All presence statuses can have presence rules:

- Available
- Busy
- Away
- Offline

The following Masergy UC call processing services can be used:

- Silent alerting
- Call forwarding to number
- No rules

If presence rules are used, all your client devices should have this service enabled to avoid side effects. Silent Alerting is supported whenever an incoming call has that feature enabled. Silent alerting can only be enabled via presence rules in Communicator but various settings can also be altered via web provisioning.



### 6.20 Call Center Agent Login

With this current release, you can also log in to your call center queues if you are a call center agent (native Desktop only). You can do the following:

- View your call queues.
- Join your call queues.
- Set the Automatic Call Distribution (ACD) status so that you get incoming call center calls. However, this is dependent on your license settings.

With suitable ACD status such as “Available”, incoming calls to the queue are routed to your client. With “Unavailable” ACD status, the Masergy UC Do Not Disturb (DND) state can also be selected or “Personal Call”. Each ACD status indicates with text if you are to receive incoming call center calls.

Dynamic ACD status updates are not supported if the ACD status is changed somewhere else.

### 6.21 Remote Control Event Package

Remote Control allows you to answer a call, put it on hold from a receptionist, or call center client while the results are seen in your Communicator Desktop client. Answer and hold/resume buttons are visible in Receptionist/thin client to perform call management operations.

This feature is enabled by Masergy UC services.

### 6.22 Auto-Answer

Support for auto-answering incoming SIP calls for call center scenarios. The incoming call notification is identical to the usual incoming call notification.

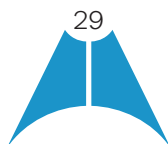
### 6.23 Hide Communications Window Notifications and Tones

Depending on your Masergy UC settings, Communicator notifications and tones in the *Communications* window can be hidden.

## 7 Application or Desktop Share

To share your desktop or individual application:

1. In the *Communications* tab, click the **Start Share** button. This does not yet start the “share”.
2. Select either to share your entire display or one of your open applications and click **Start Sharing**.
3. The share widget appears to let you control share settings such as **Preview** that shows you what participants are seeing and **Pause** that pauses sharing.
4. To stop sharing, click the **Stop** icon. While sharing, all other communications mechanisms are also available except for video calling and file transfer. Participants cannot hide a share without closing the *Communications* window. Video call is also available while sharing.



Desktop sharing works the same way in both My Room and in ad hoc sessions. For participants without Communicator, use the separate Desktop Share Invitation link, if available, by right-clicking the **My Room** button. Share selector is not dynamically updated while the selector is open and minimized applications are not available in the list of applications to share.

As a participant, you can also zoom in and out during the share. As the share owner, incoming message toasters are suppressed during share, but the missed message badge is incremented and the incoming message sound is played when enabled.

If you are first in a video call and then start share, your own video is not shown due to limited space available, but you can make it visible using the **Main** window menu in the bottom right-hand corner by selecting “Show Own Video”.

If you are using dual monitors, you can choose which monitor to share. You can check the primary monitor in the operating system settings.

You can also remove desktop share participants. They are also removed from the group chat at the same time. If needed, the removed participants can join later.

Depending on your Masergy UC settings, you may have to provide desktop share credentials manually.

In addition, participants can share which is enabled by Masergy UC services by clicking on the **Share** button; however, the room owner can prevent this at any time. Only one person can share at any one time in a session. Only one share at a time is supported if you have sessions with many users at the same time. Share passing is only supported in My Room.

Participants do not have to take any action to accept the share invitation. It is automatically accepted. The same also applies to share passing. That is, the owner does not have to take action for the participant to start sharing.

When video and share are used at the same time, the different views cannot be resized. Instead, the primary view can be selected from the bottom of the window via thumbnails.

**NOTE:** deployments using the older web collaboration solution is no longer supported with Masergy UC services.

## 8 My Room

**My Room** is started by clicking on the **My Room** icon on the top right-hand side of the **Main** window. **My Room** is started automatically using your permanent chat room. Add more participants by dragging and dropping them into the **Communications** tab or the Conference menu. Otherwise, they can join your room by right-clicking your name on their contact list and choosing the **Join Room** menu option. Once people have joined the chat room, they can click on the **Call** button of that window to join the conference. The room owner can also share their desktop.

To use the full functionality of My Room (desktop sharing, conferencing, and chat combined), you may have to manually enter your desktop sharing credentials, your conferencing number, and your PIN in the **Options Advanced Credentials** window. This depends on your Masergy UC service settings.

In addition to the owner of the room, participants can also share the desktop but only the owner can add more participants. This applies to both **My Room** and ad hoc sessions.

1. To see a Context menu, right-click the **Options** icon (three dots) on the right-hand side of the **My Room** tab for **Room Info**.

2. To modify credentials and conference bridge information, select **Configure** to go to the Options. If you are using the Communicator Video Collaboration service, Masergy UC services has automatic provisioning enabled, then this menu item is not present.
3. Select **Copy Guest Link** to copy an invitation link to the operating system clipboard. Paste this link, for instance, to a meeting invitation email to allow Communicator participants to join the conference in one click from, for example, Outlook, or Office applications. Note that some applications may not recognize the Communicator link. You can also copy the My Room Invitation to the default email client (this text does not contain the Communicator link) and go to the My Room preferences via a right-click menu option.

The link has two parts: one for Communicator users and another one for users with some other client. The Masergy UC service provides the invitation with a link to the desktop sharing session. The invitation always contains a dial-in number and PIN for users who do not have Communicator. The desktop share link, when available, allows anyone to join a desktop share session from a standard web browser. However the Google Chrome web browser is recommended because it supports WebRTC and allows the guest participants the ability to share their desktop during the session. For guest user links, see the next section.

The **My Room** info area indicates the conference bridge details of your My Room. You can also export the attendee list using the related participant menu available via the options icon (three dots).

The **Communications** window also has an icon that provides the same Context menu previously discussed.

For more information on desktop sharing, see [section 7 Application or Desktop Share](#). Desktop sharing works the same way for both **My Room** and the ad hoc sessions.

My Room uses your permanent chat room, permanent collaboration room, and Conference Bridge (audio or video). My Room is the only way to use the permanent rooms. Any other multiparty communications, such as selecting multiple contacts, and right-clicking for a conference call, or dragging and dropping for a one-to-one chat, is done using ad hoc rooms. Ad hoc rooms are deleted once the session is over.

All My Room sessions start as chats but call and/or share can be added to the session while in progress. File transfer and video conferencing are not supported in My Room or ad hoc sessions.

You can also define that all users or only guest users need to be authorized to access My Room or that all users can automatically join.

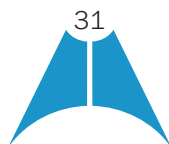
## 8.1 Guest Client

Previously it was not possible to join a full My Room session with a web browser. Guest client allows you to do that.

This feature is especially intended for users outside of the company. Generate separate invitations for guest users using My Room right-click menu items as described in the previous section. My Room invitations are generated using separate menu items and are intended for Communicator users.

Guest users can join a session with audio in the Google Chrome web browser by using Web Real Time Communication (WebRTC) as well as use group chat and sharing inside the web browser. However, guest clients do not have private chat possibility and they can see the chat history of messages that occurred after they joined the session.

The invitations persist until reset via a separate right-click menu item. Individually accept each joining guest





participant. Not doing this in a predefined period of time results in the invitation becoming obsolete and guests not being able to use the link to join.

After dismissing a guest user from share and chat, the audio/video portion can remain. The following OS and browser combinations are supported for Web Real-Time Communication (WebRTC):

- Latest Chrome on Windows (Windows 7, Windows 8 [Classic], and Windows 8.1 [Classic]) and OS X (10.8 and 10.9)
- Internet Explorer 11 on Windows (Windows 7, Windows 8 [Classic], and Windows 8.1 [Classic]) Safari 7 on OS X (10.8 and 10.9.)

The following OS and browser combinations are supported with WebRTC which is enabled by Masergy:

- Latest Chrome on Windows (Windows 7, Windows 8 [Classic], and Windows 8.1 [Classic]) and OS X (10.8, 10.9, and 10.10)

For more information on guest client usage, see [Appendix B: Guest Client Usage](#).

## 9 Search

Communicator supports a search of the enterprise directory as well as the personal directory, enterprise common directory, and group common directory. This takes place in the same **Search** field that is used for both a local and presence-enabled contact list search. The various directories have different purposes with the enterprise directory having the most data, and not all directories may be used in all deployments. All search results are combined into one common set of results.

Personal directory, enterprise common, and group common directories cannot be modified from the client side. Only read access is provided. A snapshot of the presence status of the contact in the results list is shown, but this presence is not updated after the search operation.

Personal directory provides your own special contacts that are not in the enterprise directory, for instance, partner company's numbers while group common contains, for example, the group's contacts such as favorite pizza taxi.

Communicator automatically searches the local contacts and presence-enabled contact list in addition to the enterprise and other directories at the same time. As soon as there are results from the enterprise and other directories, these results are shown on a separate list in the Main window. Additionally, there may be other search result groups from other search sources such as LDAP or Outlook (native Desktop only).

In a search, Communicator also supports Hiragana characters for the Japanese market. Search results are displayed differently depending on the results of the contact list and directory search:

- If LDAP search (Corporate directory) or Outlook search are enabled, there are more result groups.
- If there are no results for a certain search source (for example, local contacts, Outlook, LDAP, or Masergy UC Telephony Directory), then that group is different in the UI.

The enterprise directory searches all available fields for the search string. By default, it waits for 1.5 seconds before it sends the search request to the server to minimize unnecessary load on the server.



Previous releases supported for showing phone number in the search results to better distinguish similar search results. In addition, ToolTips are provided for search results.

Release 22.4.0 added support for department and title in directory search results as well as multi-part search string enhancements depending on Masergy UC configuration on the server side. The server will apply the AND operation for each search string part, and the order in which the individual parts are provided will not impact the search result. The enhancement applies all XSI directories (enterprise directory, personal directory, group common, and enterprise common). For example:

- While looking for Philip Moorefield, the following search string can be used: “Phil Moore”. An exact match of the first name is no longer required.
- Looking for Joe Gold and using “jo go” or “go jo” as a search string provides the same results.
- If Gregory Evermoore has, for instance, an email address “gevermoore@company.com”, he can be found using “ge” as a search string.

Typically, when adding a contact using directory search results, there are phone numbers and first names in addition to last names available. In addition, the Extensible Messaging and Presence Protocol (XMPP) address and other fields are imported when found to allow presence and chat.

LDAP search (Corporate directory) must be enabled by Masergy UC services. In addition, you will have to manually provide your LDAP credentials in the *Options Advanced Security*. LDAP search results are provided in the corporate directory group in the search results.

Outlook integration (search and calendar integration) on Windows requires one of the following versions installed on the desktop:

- Outlook 2010
- Outlook 2013
- Outlook 2016

Outlook search also works when several Outlook accounts are in use, but only one account is used at a time (default selected, which can be changed in Outlook). Additionally, other related considerations are as follows:

- The client searches for contacts and calendar entries in the default Outlook account. The account is set to the default via *File → Info (left pane) → Account Settings → Account Settings → Data Files*. Select an account and mark it as “Set as Default”. After making this change, sign out and sign back in to the client and it now searches that account for contacts and calendar entries.
- The client searches the Outlook contacts only on the local machine (that is, the *Outlook Address Book*). There is no Exchange server lookup performed. In addition, all directories in Outlook are searched for contacts, even deleted folders. The Contacts directory can also have multiple levels of subfolders.

Every minute, Communicator reads Outlook appointments. If there is an appointment running at the current time, then the presence is shown as *Busy – In Meeting*. Overlapping appointments are also handled.



Following are some examples of Communicator operation with Outlook when time is 9:10 A.M.

- There is meeting “A” 9 A.M. through 10 A.M. Presence is shown as *Busy – In Meeting*.
- Presence is explicitly changed to *Available* at 9:15 A.M. Presence is shown as *Available*.
- In the next minute, Communicator again reads the appointments and sees that “A” meeting is running; however, the presence was already explicitly marked as *Available* and presence is not shown as *Busy – In Meeting* but *Available*.
- There is an overlapping meeting “B” 9:30 A.M. through 10:30 A.M. Presence is shown as *Busy – In Meeting* when the time is 9:30 A.M.

When deleting a meeting that is currently ongoing in Outlook, the presence status remains as *Busy – In Meeting* until the next time Outlook appointments are checked (once every minute) and after that, presence is shown as *Available*. This change may be instantaneous or it may take a minute depending on how close the timer is to being triggered.

The Outlook Object Security model was introduced in Outlook 2007; however, it is no longer supported in Communicator. It has been tested with Outlook 2010. For Outlook versions prior to 2007, the *Allow/Deny* pop-up window seen in previous releases should not be triggered. However, those versions are not officially supported. For Outlook 2013, the behavior should be similar to 2010, meaning the pop-up should not come up with Outlook 2010 and 2013 in current Communicator Release 22.2 and onwards.

The presence update is only triggered by appointments and meetings that are either accepted by the user or made by them. All day meetings do not trigger a presence change to *Busy – In Meeting*.

## 10 Full Enterprise Directory

Communicator allows for browsing of an entire Masergy UC enterprise directory.

To view the Masergy UC enterprise directory, click the **Directory** button on the left-hand side of the navigation pane.

## 11 Communications History

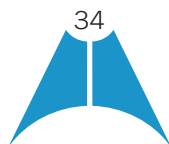
The second and third icons from the top in the *Main* window, left-hand side of the navigation pane displays your messaging history. History views are divided into one or two tabs.

- Chat History (second icon in the left hand pane)
- Call History (third icon in the left hand pane)
  - Calls (first tab)
  - Visual voice mail (second tab)

Double-clicking a conversation on the chat tab list opens it in a new window while double-clicking a call history item calls that number. Clicking a visual voice mail downloads the message so you can play it.

Communicator saves a call history for placed, received, and missed calls. The call history makes it easy for you to redial and call back when you have missed a call or you want to easily dial a contact with whom you have recently spoken. Each call has a separate entry in the list.

Chat history for group chats, both in My Room and in instant group chat, are stored locally on the Desktop client, just



like in one-to-one chat, but only for the time the user is joined into the session. Look at individual chats by double-clicking the contact in the contact list or by clicking the chat history icon in the left pane.

Double-click on a name in the list to call back directly (this calls back the same way you previously spoke, for example, if you were in a video call, double-clicking starts a new video call). Double-clicking an incoming call item in the Calls tab makes a call.

To clear the missed chat indicator, you must open the missed chat.

The *Communication History* missed communications badges can be cleared by using the right-click menu from the **Communication History** button on the left pane (native Desktop only). The menu provides options to mark “All as viewed”, “Chats as viewed”, “Voicemails as viewed”, and “Calls as viewed”.

## 12 Click-to-Call (Highlight Text)

Communicator for Desktop for Click-to-Call using highlighted text and global keyboard shortcuts. Users can highlight text anywhere in the desktop machine to make a call and define the default call type used for making the call using the shortcut defined in *Options*. On OS X, you must define the shortcuts on your own using the instructions provided in *Options*. The order in which key combinations are pressed may be significant in some cases if the operating system has reserved some key combinations for other purposes.

## 13 Callto and Tel URL Schemes

You can use Communicator for making calls using Callto and Tel URL links anywhere in your machine, but you need to register Communicator as the primary application for that purpose in the operating system.

On Windows, at first login there is a dialog asking if you would like Communicator to be the primary calling application for Callto and Tel URL schemes. Answering yes will modify Windows settings so that the next call using those links will use Communicator. If another application should afterwards take precedence in Windows settings, you can again make Communicator the primary calling application from *Options, Outgoing Calls* menu.

On OS X, you need to make the same selection in FaceTime preferences. You are required to log in to FaceTime to change the preferred calling application.

## 14 XMPP Security

Masergy UC configuration for Communicator supports blocking of unauthorized file types in file transfer in order to support Masergy IT policies (native Desktop only). When sending a file of an unauthorized type, there is an error message showing the cause of the file transfer failure.

Similarly, clickable links in chat may be disabled; however, you can still copy the link into a browser.

## 15 Outlook Add-in

### 15.1 Introduction

The Outlook Add-in for Communicator provides integration between Communicator Desktop and Microsoft Outlook



and Microsoft Skype for Business (S4B).

With this add-in, you can have Microsoft Outlook display Communicator contact presence and invoke Communicator functions like chat, call from computer, call from phone, and video call from within Outlook.

Depending on your Masergy UC settings, Presence is from either Communicator or S4B. Additionally, chat and SIP calls are done with either S4B or Communicator, depending on your Masergy UC settings.

## 15.2 Supported Platforms

The following platforms are supported:

- Microsoft Outlook 2010 (32 and 64-bit), Microsoft Outlook 2013 (32 and 64-bit), and Microsoft Outlook 2016 (32 and 64-bit). See the following note for exceptions.
- Microsoft Windows 7 SP1, Microsoft Windows 8, Microsoft Windows 8.1, and Microsoft Windows 10
- Communicator Release 22.4.0.x or higher officially supported version.

**NOTE:** The current version of this add-in cannot be used if you have Microsoft Office Communicator or Skype installed. You must uninstall these products if you want to use this add-in. Skype for Business can be used at the same time.

Outlook 2010 cannot be used together with the S4B integration feature introduced in Release 22.3.0 for newer Outlook versions. Additionally, administrator rights are required for the Outlook Add-in except for Outlook 2010.

The following language and locale combinations are supported in the installer and the add-in:

- Chinese (Simplified)
- English
- French
- French (Canada)
- German
- Italian
- Japanese
- Korean
- Spanish
- Spanish (CALA)
- Dutch

The following third-party components must be installed for the add-in to function correctly:

- Microsoft .NET Framework 4 Client Profile
- Microsoft Visual Studio Tools for Office (VSTO) 2010 Runtime

These components are downloaded and installed by the installer if they are not found. They should not be uninstalled, as the add-in cannot functional correctly. Additionally, for Outlook 2016 and the Outlook Add-in (OL2016 Add-in), there are further considerations as follows:

- The Outlook Add-in can only be installed by an administrator.
- If an administrator installs for all users and a normal user starts using the OL2016 Add-in, Communicator needs to start before Outlook.
- For logging to work normally, Communicator needs to start before Outlook.
- Every logging level change requires a restart of both Communicator and Outlook for changes to take effect. This should be quite rarely needed.
- If Outlook is closed while Communicator is running, Communicator needs to be restarted as well for the Outlook UI to behave as expected.
- Communicator lists connected components as extensions, if connected is NO or if component version number is something other than 10.2.1.29, or both presence GW and add-in are not listed, an error has occurred. Component is visible under *Options* → *Add-ins* → *UI*, which displays registered and working add-ins on top, below stopped or non-working ones.
- If both are listed and show connected is YES, but the Outlook UI does not work, restart both apps.
- For Outlook upgrade requirements, see [section 15.5 Installation](#).
- For Outlook 2010, all contacts must be updated to have a SIP address. For Outlook 2013/2016, the following applies:
  1. The SIP address does not need to be entered for the contacts, as long as there is an email address that matches the Outlook contact. The same value is looked for in the SIP address field, but it is probably more practical to have it in the email address.
  2. The Outlook Add-in allows you to choose which number to call.

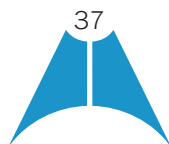
**NOTE:** Communicator must be installed with administrator privileges in *C:\Program Files* OR the *C:\Program Files (x86)* folder.

### 15.3 Log Files

Log files for the Add-in are located in the Communicator log directory. You can open the folder via *Options* ► *Advanced* by clicking on the **Show logs** button. Outlook Add-in logging is turned on when Communicator logging is enabled.

### 15.4 Windows Registry Entries

The following table lists all the registry entries added or modified by the installer.







| Path  | Key  | Comment  |
|---|--|--|
| HKEY_CURRENT_USER\Software\Broadsoft\Communicator\OutlookPlugin\olwnd   | wnd  | Keeps Outlook applications window reference.   |
| HKEY_CURRENT_USER\Software\Broadsoft\OutlookPlugin  | LoggingLevel   | Logging level for Outlook plugin components. Its value as per Communicator Options<br>→ Advanced logging selection as follows:<br>Basic logging on: 0x00000003<br>Detailed logging on:<br>0x00000005<br>Both off: 0x00000000 |
| HKEY_CURRENT_USER\Software\Broadsoft\InstalledBrandedBTBC<br>Can also exist in HKEY_LOCAL_MACHINE (even under Wow6432Node). | Example, OutlookPluginPath, CompanyName, ProductName | These keys affect where the plugin is searched for when starting and where log files are written.  |
| HKEY_LOCAL_MACHINE\Software\Microsoft\Office\Outlook\Addins\Communicator or Add-in for Outlook                              | LoadBehavior   | 0x00000003, based on this value Outlook loads the add-in dll.  |
| HKEY_LOCAL_MACHINE\Software\Microsoft\Office\Outlook\Addins\Communicator or Add-in for Outlook                              | Description  | Communicator Add-in for Outlook.   |
| HKEY_LOCAL_MACHINE\Software\Microsoft\Office\Outlook\Addins\Communicator or Add-in for Outlook                              | FriendlyName   | Communicator Add-in.   |
| HKEY_LOCAL_MACHINE\Software\Microsoft\Office\Outlook\Addins\Communicator or Add-in for Outlook                              | Manifest   | \$INSTDIR\plugins\Outlook\$notlookBitness\UC-Outlook- addin.vsto   vstolocal   |
| HKEY_CURRENT_USER\Software\IM Providers   | DefaultIMApp   | Communicator   |
| HKEY_CURRENT_USER\Software\IM Providers\Communicator  | UpAndRunning   | 0x00000002   |
| HKEY_LOCAL_MACHINE\SOFTWARE\IM Providers\Communicator   | FriendlyName   | BroadsoftIMApp   |
| HKEY_LOCAL_MACHINE\SOFTWARE\IM Providers\Communicator   | GUID   | {E3D1613A-93B2-4237-B4B8-B50595462C25}   |
| HKEY_LOCAL_MACHINE\SOFTWARE\IM Providers\Communicator   | ProcessName  | presencegw.exe   |
| HKCU\Software\IM Providers\DefaultIMApp   | Communicator Application name                        | Needs to be taken by Communicator to be able to call, call for example, PSTN numbers from Outlook.   |





### 15.5 Installation

The Outlook Add-in installation is integrated with the Communicator installation. There is a check box in the installer to enable the Outlook Add-in installation. If Outlook is upgraded, the Outlook Add-in must be re-installed, since the Add-in uses different files depending on the Outlook version.

The Outlook Add-in installation requires administrator rights to the computer for all Outlook versions.

### 15.6 Features

#### 15.6.1 Presence in Outlook

The Outlook Add-in displays the presence of a contact in Outlook. Presence information is retrieved from Communicator and is displayed as an icon next to the contact in emails and calendar appointments. The following is an example of an email with the *To*, *From*, and *Cc* fields showing presence for various contacts.



Figure Presence Displayed in Outlook

A contact's presence can be Available, Away, Busy, or Offline as shown in the following figure.



Figure Presence Values

**NOTE:** You must be signed in to Communicator for the presence to be displayed. Additionally, presence is only shown for contacts that have a valid SIP address and are in your contacts list in Communicator.





### 15.6.2 Contact Actions in Outlook

Right-click on an email in your Inbox and call or chat with the sender using Communicator. You have the option to Chat, Call (from Computer), Call from Phone, or Video Call as shown in the following figure.

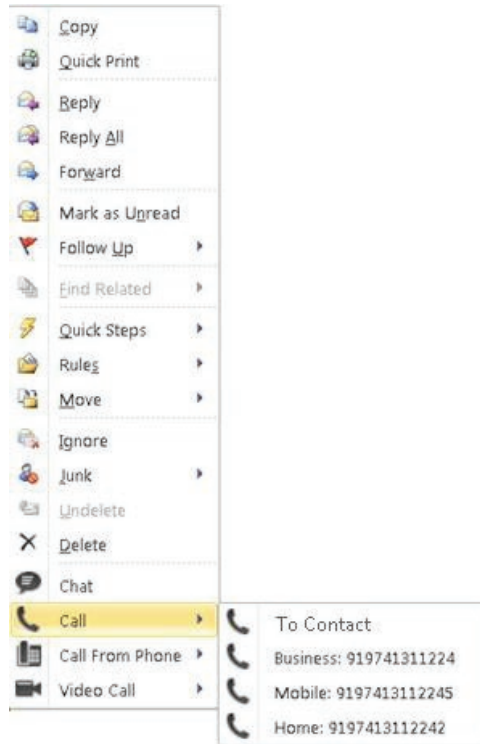


Figure Contact Options

**NOTE:** Some of these options may not be available for all contacts. The chat option is only applicable to contacts that are in Communicator. Call options are applicable to all contacts as long as they have a valid phone number.

These contact actions are also available on a contact card as shown in the following figure.

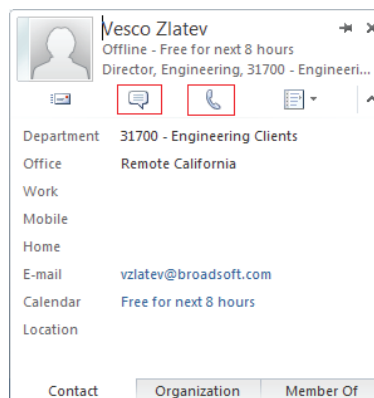
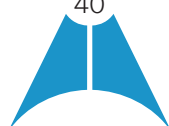


Figure Contact Card



### 15.6.3 Call Multiple Phone Numbers Configured for Communicator / Non-Communicator Contacts

You can call any of the multiple phone numbers present in the Outlook contact card. This feature is available from received mail context menu, flagged mail context menu, and Contact's context menu. You can also call the selected phone number via Call, Call from Phone, and Video Call.

However, you cannot call multiple numbers for contacts stored on the Communicator client or contacts in LDAP (AD) directories; only numbers stored in Outlook.

See the following figure for an example of how to make the call from a received mail context menu.

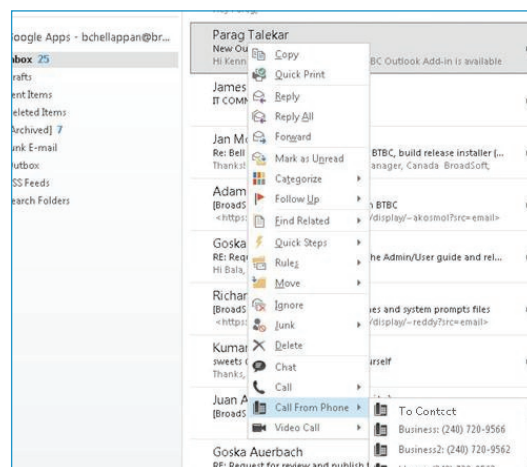


Figure Received Mail Context Menu in Outlook

See the following figure for an example of how to make the call from the contact item context menu.

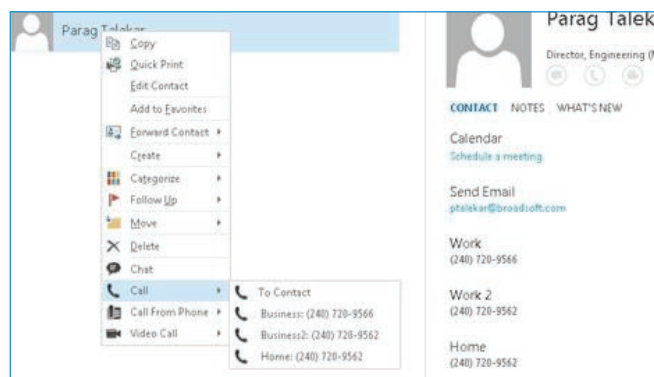


Figure Contact Item Context Menu in Outlook

## 15.7 Uninstall Outlook Add-in for Communicator

Uninstallation is done together with uninstallation of Communicator.



## 15.8 End-User Configuration

### 15.8.1 SIP Address in Microsoft Outlook Contacts

**NOTE:** This section is only applicable if you use Microsoft Exchange with Outlook. You do not need to configure the SIP address for SMTP-based accounts (for example, Google Mail).

In order for the Outlook Add-in to integrate with Communicator, you must set a SIP address for each contact. The SIP address for a contact in Outlook must match the SIP URI, Instant Messaging and Presence (IM&P) address, or *Email* field in Communicator. This is usually done by your Microsoft Exchange or Active Directory administrator.

You can check if a SIP address has been configured for contacts by looking at the Outlook properties for a contact. In Outlook 2010, open a contact card and then click on the View more options button as shown in the following figure.

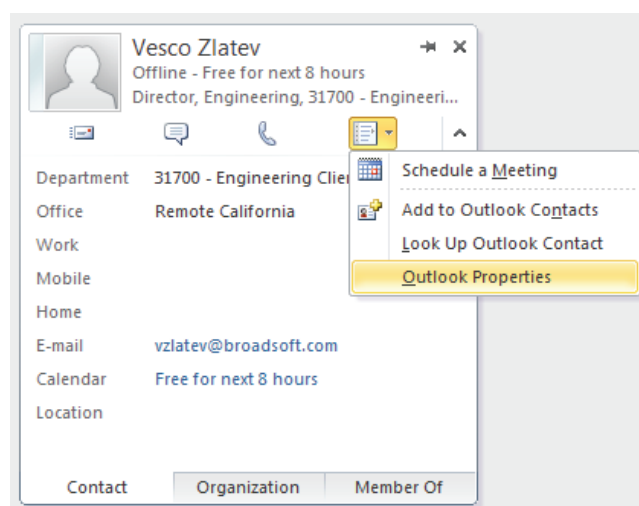


Figure Outlook Contact Properties

Then select the *Email Addresses* tab. It should have a SIP address in the list of *Email Addresses* as shown in the following figure.

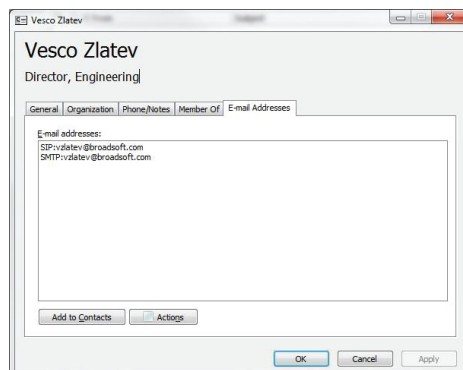


Figure SIP Address for Outlook Contact





If the SIP address is missing, you can try to update the Address Book from the server as shown in the following figure.

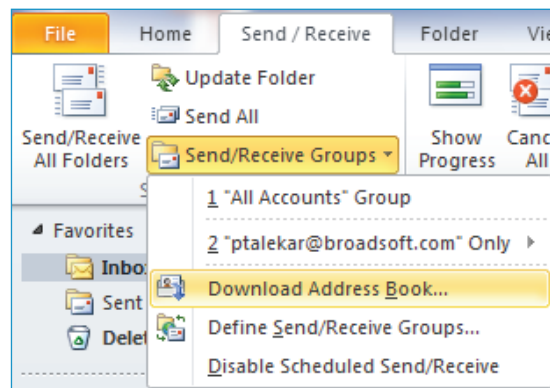


Figure Download Address Book

Additionally, when adding contacts from Outlook to Communicator, the IM address field can be populated in Outlook so that the presence feature can work directly on the Communicator side as the information is imported to the Communicator contact card.

## 16 Cloud Contact Center Integration

Communicator Desktop *Communications* window can be invoked from Masergy's Cloud Contact Center. The exact appearance can be dictated by Masergy UC service settings and in general Communicator can be hidden with some tones and notifications disabled.

## 17 Communicator Add-In for Microsoft Skype for Business

Communicator for Desktop supports integrating with Microsoft Skype for Business (S4B) (native Desktop only). The intended main use case is using Communicator for non-S4B calls such as calls to mobile while presence, chat, and S4B-to-S4B calls still take place via S4B. In Release 22.2.0 and later, a custom menu is available on the S4B side used to make PSTN calls.

Existing S4B integration with, for example, SharePoint, Office 365, and Internet Explorer can be used so that calls can be made from those applications.

Usual Communicator Call Control features such as hang up, mute, transfer, conference, and Call Park are supported. Communicator call logs and call settings are also available in this configuration.

Communicator also updates phone presence on the S4B side.

For detailed calling examples, see [Appendix C: Skype for Business Integration](#). For a general overview of this feature, see the [Masergy Skype for Business User Guide](#).



## 18 Communicator Hub **Discontinued by Cisco December 31, 2019**

### 18.1 Introduction

Communicator Desktop supports HUB. It allows you to be more efficient and productive using various integrations with other applications such as:

- Google: Mail, Calendar, Drive, Tasks
- Office365: Mail, Drive, OneDrive, O365Tasks
- Outlook mail and calendar
- Box
- Concur
- Twitter
- Team-One (Future)
- Salesforce

You can use these applications without leaving Communicator to avoid scattered communications and fragmented workflows. A contextual gadget is available on the right-hand side of the Desktop **Main** window to provide you with a timeline of communications, emails, accessed attachments and files, locations, tasks, and meetings you have had with a particular contact, providing you with an aggregated view on notifications and interactions across various applications. You can also filter information stored in various applications based on context such as people, topic, and information type.

In the Desktop **Main** window, you can also view integrated applications such as Google Drive or Concur.. See the following figure for an example. Contacts are in the left, real-time communications in the middle, and application integration on the right. The icons for enabled integrated applications are in the hub banner of the bottom left-hand side. Clicking on one of the application icons opens data from that application onto the **Main** window in place of the contact list.

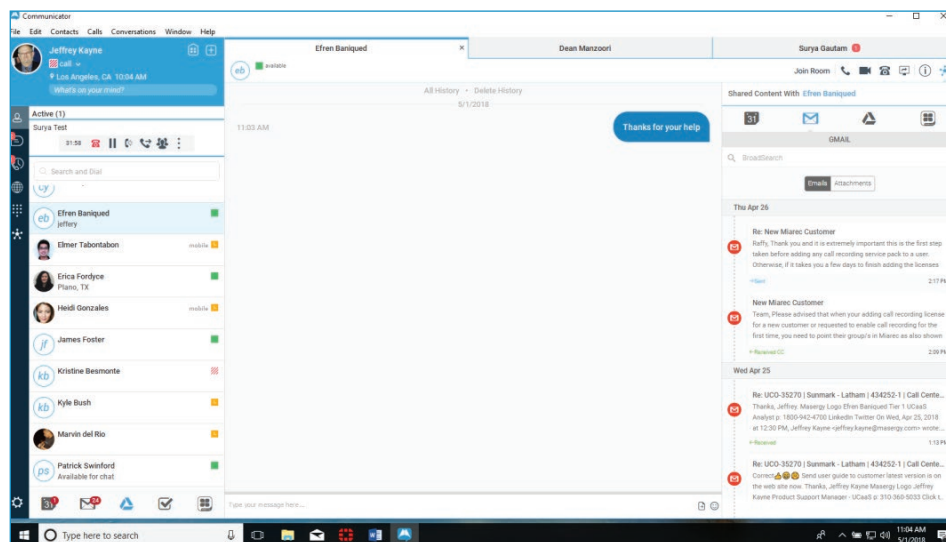


Figure Desktop Main Window

BroadSearch is available for all apps to search for content inside that app. Before you start using Communicator Hub, you must select your applications:

- Click the Communicator Hub button to access the Communicator Hub service.
- Select applications for the micro-app view and the contextual pane from **Settings**.
- Upon first login, all applications will be disabled. To authorize, enable, and configure an application:
  1. Click on the slider next to an application. A browser window opens asking for the user's application credentials (for example, Gmail).
  2. Authorize Communicator Hub to link to the selected application.
  3. Contextual information (Call Information check box) and notifications (Notifications check box) are selected by default.
  4. Hovering over an application in **Settings** shows your email address followed by a Logout link and the Notifications check box.
  5. You can enable/disable notifications by checking/unchecking the Notifications check box
  6. Once notifications for an application are enabled, an application icon and a notification count appear at the bottom of the **Main** window.

## 18.2 Hub Banner (Micro-app) View

Communicator Hub banner in the **Main** window provides quick access to favorite applications, such as Gmail, Google Calendar, Google Drive, Twitter, and so on. You can take quick actions on these applications directly from Communicator Hub's banner view. Each micro-app in the banner is enabled by a centralized authentication process described in the previous section.

Each enabled micro-app is auto-refreshed with a built-in notification mechanism that keeps track of updates such as new emails, upcoming calendar events, and so on, so that you always have the most up-to-date information.

Some example applications are listed in the following subsections.

### 18.2.1 Google Calendar

Displays upcoming calendar events:

- Today
- This Week

Quick Actions are available when hovering over a calendar entry, including:

- Accept
- Decline
- Tentative
- Launch in browser (actual Google Calendar)

The Notification counter shows the number of upcoming events in 30 minutes.



### 18.2.2 Gmail

Displays email filters based on:

- All
- Archived
- Unread
- Today
- Inbox

Quick Actions are available when hovering over an email. The following quick actions are supported:

- Mark As Read
- Delete Email
- Archive
- Launch in browser (actual Google Gmail)

The Notification counter shows the unread emails counter.

### 18.2.3 Google Drive

Displays Google Drive's Recent, Unread, and Shared with Me files.

Quick Actions include "Launch in Browser".

The Notification counter indicates unviewed files.

### 18.2.4 Google Tasks

Displays your tasks.

### 18.2.5 Box

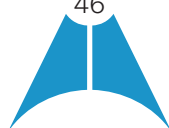
Displays, for example, access to your Box folders.

### 22.2.6 Concur

Displays your pending and approved Concur reports.

Quick Actions are available by hovering over a report on the list, including:

- Launch report in browser



### 18.2.7 Team-One (Future)

Displays a drop-down menu where the Team-One space can be selected. Under that, filters are provided for My Tasks, Assigned Tasks, Team Tasks, and Completed Tasks.

Quick Actions are available by hovering over a task in the list, including:

- Launch in browser

### 18.2.8 Twitter

Displays filters for your Twitter home view, My Tweets, Retweets, and Mentions. Quick Actions are available by hovering over a tweet on the list, including:

- Retweet
- Favorite
- Launch in browser

## 18.3 Contextual Gadget

Contextual intelligence helps find and filter relevant information to enhance your productivity.

The contextual pane appears in collapsed form on the right side of the main window when a chat tab is opened. The pane is dynamic showing server-side content and changes based on the remote user and any mutually shared information.

For example, you are in a Communicator Hub chat with remote user B, and you can see in the contextual pane information shared between both users such as emails, files in cloud storage, and so on.

The BroadSearch engine is available for all apps, providing instant refinement of information shared with a remote user; it instantaneously executes its algorithm based on every character entered in the search field. For example, with Gmail, it searches the emails matching the search string.

It also inherits the search string and performs an auto-search when applications are switched.

### 18.3.1 Gmail

Shows recently shared emails and attachments between the user and a remote user in communication. Emails can be viewed from the Emails or Attachments filters.

Provides same quick actions when hovering over an email as in micro-app:

- Mark As Read
- Archive
- Delete Email
- Launch in browser (actual Google Gmail)



### 18.3.2 Gmail and Google Drive Files

Google Drive and Gmail attachments are filtered in respective tabs. The Drive tab lists Google Drive files shared between you and the remote user. The Gmail tab shows Gmail attachments shared between you and the remote user.

### 18.3.3 Twitter

Twitter feeds are listed under the Social filter, showing recent tweets of the remote user. The mechanism of fetching a remote user's Twitter handler is based on the Google Contacts custom field.

### 18.3.4 Google Calendar

A filter with upcoming meetings is provided. Additionally, it is possible to schedule a meeting.

Same Quick Actions are available as in the micro-app:

- Accept
- Decline
- Tentative
- Launch in browser (actual Google Calendar)

## 19 Privacy Policy

If you want to read the Masergy UC privacy policy that can be done by clicking the privacy policy link available in the *About* view.

## 20 Accessibility Compliance

Communicator supports accessibility compliance by having all client features available in menus at the top of the *Main* window (native Desktop only). The menu items are also available using the keyboard shortcuts listed in [Appendix A: Keyboard Shortcuts for Desktop](#).

Communicator support for the following features:

- Dictation
- Screen reader (VoiceOver on OS X)
- Keyboard navigation

The following limitations apply:

- On OS X by default, the tab key moves the focus between text-inputs and lists. This can be changed through *System Preferences* → *Keyboard* → *Shortcuts*. Under *Full Keyboard Access*, select "All Controls" instead of "Text boxes and lists only".
- Dictation on OS X: If WebRoot SecureAnywhere is used, *Pause Secure Keyboard Entry* must be selected.

- User must manually select the correct language in screen reader. Communicator does not force screen reader's language according to the language selection in the client.
- On OS X, the VoiceOver focus follows the VoiceOver Cursor. When VoiceOver is enabled, user is expected to navigate with the VoiceOver Cursor. That can be enabled through **System Preferences → Accessibility → VoiceOver → Open VoiceOver Utility**. In the opened window, open "Navigation" and check "Keyboard focus follows VoiceOver cursor".
- When using VoiceOver on OS X with different languages, the OS language, client language, and VoiceOver language all need to be the same.

Recommended **Options ► General ► Accessibility** settings for screen reader/VoiceOver are:

- ToolTips disabled
- Pop-up errors enabled

## 21 Google Analytics

Communicator can send analytics data to Masergy and/or BroadSoft to improve the service. You can enable and disable this option in Options.

## 22 Options

**Options** provide access to available settings for Communicator. Follow these steps to access Options.

### Windows

1. On the **Main** window title bar, select **File**.
2. Select the desired view from the drop-down.

or

### OS X

1. Go to the Communicator accessibility menu.
2. Select **Options**.
3. Select the desired view from the drop-down.

### 22.1 General

#### Language

Select your language then click **OK** or **Apply** and the change takes effect immediately

#### Login

Enable or disable automatic login when starting the application and control the remember password feature as well as enable the **Update Password** feature.



## Notifications

Usually there is a confirmation pop-up notification each time you remove a contact or chat history record. By selecting one or all of the check boxes, you can disable the confirmations when deleting information. You can also control whether there is always a pop-up notification for publishing location information. Typically, this is shown at login. You can also select whether to receive a notification before ending communication or holding a call.

## Accessibility

Enable pop-up errors allow Communicator error pop-ups to be shown in addition to the usual error text shown at the top of the *Main* window.

Enable ToolTips is enabled by default. For accessibility, screen reader/VoiceOver reads all ToolTips, which may be frequent and hence disturbing. For this reason in accessibility cases, it is recommended to disable ToolTips.

You can also enable spell checking and auto-capitalization.

## 22.2 Audio/Video

### 22.2.1 Audio

#### Headset

Here you can specify what are the output and input devices used for the headset when toggling between the headset and speakers.

#### Output Device (Voice Playback)

Choose a headset, PC-integrated speakers, or external speakers for audio output. Your external playback device is selected by default (if you have one connected).

#### Input Device (Voice Recording)

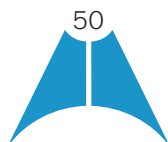
Choose a headset microphone, PC-integrated microphone, or external microphone for voice during calls. Your external recording device is selected by default (if you have one connected). You can also choose automatic gain control and test your recording device.

#### Speakers

Here you can specify what are the output and input devices used for speakers when toggling between the headset and speakers.

#### Output Device (Voice Playback)

Choose a headset, PC-integrated speakers, or external speakers for audio output. Your external playback device is selected by default (if you have one connected).



### Input Device (Voice Recording)

Choose a headset microphone, PC-integrated microphone, or external microphone for voice during calls. Your external recording device is selected by default (if you have one connected). You can also choose automatic gain control and test your recording device.

### Ring Device (Alert Signal)

Select the audio device that is played when you receive an incoming call.

### Ring Signal

You can select your own ring signal. The same signal is used for both voice and video calls.

You can also select an icon to play a tone for incoming messages. To disable the tone, uncheck the icon. Select a sound event and then click **Play** to hear the sound.

## 22.2.2 Video

### Capture Device (Video)

Select a camera that you want to use for video calls. Your external web cam is selected by default (if you have one connected).

### Video Size

Select one of the available sizes. Note, however, that higher sizes require more bandwidth and a more capable central processing unit (CPU). It is highly recommended to select the lowest setting.

## 22.3 Incoming Calls

For the list of available call management services for incoming calls, see [section 23 Call Settings](#).

## 22.4 Outgoing Calls

For the list of available call management services for outgoing calls, see [section 23 Call Settings](#).

## 22.5 Voice Mail

You can specify various voice mail settings, such as which calls are sent to voice mail, what kinds of notifications you receive when voice mail arrives as well as controlling how fast the voice mail greeting is played and if callers are allowed to leave voice mails. In addition, you can control how callers can end up going to voice mail.

## 22.6 Services

In this release, this section is reserved for presence rules and Hub settings. For more information on presence rules, see [section 6.19 Presence Rules and Silent Alerting](#).

## 22.7 Extensions

Select how incoming add-in requests are handled, whether they are automatically accepted or not or if incoming requests are allowed at all.

Depending on your Masergy UC configuration, you can also manage extensions using the Communicator Application Programming Interface (API), which is used by third-party applications such as the Outlook Add-in or compatible headsets. You can allow such third-party applications to obtain information from Communicator and enable or disable confirmation pop-up notifications when third-party applications request information from Communicator. You can also choose default behavior to always reject or accept requests from third-party applications and allow or reject individual third-party applications.

In this Release, the following logic applies for accepting application requests:

- Every new first-party application is allowed to connect without user interaction.
- Every new third-party application opens a dialog asking for permission to connect.

Your response is remembered (both negative and positive responses).

## 22.8 Advanced

The *Advanced* view contains three different subsections:

- Troubleshooting
- Proxy
- Credentials

### Troubleshooting

Logging is used for troubleshooting. You may be asked by Masergy support to turn on logging and then send a log file directory contents. You can choose basic logging or more detailed logging to be enabled. Detailed logging may consume memory resources so it is not recommended to have it enabled for a long period of time.

You can also clear the logs and open the logging folder as well as enable and disable Google Analytics.

### Proxy

Select how to handle HTTP proxies. By default, the system settings are used but you can also choose not to use an HTTP proxy or to use the Communicator (client) proxy settings.



## Credentials

Credentials section in the *Options* may be empty depending on your Masergy UC configuration. If the *Login* window has an embedded configuration URL (see below), the credentials or the configuration URL are not visible.

## Configuration URL

If the Device Management configuration URL is available to be viewed, it appears here.

## IM Address

If XMPP credentials are available to be viewed, they appear here.

## Masergy UC ID

This is the user name that you use to log in. (Example: [4242013668@masergy.com](mailto:4242013668@masergy.com) or [@broadcore.com](mailto:@broadcore.com))

## 23 Call Settings

Communicator supports the following service management features allowing supplementary services to be managed using the *Options* and *Incoming Calls and Outgoing Calls* view available in the *Main* window left pane by selecting the appropriate sub-view in the drop-down:

- Incoming calls
  - Masergy Anywhere
  - Masergy Remote Office
  - Forward Calls
  - Do Not Disturb
  - Simultaneous Ring Personal
  - Anonymous Call Rejection
  - Call Waiting
- Voice Messaging
- Outgoing Calls
  - Block My Number (Calling Line Identification Presentation [CLIP]/Calling Line Identification Restriction [CLIR])
  - Automatic Callback
  - Highlight to call
  - Register to call

You can also use the Call Settings with a *Main* window toolbar on the top of the window, if this feature is enabled. When enabled, this feature allows Masergy Anywhere, Do Not Disturb, Remote Office, and Call Forwarding to be managed in the *Main* window using single clicks or right clicks. The *Call Settings* toolbar is an icon in the left pane with right-click menus located at the bottom.



### 23.1 Masergy (BroadWorks) Anywhere

Masergy Anywhere allows Masergy UC to offer fixed-mobile convergence (FMC) services today without additional equipment.

Masergy Anywhere simplifies communications for on-the-go users and remote users by extending the features of a desk phone to any other fixed or mobile device, regardless of the network or handset manufacturer. Callers dial one number and can reach you on any phone the user chooses. A desk phone, cell phone, and/or a soft phone may ring simultaneously.

Experience voice call continuity with the ability to move live calls from one device to another without hanging up.

Add locations (numbers) that can be used in the service via the **Add Number** field. Use the **Alert all locations simultaneously** check box to activate parallel ringing. Click on the “+” icon to see more options.

The **Do not divert** check box prevents a call from ending up as a voice mail, which can be problematic in, for example, conference call situations.

Select **Answer Confirmation** to receive a separate audio prompt when answering a call from that number (location). It may be useful in cases where, for example, mobile numbers are being used to prevent incoming calls going to mobile voice mail since the call will be ended without going to voice mail if the answer confirmation is not provided.

**NOTE:** this is highly recommended to be enabled, to ensure the business call, if unanswered on the cell phone is delivered to your business voicemail.

Select the **Call Control** check box to enable the server platform to provide mid-call services such as Call Transfer and Conferencing for that number (location).

### 23.2 Masergy (BroadWorks) Remote Office

This service allows the use of any phone as the office phone from a charging and numbering perspective. For instance, a hotel room phone can be used as the office phone.

Enable Remote Office by clicking the service icon and specifying a phone number to be used as the Remote Office number.

### 23.3 Forward Calls

Enter a number to which your calls should be forwarded. Different variants of Call Forwarding are supported, such as forwarding always, forwarding when busy, and forwarding when you cannot answer or when you are unreachable. In addition, you can specify the number of rings before Call Forwarding is triggered.

### 23.4 Do Not Disturb

When you activate this service, all calls are typically blocked by the server and are sent to voice mail. Enable this service by enabling the service icon.

### 23.5 Hide Number

You can hide or display your number when calling or communicating with other parties or contacts. Hide your number by enabling the service icon. To show your number, set this to “Disable”.

### 23.6 Simultaneous Ring Personal

Add up to ten additional numbers that you would like to ring in addition to your primary number when you receive a call. In addition, specify whether you want answer confirmations and if you would like to receive calls when already on another call. This service is an older variant of Masergy Anywhere.

### 23.7 Voice Messaging

You can enable or disable voice messaging in the *Options* and *Incoming Calls* tab. A number of settings are available:

- Send all calls to voice mail.
- Send busy calls to voice mail.
- Send unanswered calls to voice mail.
- Specify how voice mail messages are handled using an indicator in Communicator or forwarding to email.
- Enable notifications of new messages via email.
- Email a carbon copy of new voice mail.
- Transfer incoming calls to a specified number using “0” DTMF.
- Specify how many rings are used before sending an incoming call to voice mail.
- Allow/disallow callers to leave a message.

### 23.8 Anonymous Call Rejection

The Anonymous Call Rejection service allows you to reject calls from parties who have explicitly restricted their identities.

You can enable or disable Anonymous Call Rejection in the *Options* and *Incoming Calls* menu.

### 23.9 Automatic Callback

The Automatic Callback (ACB) service allows you to be notified when the previously called busy party becomes idle and is connected without having to redial the phone number.

When you call another party and the call cannot be connected because the line is busy, you are prompted to make an Automatic Callback request (for example, “The line you are calling is busy. Press 1 if you would like to be notified when the line becomes available”).

If you select Automatic Callback, the system monitors the busy party and automatically establishes a call when the busy party becomes available.

You can enable or disable Automatic Callback in the *Options* and *Incoming Calls* tab.

## 23.10 Call Waiting

The Call Waiting service allows you to answer a call while already engaged in another call. You can enable or disable server-based Call Waiting in the Options and Outgoing Calls tab. If you disable Call Waiting, the second incoming call is not connected and the caller hears an announcement that the call cannot be completed.

## 24 Sign Out

Signing out of Communicator sets your status to “Offline” for your contacts and displays the *Sign In* screen.

### 24.1 Sign Out of Communicator

To sign out, follow these steps.

#### Windows

1. On the **Main** window title bar, select **File**.
2. Select **Sign Out**.

#### OS X

1. Select *Actions* from the main menu.
2. Select **Sign Out**.

### 24.2 Exit Application

To exit the application completely, follow these steps.

#### Windows and OS X

Close the *Sign In* window.

#### Windows

1. On the **Main** window title bar, select **File**.
2. Select **Exit** (a keyboard shortcut can also be used).



## OS X

1. Select *Communicator* from the main menu.
2. Select *Quit Communicator* (a keyboard shortcut can also be used).

**NOTE:** Closing the *Main* window (not the *Sign In* window) does not exit the application but rather minimizes the application to the system tray (Dock). This allows you to continue to receive calls and messages without having the *Contact List* window appearing on the desktop.

## 25 Multi-Device Support

Communicator supports users with multiple devices, according to the XMPP specifications. This is comprised of several features:

- Chat invitations sent to a user are received on all devices. Once a particular device has been used to answer the chat invitation, subsequent incoming messages only go to that device.
- One can retrieve one's own presence notifications when another client updates the user's presence. The client stores this information and updates its own presence so that it is the same as the higher priority status it received, (that is, when the received status update is manual). If the received presence update is not manual, it does not react to the received update; it only notes it.
- Accepting a sharing presence invitation in one client is also recognized by another client, and both clients start receiving presence updates.
- Last sent and received messages are available on all devices when the optional message history feature is in use. All devices should use that feature at the same time to avoid duplicate messages.
- Missed chat badges are synchronized across all own devices when this preview feature is enabled (native Desktop only).
- A new presence subscription made in one client is recognized in another. If the contact declines the "invitation", there are presence notifications from the server to all of the user's clients indicating that the subscription was terminated and this information is shown to the user. If the client receives two presence authorization requests from two or more devices for the same user, it only shows one request to the user.
- Removing a contact from the contact list in one device is recognized in another client and the contact list is updated (that is, the contact is removed) in the other client as well.

If a user has many devices, each device has the same status when shown to the end user. In addition, the contacts on the contact list always see the same status with updates shown in the following priority order:

- *Busy*
- *Online*
- *Away*
- *Offline*

This means, for example, that if one client publishes a *Busy* status and another client publishes another status, contacts see the user as *Busy*. Compatible devices such as desk phones are able to show presence in the same way.





Communicator keeps track of its own presence status as well as the status of other devices and deduces the combined presence based on these. For more information, see [Appendix E: Multi-Device Presence](#).

## 26 Installation

The installer supports a number of options on Windows (native Desktop only) as follows:

- Agree to the license agreement.
- Run when system starts (can be changed later in Options).
- Install Outlook Add-in.
- Install S4B integration
- Modify Windows registry to enable S4B dial pad.
- Create a desktop icon.
- Select destination folder for installation.
- Select the name of the software in the Program menu.
- Launch the client after installation.

When installer has been run on an end user's behalf by an administrator, the "Run program when system starts" option cannot be changed by that end user.

If you disable startup, for example, in the Task Manager's *Startup list* (on Windows 8 and 10) or from *msconfig.exe* on Windows 7, the change is not reflected in *Options*. The check box remains checked and grey even though the client is not actually started automatically when the system starts.

When Communicator is installed for the first time, you can choose the language if many languages are supported in the installer. The default language is the language of the operating system; if that cannot be found, English is used as the fallback.

Masergy UC provides three separate Communicator installers which can be found on the Masergy [Software and Downloads](#) webpage.

- Communicator Windows which supports the Outlook Add-in.
- Communicator for Apple
- Communicator Windows for Skype for Business integration.

History is specific to the application name. If upgrading to another Communicator version that has a different application name, the history present in the other version is not available.

Both the Outlook Add-in and S4B integration can be used simultaneously and is not recommended.

## 27 Uninstallation

The uninstallation procedure is different for Windows and OS X.

## 27.1 Windows

Uninstallation is performed by launching the Windows uninstaller via the Start menu or by using the Windows “Remove programs” view inside the Control Panel. Windows uninstallation does not require you to select any options. The language used for the Windows Start menu string “Uninstall” is taken from the language chosen when installing the client. This string cannot be changed after installation.

All files are deleted at uninstallation, except for the following files:

- Registry entries
- Account files are only deleted when explicitly allowed by the end user on Windows.

## 27.2 OS X

Uninstalling is performed by simply dragging the application folder from the *Applications* directory to the trash can; however, account files are not deleted. If you want to remove account files, they must be manually deleted. These are the file locations for the account directories. The following locations apply for all account directories:

For branded clients:

/Users/<USERNAME>/Library/Application Support/<company\_name>/<application\_name>

For the reference client:

/Users/<USERNAME>/Library/Application Support/Masergy Communications, Inc/Communicator

## 28 Version Control

The Communicator client on startup automatically checks to see if an upgrade is available. If an upgrade is available, a notification will be displayed to upgrade Communicator to a newer version. Once the upgrade dialog box is accepted, the Communicator will be upgraded automatically.

## 29 System Requirements

System requirements are as follows on native Desktop:

- Operating system: Mac OS 10.11 El Capitan, Mac OS 10.12 Sierra, Mac OS 10.13 High Sierra, Windows 7 SP1, Windows 8/8.1, or Windows 10 (Classical view only).

**NOTE:** Communicator Release 22.4.0 is the first release not supporting OS X /Mac OS 10.10.x (Yosemite).

- The installation footprint is approximately 125 megabytes (MB) on OS X and 215 MB on Windows.
- For voice calls, a sound card, speakers, and a microphone or a headset are required.
- For video calls, a web cam is required.

Minimum system requirements for respective operating systems need to be fulfilled, with the following additions:

- A minimum of 2 GB random access memory (RAM) is required.
- A minimum 1.5 GHz CPU is recommended. A dual core CPU is recommended for video calls at a minimum.
- Open Graphics Library (OpenGL) 1.5 or higher is recommended.

For high definition (HD) video, the following is recommended:

- HD camera
- HD resolution support in display
- Quad Core x86 or equivalent at a minimum
- 4 GB RAM

VDI environments are not supported.

## 30 Troubleshooting

### Why are my Emojis showing as black boxes?

The Segoe UI font is required for the Emojis to appear correctly. For more information to install the Segoe UI font, see the following article:

<https://support.microsoft.com/en-us/help/4021341/emojis-are-not-displayed-in-office-applications-in-windows-7>

### Why did I lose chat history after an upgrade to a renamed Communicator?

When installing a Communicator version that has a different application name, the history is specific to that application name. If the application name remains the same in the upgrade, the previous history is available.

### Why can't I chat with contacts from Yahoo?

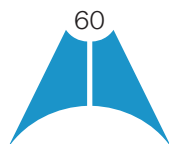
Chatting with users in other domains is possible, but depends on the domain. For instance, Masergy supports Google federation but not Yahoo. However, group chat is not supported in Google federation, so the group chat option with those contacts is shown in grey.

### Why can't I change the avatar?

Double-clicking the avatar should open a File Explorer view to select a file. If your XMPP connection is lost, changing the avatar does not succeed. A lost XMPP connection is indicated in the Main window's top notification area.

### My contacts are all offline and my client's status bar says "XMPP unavailable". What does this mean?

It means that the XMPP connectivity has been lost for chat, as well as for presence; however, you can still make calls. You should contact your Masergy support if the condition last for 5 minutes or longer.



**Why am I offline?**

If you have selected “Offline” status, you are shown as offline to others. Another possibility is that you may have lost your Internet connection. In this case, the client does not log out, but rather enters an offline mode where a contact list is available but communication is not possible.

**Why can't I have more video resolutions available?**

You can choose your video resolution from *Options* and the *Video* tab. Your selection is used by default for future video calls. The available resolutions are automatically presented based on your camera.

**Why can't I change my user name and password?**

User name and password editing is not supported in the client. To edit your user name or password, contact your administrator or Masergy support..

**Why does my all day calendar entry not trigger Busy – In Meeting presence status?**

Not all meetings trigger a presence change to *Busy – In Meeting*.

To trigger the presence update, the meeting must be in the *Show me as busy* state.

**Why aren't all my group chat messages saved?**

Only the newest chat room messages are stored on the server, but never for My Room for security reasons.

**Why aren't all my chat messages available in my other devices?**

All one-on-one and group chat messages are saved, but only locally, so they are not necessarily available in your other devices. Incoming messages are sent to all devices; however, the ones that you send are only stored in the device that you are using to send the message. Preview mode for message history feature is enabled by Masergy UC, messages sent from other devices are also shown.

**Why can't I change the XMPP address of a contact?**

This is not supported in this release. However, you can delete the contact and add a new one.

**Why does my location show an incorrect address?**

It is done based on the public IP address that the machine is using. The IP address is mapped to a physical location. BroadSoft is working with the mapping provider to improve the accuracy of the location. You can also manually change the location by clicking the avatar and changing the location icon.

### Why can't I start desktop sharing?

To share your desktop, you need to have valid credentials, either by manually entering desktop sharing credentials in the *Options ► Credentials* window, or by using auto-provisioning to enable the desktop sharing menu items and icons. However, you can participate in desktop sharing sessions even without any sharing credentials. Masergy UC service settings dictate if auto-provisioning is enabled or not.

### I have a USB headset and the Call Control features are not working. Is there anything special I need to do to enable Call Control support?

In order to use headsets on Windows (not supported on OS X), several steps are needed:

1. When the client is started, you must accept the API connection request from the connector/add-in device.
2. Additionally, your client must have the feature enabled by Masergy UC.
3. If your USB headset uses its own add-in, the standard HID Add-in from BroadSoft must be disabled, as both cannot be used at the same time. In addition, you must have "Allow 3rd party extensions" check box checked in *Preferences → Extensions* tab.

### Why is the Outlook Add-in disabled?

If the context menu does not show Add-in menu items, this could be due to the Outlook Add-in disabled by Outlook for slow loading. This happens primarily in **Outlook 2013**. In such cases, enable this add-in by selecting the *Outlook* menu → *File* → *Info* → *Manage Add-Ins* → *Communication Add-in* → *Always enable this add-in* from the displayed menu (as shown in the following figure).

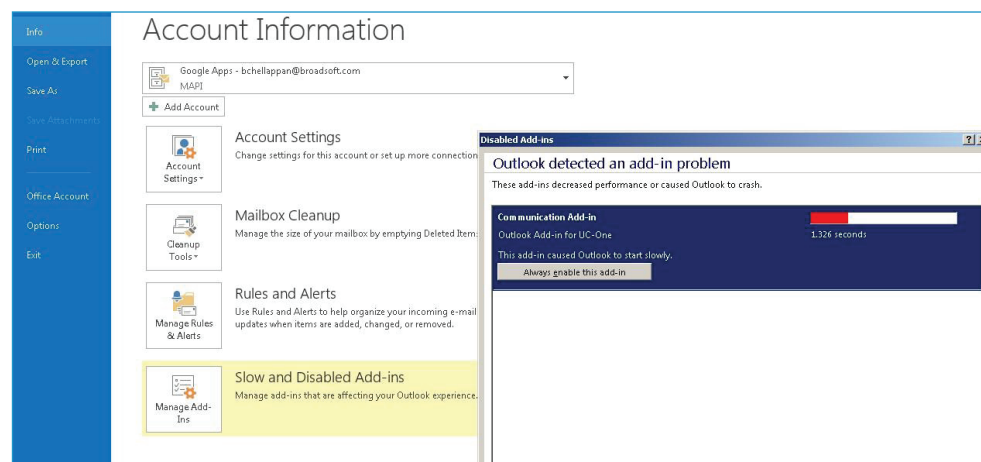


Figure Outlook Account Information – Add-in Disabled





## Why is presence not showing in the Outlook Add-in?

If the presence indicator icon is not shown in Outlook, verify any of the following software is installed:

- Microsoft Office Communicator (OCS)
- Microsoft Lync/S4B
- Skype version 6.1 or above

Uninstall each one found and restart Outlook and the Communicator client.

**NOTE:** During Office/Outlook 2013 installation, the installer installs Microsoft Lync by default. You must uncheck Microsoft Lync (as shown in the following figure) and then proceed with the installation.



Figure Microsoft Office Installation Example

## How do I disable/enable the Outlook Add-In from Communicator Preferences view?

To enable/disable Outlook contact presence status (5.1 Presence in Outlook), from the Communicator *Preference* page, the “UC-One Outlook Add-in, Gateway process” check box option must be checked/unchecked.

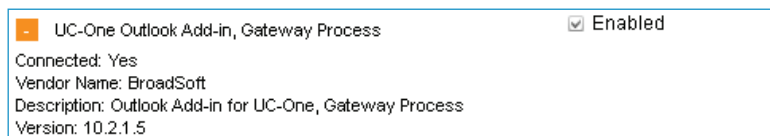


Figure Communicator Preference Page

To enable/disable the Outlook context menu related to the add-in, from the Communicator *Preference* page, the “UC-One Outlook Add-in” check box option must be checked/unchecked.

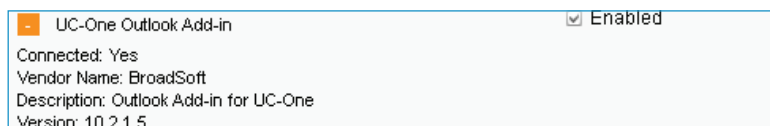


Figure Communicator Preference Page





### Why are Outlook Add-in IM buttons sometimes are grayed out in the quick contact page, even though the user is logged in?

Sometimes IM buttons are grayed out on the contact page. When mouse over it, it shows the message “To use this feature, sign in to an instant messaging program”.

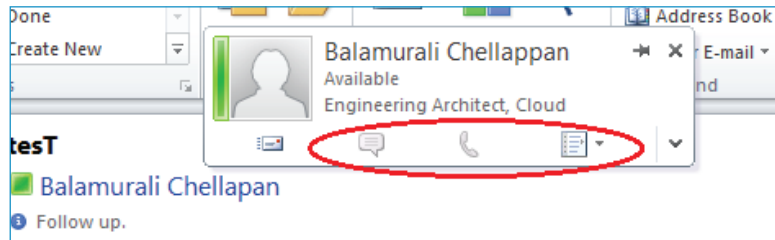


Figure Outlook Add-in IM Buttons Issue

This seems to be a Microsoft issue, and the workaround to solve is to restart Outlook.



## Appendix A: Keyboard Shortcuts for Desktop

The following table lists the currently supported keyboard shortcuts (native Desktop only). You can use these keyboard shortcuts to quickly perform frequently used actions. The characters used are lower case. The shortcuts are also indicated in the accessibility menus.

| Shortcut for Windows | Shortcut for Mac | What it does   |
|----------------------|------------------|--|
| CTRL-Q               | Cmd-Q            | This quits the application.  |
| Alt+F4               | Cmd-W            | This closes the selected window (except for a contact card and the About window).  |
| CTRL+C               | Cmd-C            | This copies selected text from Communicator to the clipboard.  |
| CTRL+V               | Cmd-V            | This pastes text from the clipboard to the location selected using the cursor in Communicator.   |
| CTRL-X               | Cmd-X            | This cuts the selected text to clipboard.  |
| Enter                | Enter            | When in the Communications window, this sends a chat message (if the Chat view is visible).<br>When in the contact list, this opens a chat with the selected contact.<br>When in the Communications History, this opens a communications session with the contact or address related to the selected item. This opens a chat if the item was chat and a call if the item was a call. |
| ,                    | Cmd-,            | This opens Options.  |
| F1                   | Cmd-?            | This opens Help.   |
| CTRL+A               | Cmd-A            | This selects all text in the Chat view.  |
| -                    | Cmd-H            | This hides Communicator.   |
| -                    | Alt-Cmd-H        | This hides other windows other than Communicator.  |
| CTRL-N               | Cmd-N            | This opens the Add Contact window.   |
| Shift-CTRL-N         | Shift-Cmd-N      | This opens the Add Group window.   |
| CTRL -1              | Cmd-1            | When a contact is selected, this opens a chat session with the contact.  |
| CTRL -2              | Cmd-2            | When a contact is selected, this calls the contact with audio.   |
| CTRL -3              | Cmd-3            | When a contact is selected, this calls the contact using call from phone.  |
| CTRL -4              | Cmd-4            | When a contact is selected, this calls the contact with video.   |
| CTRL -5              | Cmd-5            | When a contact is selected, this joins their room.   |
| CTRL -6              | Cmd-6            | When a contact is selected, this opens an email-sending window using the default email client.   |
| CTRL -I              | Cmd-I            | When a contact is selected, this opens the contact card for the contact.   |
| Shift-CTRL-F         | Shift-Cmd-F      | When a contact is selected, this makes the contact a favorite.   |
| CTRL-delete          | Cmd-delete       | This deletes the selected contact.   |





| Shortcut for Windows | Shortcut for Mac | What it does  |
|----------------------|------------------|---|
| CTRL-arrow down      | Cmd-arrow down   | This decreases the volume.  |
| CTRL-arrow up        | Cmd-arrow up     | This increases the volume.  |
| CTRL-space           | CTRL-space       | This mutes the client (while in a call).  |
| CTRL-D               | Cmd-D            | This turns on the Do Not Disturb service.   |
| CTRL-P               | Cmd-P            | This pulls an ongoing call from your other device to Communicator.                            |
| Alt-shift- CTRL-P    | Alt-shift-Cmd-P  | This retrieves your parked call.  |
| -                    | Alt-Cmd-2        | This calls your voice mail with audio.  |
| -                    | Alt-Cmd-3        | This calls your voice mail with audio using call from phone.                                  |
| -                    | Alt-Cmd-4        | This calls your voice mail with video.  |
| Shift-CTRL-R         | Shift-Cmd-R      | This opens your My Room.  |
| CTRL-M               | Cmd-M            | This minimizes the window on OS X. On Windows, it only is used for the Team Telephony window. |
| CTRL-T               | Cmd-T            | This enables always on top.   |
| -                    | Shift-Cmd-M      | This opens the Main window.   |
| Shift-CTRL-C         | Shift-Cmd-C      | This opens contacts.  |
| Shift-CTRL-F2        | Shift-Cmd-F2     | This opens call history.  |
| Shift-CTRL-F1        | Shift-Cmd-F1     | This opens chat history.  |
| Shift-CTRL-F3        | Shift-Cmd-F3     | This opens visual voice mail.   |
| Shift-CTRL-D         | Shift-Cmd-D      | This opens the dial pad view.   |
| Shift-CTRL-W         | Shift-Cmd-W      | This opens the web button view.   |





### Appendix B: Guest Client Usage

This section provides more hands-on information about guest client usage.

1. Right-click on the **My Room** icon to copy the guest join link and send it to a guest via email or other means. You can also use the *Copy Guest Link* feature in My Room.

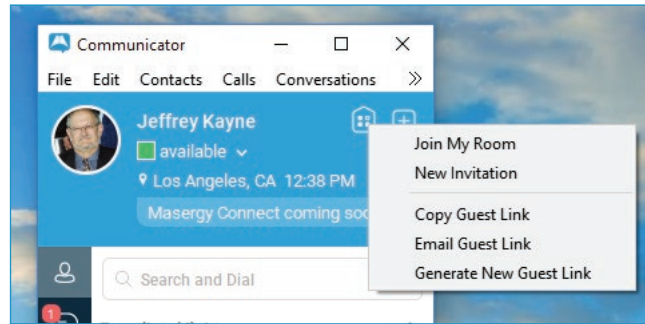


Figure Copy Guest Join Link Menu Option

2. The guest can open the link in one of the supported browsers, enter their name and password, and then click **Join Room**.

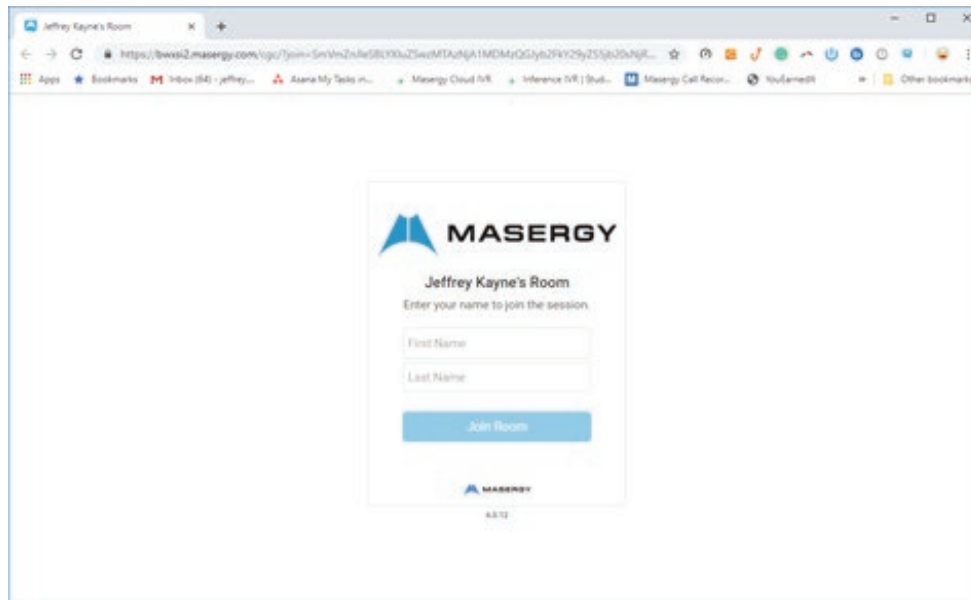
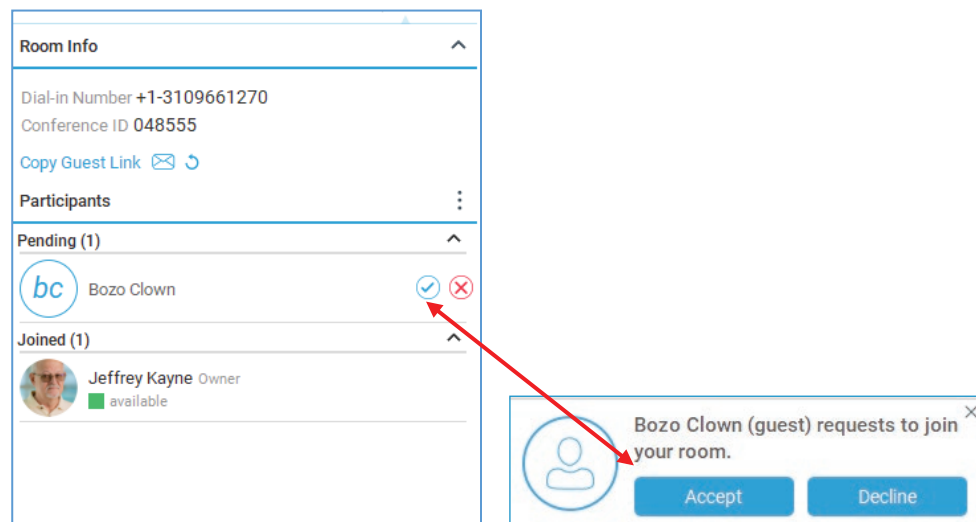


Figure Login Screen for Join Room

3. Once you click on **Join Room**, you see a notification on your My Room (as shown in the following figure).

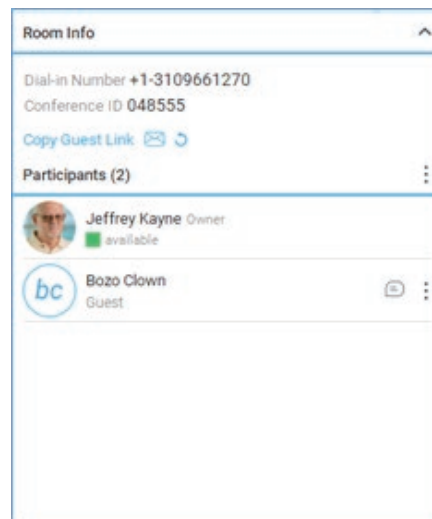






My Room Icon – Guest Request Badge or Pop-up Window

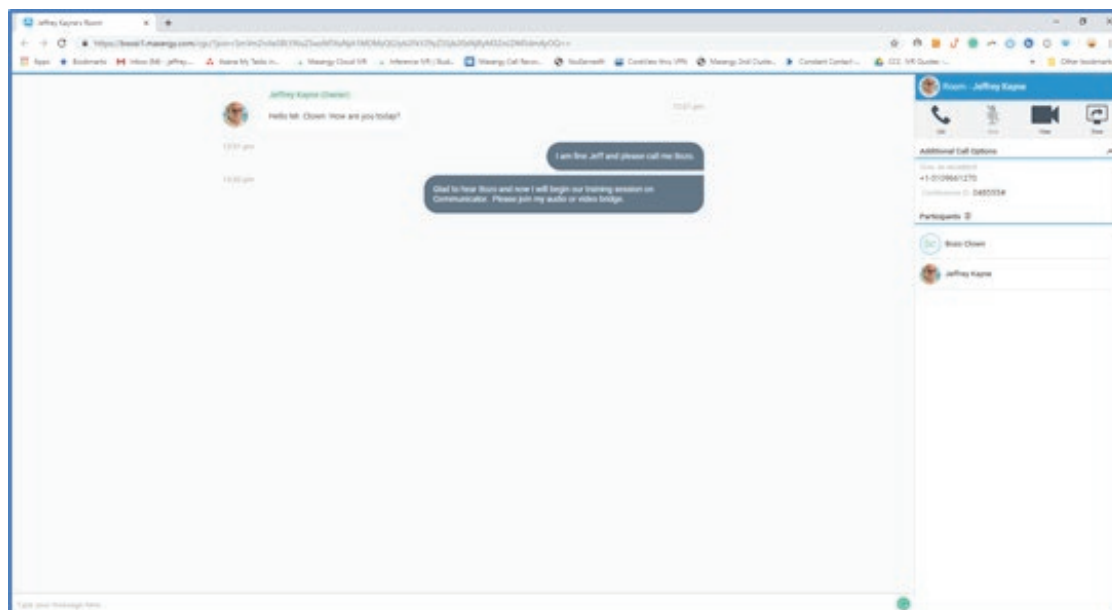
4. Open your My Room and accept the guest request.



My Room – Accept Guest Request

5. The guest is allowed into your room and can now participate in multi-user chat with other participants in the room (as shown in the following figure from a browser).





My Room Window – Guest Chat in Google Chrome Browser

Masergy UC has enabled WebRTC support, and then the guest can join the audio/video portion of the session by clicking on the audio or video button. This feature is only available on Google Chrome browsers and the user must grant access to their camera and microphone by clicking **Allow**.

The guest can switch between audio and video mode by clicking on the video icon. They can also mute and end the call by clicking on the mute and end call icons respectively. The guest may also share their desktop by enabling the Chrome Communicator desktop share extension.

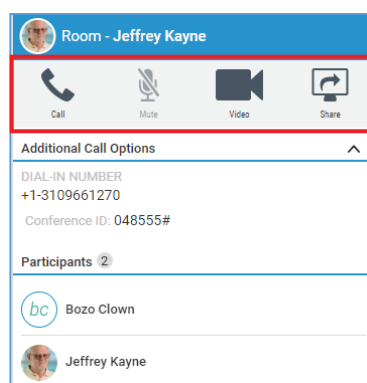


Figure My Room Window Icons

The guest can show or hide their self-view by clicking on the  icon in the top right corner of the video.





- You can start your desktop share from the Desktop client and the guest then sees it. The video call is resized and moved to the top left.

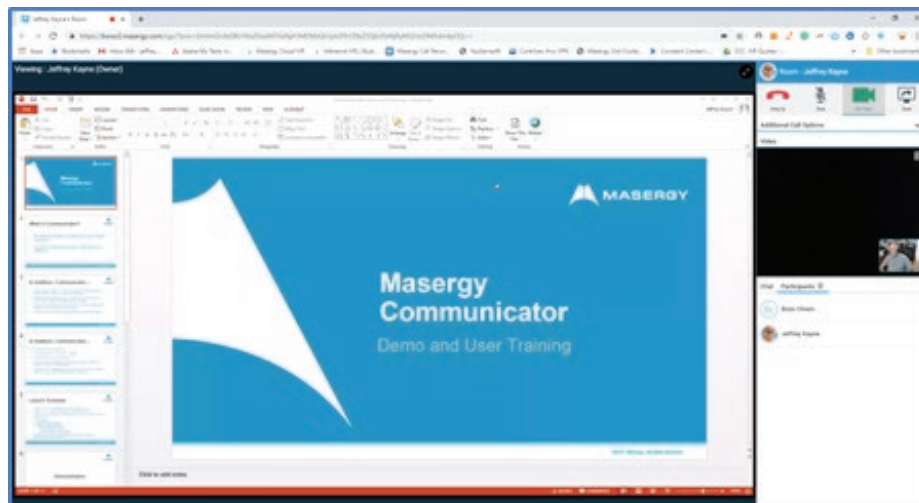


Figure My Room – Desktop Share with Video Call

- The guest can also manually call the conference bridge directly by using the provided dial- in information.

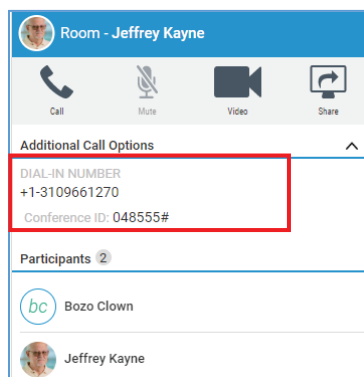


Figure My Room – Desktop Share with Dial-in Information



## Appendix C: Skype for Business Integration

This section provides more hands-on information about Skype for Business (S4B) integration usage.

The required startup procedure is as follows (reversing the order in which S4B and Communicator are started should also work):

1. Start S4B.
2. Start Communicator. You can have it minimized or in the foreground although minimizing is recommended. Masergy UC will automatic “Minimize after login” feature that automatically minimizes Communicator after login.

When making a PSTN (Off-net) call from S4B while Communicator is minimized, Communicator comes to the foreground for the duration the call and is then auto-minimized after call except in the following cases:

- Window size has been changed
- Active view has been changed (for example, from contacts to dial pad)

Communicator does not minimize after an incoming PSTN call to Communicator. Also, if Communicator is in the task bar before the call, then it does not auto-minimize.

The original intended use case for S4B integration was to use S4B for presence and chat and on-net (VoIP) calls while Communicator would be used for off-net calls with presence and chat turned off.

The following sections describe the ways to make various kinds of calls.

### On-Net Calling

To make an on-net call:

1. Select a S4B contact and click the call button. Alternatively, right-click a contact and select an on-net number.
2. Both the S4B main window and communications window are visible (as shown in the following figures).

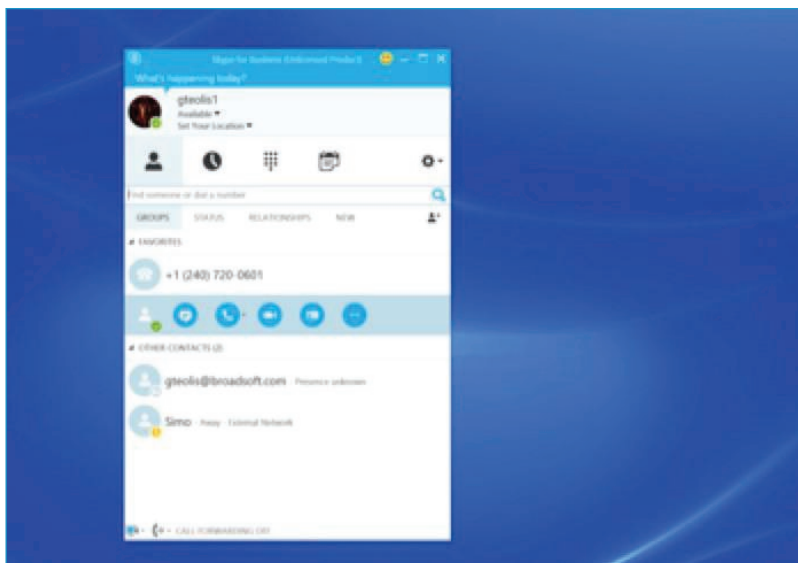


Figure Making an On-Net Call

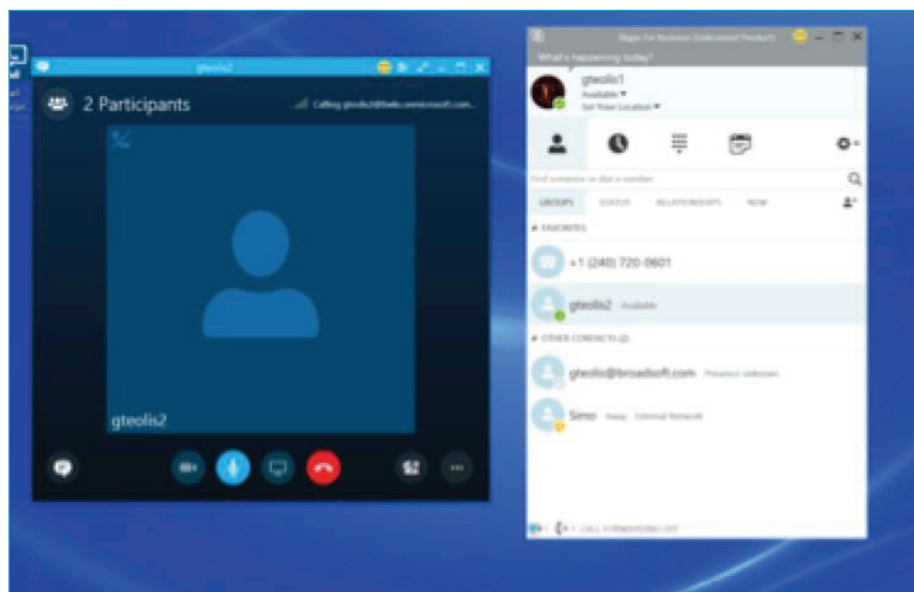


Figure Ongoing On-Net Call





## Off-Net Calling

Off-net calling must be done using a custom menu “Call with Communicator S4B”.

To make an off-net call:

1. Select a contact, right-click and select “Call with Communicator S4B” menu. Use the submenu to select the desired number.
2. Communicator attempts to make the call instead of S4B. Both the S4B main window and Communicator Communications window are visible.

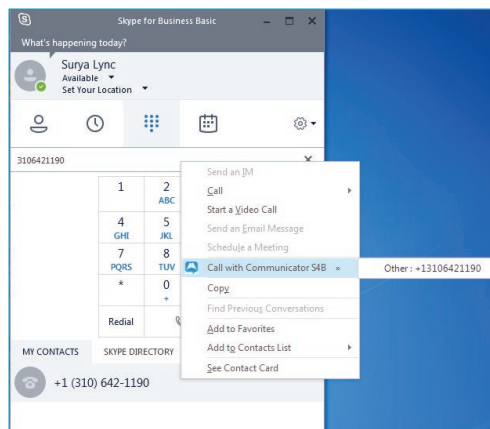


Figure Making an Off-Net Call

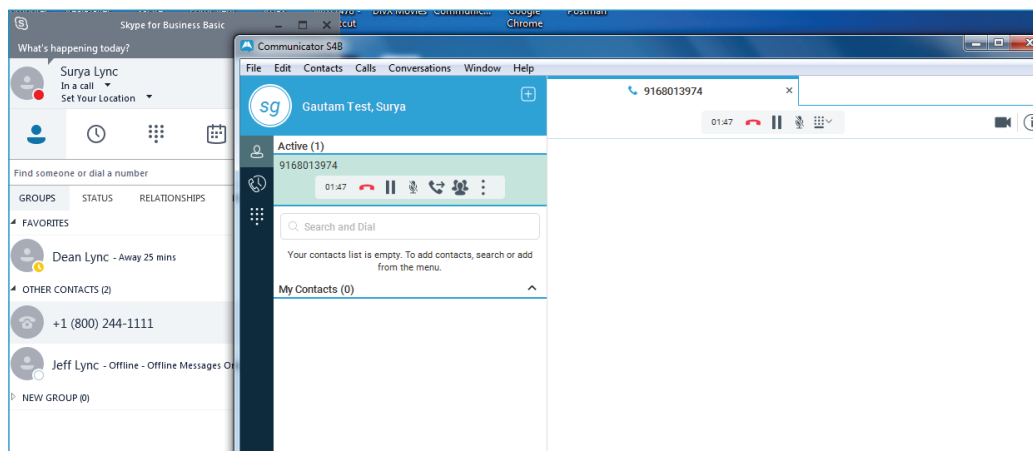


Figure Ongoing Off-Net Call

After the call, Communicator typically is minimized.

## Presence Synchronization

When Communicator Skype for Business is configured on Masergy UC services, the presence on the Communicator is turned off and the telephony presence is reflected in the Skype for Business client when on a PSTN (Off-net) call as





shown in the image above.

Masergy UC services turns off Instant Messaging and Presence (IM&P) when running Communicator with Skype for Business.

Additional information on the Communicator with Skype for Business Add-in functionality may be found in the [Masergy Communicator with Skype for Business](#). User Guide



## Appendix D: Configure USB Headsets

This section provides more information on configuring USB devices to function with Communicator. Note that some headset manufacturers have built their own add-ins for Communicator, for instance, Jabra on Windows. In this case, the standard HID Add-Ins cannot be used at the same time. You can enable and disable add-ins in the **Options ▶ Audio/Video** menu view.

In general on Windows, if “Default Communication Device” is defined in Windows settings, it is selected over the “Default Device” by Communicator for calls when several audio devices are available (for example, USB headset and the integrated audio device on the PC). However, when using headsets, you can select a separate device than the headset for alerting incoming calls.

The following examples provide more information on how to define a default communications device when a USB headset is available on the PC.

It is recommended to select “Use Default” in the **Media** tab of Communicator Options for both input and output devices (as shown in the following figure).

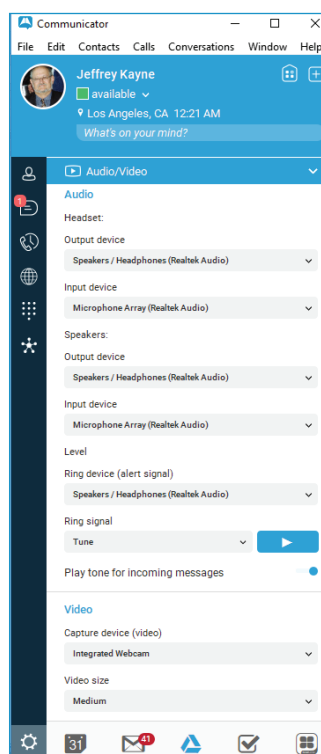


Figure Options (Preferences) Window

1. To define the default communications device, make sure that the Sound settings in Windows pertaining to “Recording” and “Playback” devices are correctly configured. From the **Sound** applet, select the **Playback** tab.

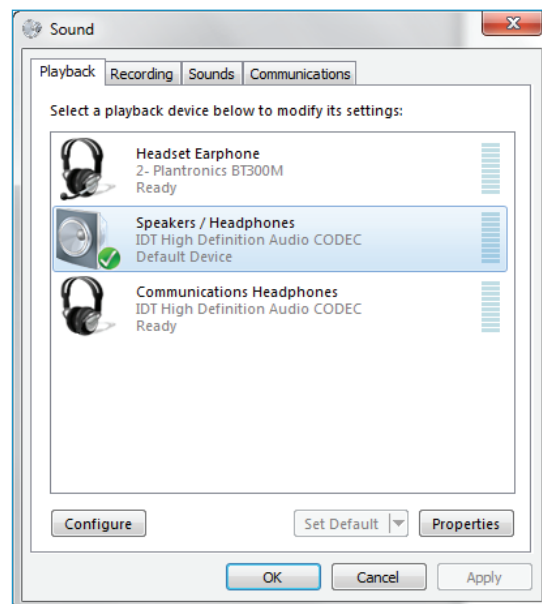


Figure Sound Window – Playback Tab

In this example, the user has a Plantronics BT300M (the USB dongle accompanying a Voyager Legend UC) connected to their PC.

2. Click **Headset Earphone** to highlight the device and click on the drop-down arrow next to the **Set Default** button.

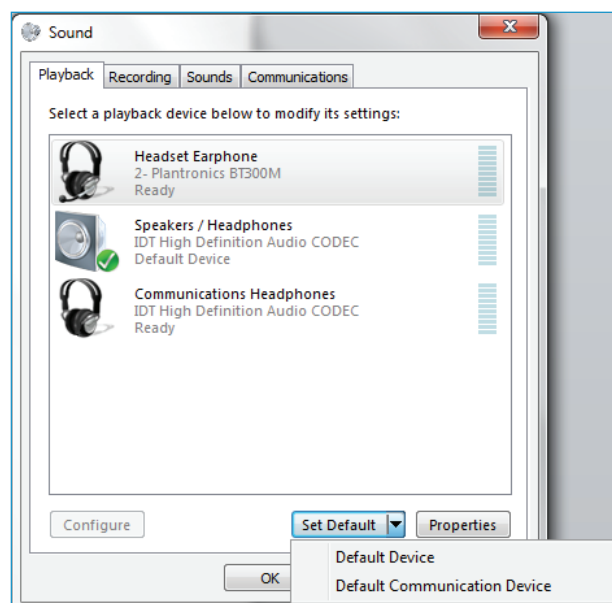
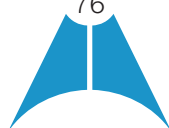


Figure Sound Window – Playback Tab – Set Default



3. Select *Default Communication Device*. The following screen is displayed.

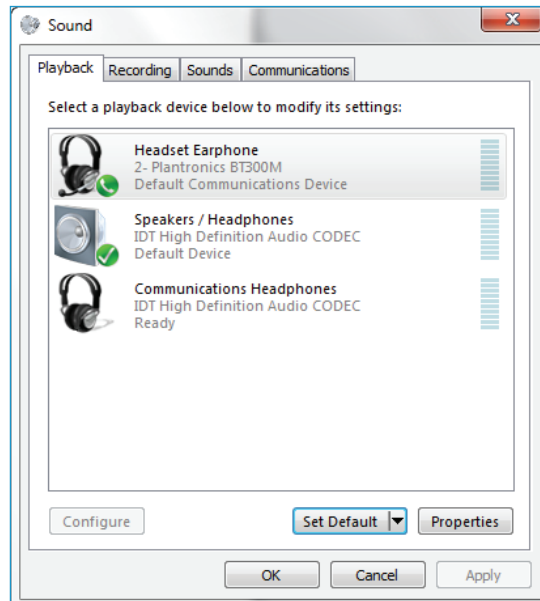


Figure Sound Window – Playback Tab – Default Set

4. Next, click the **Recording** tab.

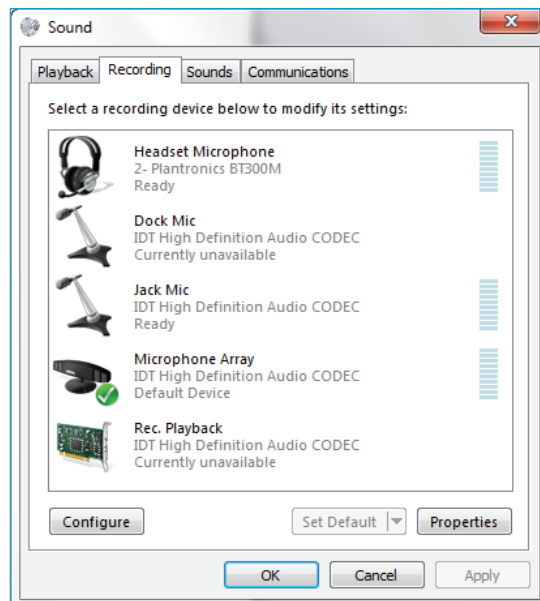


Figure Sound Window – Recording Tab





5. Again, click on **Headset Microphone**, which represents the connected Plantronics BT300M device, and click on the drop-down arrow next to the **Set Default** button.

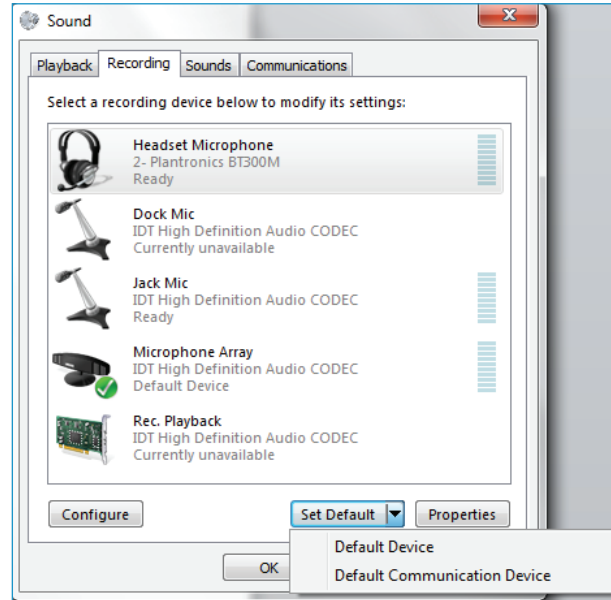


Figure Sound Window – Recording Tab – Set Default

6. Select *Default Communication Device*.

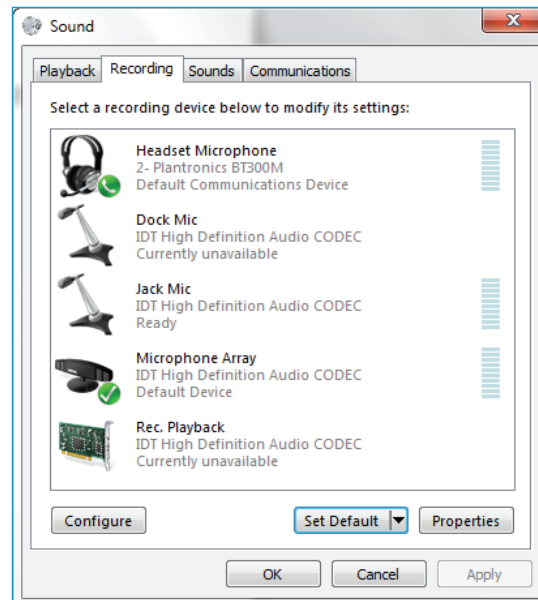


Figure Sound Window – Recording Tab – Default Set

7. Click **OK** to save the changes. The *Sound* window is dismissed and your device is now ready to be used by Communicator.



## Appendix E: Multi-Device Presence

This section provides a table describing the presence state changes based on the presence state that Communicator has as well as the presence status of other devices that the same user has active. There is a distinction between what is shown in the UI and what is the internal presence status of the Communicator client since the design is to show the same own presence in the UI of all own online devices. The following table is applicable from Release 21.3.0 to 21.6.0 when the presence aggregation feature is not used. Earlier releases have slightly different behavior in some cases. The table describes presence state changes when steps 1 through 6 are executed in order, starting from step1 and continuing through to step 6.

| Presence published by iOS | Presence published by Desktop                                |       | Action by iOS Communicator                            | Iphone (user A) own presence in UI |         | OSX (user A) own presence in UI |        | Mobile Android(user B, watching user A) UI |                            |
|---------------------------|--|-------|---|------------------------------------|---------|---------------------------------|--------|--|----------------------------|
|                           |  |       |   | Initial Status                     | Result  | Initial Status                  | Result | Initial Status of User A                   | User A status after action |
| away -30                  | away -30   | Step1 | Try to change iphone status from Available to Away    | Available                          | Away    | Available                       | Away   | Available                                  | Away                       |
| dnd 100                   | dnd 100  | Step2 | Try to change iphone status from Away to Busy         | Away                               | Busy    | Away                            | Busy   | Away                                       | Busy                       |
| unavailable               | none   | Step3 | Try to change iphone status from Busy to offline      | Busy                               | offline | Busy                            | Busy   | Busy                                       | Busy                       |
| -10                       | away - 30 and then dnd +100 when typing/mouse activity on Pc | Step4 | Try to change iphone status from offline to Available | Offline                            | Busy    | Busy                            | Busy   | Busy                                       | Busy                       |
| unavailable               | none   | Step5 | Try to change iphone status from Available to Offline | Busy                               | Offline | Busy                            | Busy   | Busy                                       | Busy                       |
| -10                       | away - 30 and then dnd +100 when typing/mouse activity on Pc | Step6 | Try to change iphone status from offline to available | Offline                            | Busy    | Busy                            | Busy   | Busy                                       | Busy                       |

The previous scenario happens when typing or mouse movement occurs on the desktop machine in steps 4 and 6. If this is not done, then the away status would be the desktop's "own" presence and the table would look as follows (same states in the beginning and different ones marked in green).

| Presence published by iOS | Presence published by Desktop |       | Action by iOS Communicator                            | Iphone (user A) own presence in UI |                     | OSX (user A) own presence in UI |                     | Mobile Android(user B, watching user A) UI |                            |
|---------------------------|-------------------------------|-------|---|------------------------------------|---------------------|---------------------------------|---------------------|--|----------------------------|
|                           |                               |       |   | Initial Status                     | Result              | Initial Status                  | Result              | Initial Status of User A                   | User A status after action |
| away -30                  | away -30                      | Step1 | Try to change iphone status from Available to Away    | Available                          | Away                | Available                       | Away                | Available                                  | Away                       |
| dnd 100                   | dnd 100                       | Step2 | Try to change iphone status from Away to Busy         | Away                               | Busy                | Away                            | Busy                | Away                                       | Busy                       |
| unavailable               | none                          | Step3 | Try to change iphone status from Busy to offline      | Busy                               | offline             | Busy                            | Busy                | Busy                                       | Busy                       |
| -10                       | away - 30 (forced automatic)  | Step4 | Try to change iphone status from offline to Available | Offline                            | Available on mobile | Busy                            | Available on mobile | Busy                                       | Available on mobile        |
| unavailable               | none                          | Step5 | Try to change iphone status from Available to Offline | Available on mobile                | offline             | Available on mobile             | Away                | Available on mobile                        | Away                       |
| -10                       | away - 30                     | Step6 | Try to change iphone status from offline to available | Offline                            | Available on mobile | Away                            | Available on mobile | Away                                       | Available on mobile        |

## Appendix F: Third-Party Software and Copyright

The following third-party software is used in Communicator.

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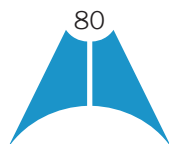
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## Blowfish

Based on a C implementation of the Blowfish algorithm by Paul Kocher

UUID - RFC4412

/\*

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Emoji artwork provided by EmojiOne. <http://emojione.com>





### Appendix G: Acronyms and Abbreviations

This section lists the acronyms and abbreviations found in this document. The acronyms and abbreviations are listed in alphabetical order along with their meanings.

|        |   |
|--------|---|
| ACB    | Automatic Callback                                    |
| ACD    | Automatic Call Distribution                           |
| API    | Application Programming Interface                     |
| CPU    | Central Processing Unit                               |
| DND    | Do Not Disturb  |
| DTMF   | Dual-Tone Multi-Frequency                             |
| ECACS  | Emergency Call Address Change Service                 |
| EULA   | End-User License Agreement                            |
| FAC    | Feature Access Code                                   |
| FAQ    | Frequently Asked Question                             |
| FIPS   | Federal Information Processing Standard               |
| FMC    | Fixed-mobile Convergence GUI Graphical User Interface |
| GW     | Gateway   |
| HD     | High Definition                                       |
| HID    | Human Interface Device                                |
| IM     | Instant Message                                       |
| IM&P   | Instant Messaging and Presence                        |
| IP     | Internet Protocol                                     |
| LDAP   | Lightweight Directory Access Protocol                 |
| LGPL   | Lesser General Public License                         |
| MWI    | Message Waiting Indication                            |
| PIV    | Personal Identity Verification                        |
| RAM    | Random Access Memory                                  |
| S4B    | Skype for Business                                    |
| SIP    | Session Initiation Protocol                           |
| SSO    | Single Sign-On  |
| UC     | Unified Communications                                |
| UI     | User Interface  |
| URL    | Uniform Resource Locator                              |
| UVS    | BroadWorks Video Server                               |
| VDI    | Virtual Desktop Infrastructure                        |
| VoIP   | Voice over IP   |
| WebRTC | Web Real-Time Communication                           |
| XMPP   | Extensible Messaging and Presence Protocol            |
| XSI    | Xtended Services Interface                            |

