



Communicator Quick Start Guide



What is Communicator?

Communicator for Desktop Unified Communications application that allows you to communicate using:

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



Install the Software

Masergy provides all the Communicator installers on the [Masergy Software and Downloads](#) webpage. Please download the installer file to your local machine.

Windows

- Double-click the installer
 - Regular [Masergy Communicator - Windows \(exe / msi\)](#)
 - Single Sign-On [Masergy Communicator SSO - Windows \(msi\)](#)

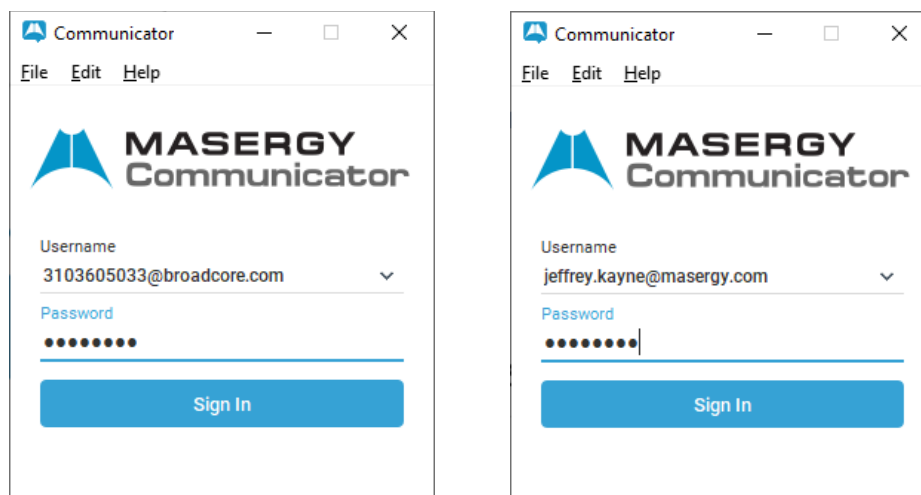
OS X

- Double-click the disk image
 - Regular [Masergy Communicator - Apple \(dmg\)](#)
 - Single Sign-On [Masergy Communicator SSO - Apple \(dmg\)](#)

Communicator Regular Sign-in (Version 22.4.x)

The Masergy Communicator soft client login uses either the DID number@broadcore.com, @masergy.com, or alternate ID (email address) and your alphanumeric password (1 upper case, 1 lower case, number, and optional special character, minimum 6 digits).

For instance, 3103605033@broadcore.com and password Masergy#1.



Note: this is the same password used with the Unity client and personal web portal. If you need to have your password reset, please contact support at 800-942-4700 or via email at ucsupport@masergy.com.

Communicator Tutorial

- [Masergy Communicator Desktop Tutorial](#)

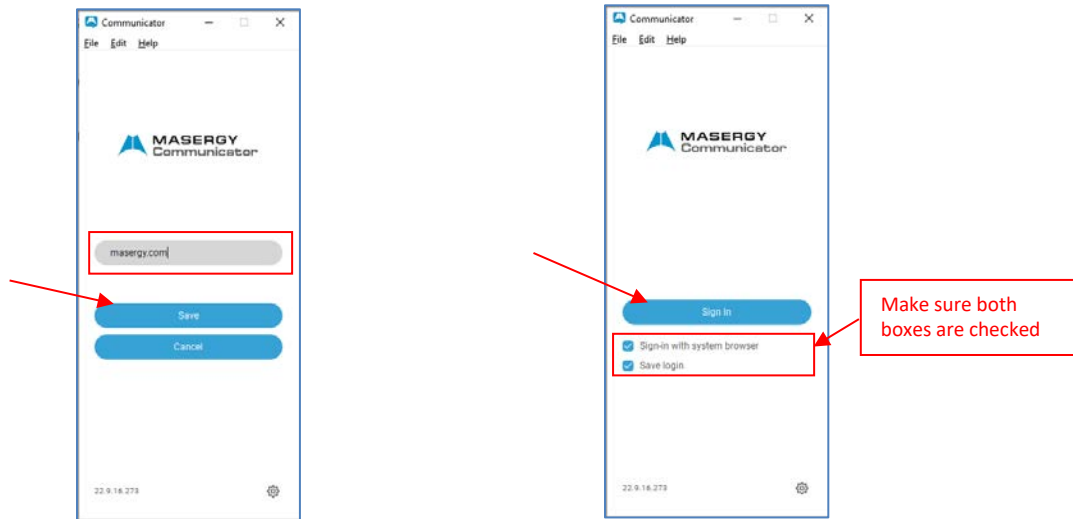


Communicator Single Sign-On (SSO) (Version 22.9.x)

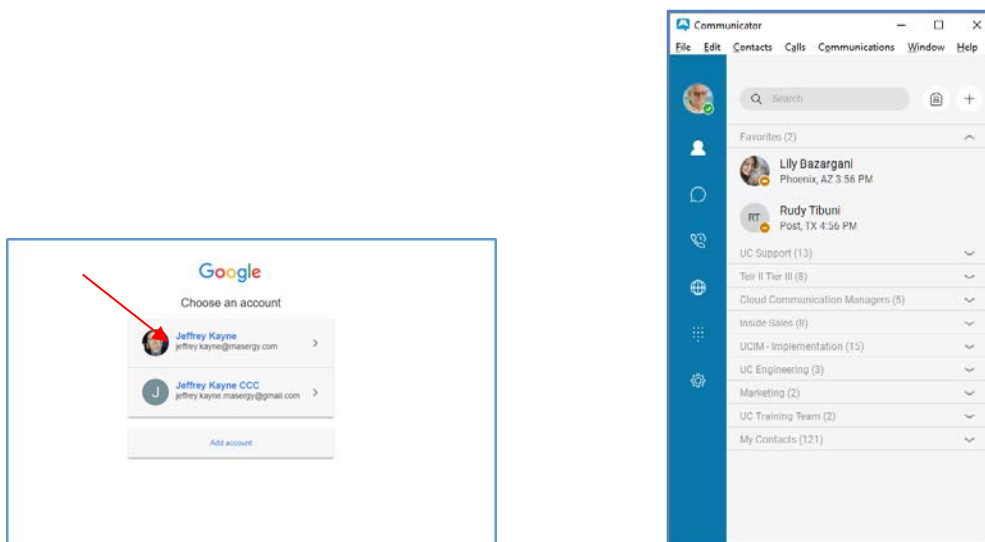
The Communicator 22.9.x desk top client automatically supports Single Sign-On (SSO).

When you first launch the application,

1. You are prompted to enter the company's "Enterprise Domain" and select "Save."
Note: please enter the domain name in lower case.
*****Note:** If your company is **not** using SSO and you would like to use the latest client, please enter "none" and "Save", followed by your login credentials.
2. Pressing the "Sign In" button will open a browser window and take you to your company's SSO authentication page
3. Once the correct credentials are entered, you should successfully be signed into the Masergy Communicator application



4. In case the Enterprise Domain was entered incorrectly, the cogwheel at the bottom right of the sign in page can be used to correct the Enterprise Domain input



Communicator Connect Mobile (version 3.9.x)

The Communicator Connect mobile client automatically supports Single Sign-On (SSO).

For company's not using Single Sign-On (SSO)

- If your company is **not** using SSO, please enter “none” and “Save”
 - Enter your login credential and password:
 - The login user name would be the DID number@broadcore.com, or @masergy.com, or alternate ID (email address).
 - The alphanumeric password (1 upper case, 1 lower case, number, and optional special character, minimum 6 digits).
- For instance, 3103605033@broadcore.com and password Masergy#1.
- If your company is using SSO, please enter the enterprise domain in lower case. For example, “**abc.com**”

For company's using Single Sign-On (SSO)

The Connect SSO login procedure is the same as the Communicator Desktop SSO procedure.

1. Enter the company's domain name. For example, “**abc.com**” (Note: no capital letters)
2. Save and Continue.
3. A browser page would open on the mobile client to your company's SSO authentication page.
4. Once the correct credentials are entered, you should successfully be signed into the Masergy Communicator Connect.
5. The Connect will open displaying the main window with your current chat messages.

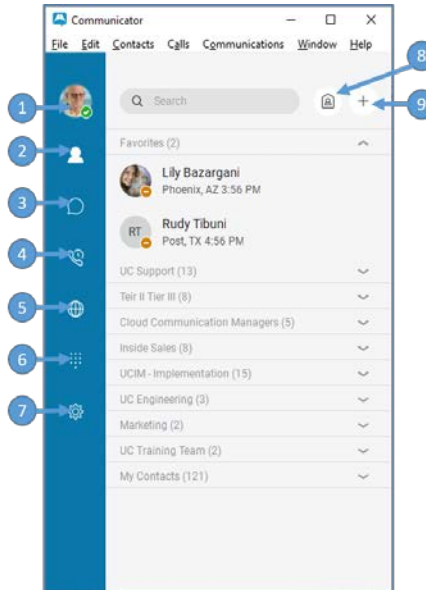
Communicator Connect Tutorial

- Android and tablet: [Masergy Connect Android Tutorial](#)
- iPhone and iPad: [Masergy Connect iPhone Tutorial](#)



Use Communicator to Collaborate

- 1. Status**
Update your status or location
- 2. Contacts**
View your existing contacts or search for a new contact and dial (audio or video) using Communicator, or make a call using desk phone.
- 3. Chat History**
View previous and unread chats
- 4. Call History and Voice Mail**
View made, received and missed calls. Listen to voicemails.
- 5. Directory**
Search for a new contact and dial (audio or video) using Communicator, or make a call using desk phone.



- 6. Dial Pad**
make a phone call just like you would from your desk phone.
- 7. Options**
Modifying the preferences and settings.
- 8. My Room**
Start a group conversation or Masergy Conference bridge by dragging contacts in, calling numbers directly, or copying invitations and emailing.
- 9. Create New Contacts or New Contact groups**
Manually create new contacts and Contact Groups that you can add contacts to.

For More Info

For more information regarding how to use RT Communicator and for an easy to follow tutorial, please refer to the links below:

- [Masergy Communicator User Guide](#)
- [Masergy Communicator Desktop Tutorial](#)
- [Masergy Connect Android Tutorial](#)
- [Masergy Connect iPhone Tutorial](#)

If you need additional training, please send an email to uctraining@masergy.com to schedule a session.