



# **Plus Business Communicator**

End User Manual

For Desktop : Windows or Mac OS

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## 1 About Communicator for Desktop

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

- Instant Messaging and Presence
- Voice and Video Calling (VoIP)
- Desktop Sharing
- Integration with external cloud services

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## 2 Get Started

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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

Vodafone Business provides the download of the installer, here:

<https://www.vodafone.it/portal/Aziende/Piccole-e-Medie-Aziende/Supporto/Rete-fissa/Configurazioni-e-servizi/One-Net-Shared/Scarica-i-file?popup=true>

#### Windows

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

#### Mac OS

- 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. With SSO enabled, the login steps are as follows:

- 1) Click the "Continue" red button. After you sign in, please revert back to this app.
- 2) As a result, an external web browser opens and you will be redirected to the Vodafone Digital Marketplace sign in screen. Provide the SSO credentials in the web browser view and return to the Communicator login view. These credentials need to be the same as the ones used to access the Vodafone Digital Marketplace. (Check your Inbox for emails coming from [no-reply@vodafone.it](mailto:no-reply@vodafone.it); Please make sure to check also your Spam or Junk folders). When logging in for the second time using SSO, your previously used credentials are remembered automatically. With SSO, Remember Password and Sign In Automatically checkboxes are not visible. When using the Exit option, the password does not have to be re-entered in SSO environments whereas with Logout, the password must be re-entered.
- 3) Select whether you would like Communicator to sign you in automatically on subsequent launches.
- 4) Click **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.

### 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.

Communicator uses tabs for new chat sessions. The *Search and Dial* field allows searching for contacts as well as making calls using SIP URIs (native Desktop only). SIP URIs must use the format user@domain or sip:user@domain. The table that follows the images describes the key icons used in the *Main* and *Communications* windows.

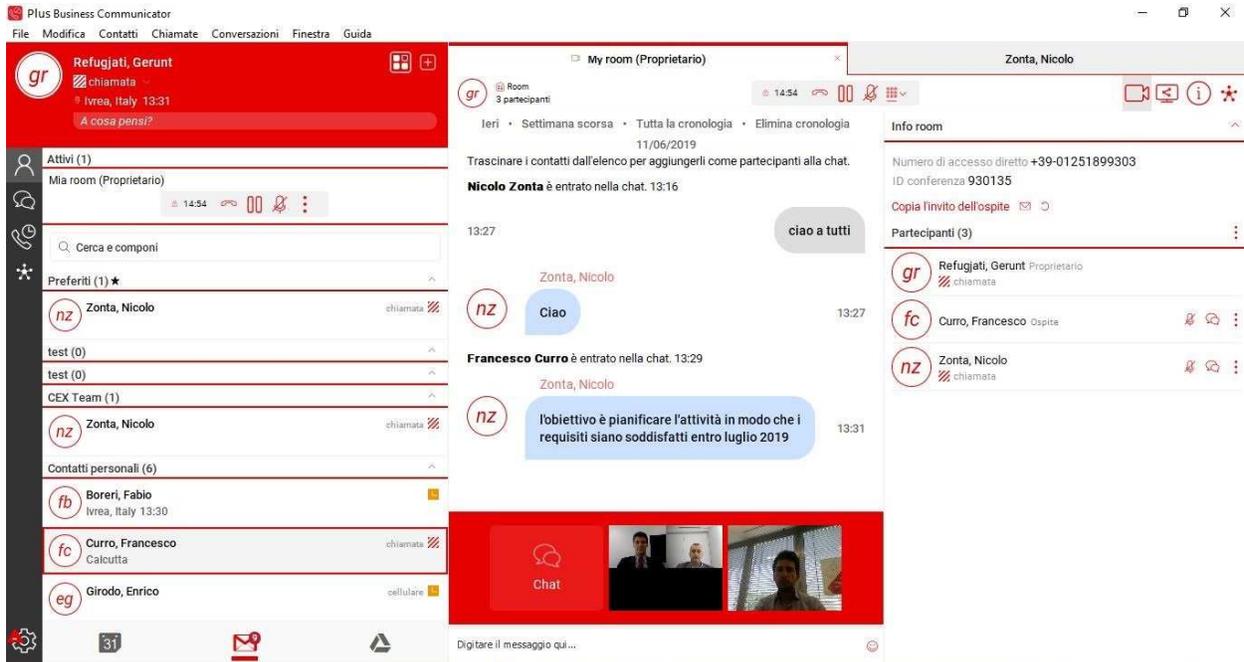


Figure 1 Tabbed Main Window

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>Hub</b> – Provides micro-apps and contextual intelligence to chat tabs.
	<b>Options</b> – Use for quick access to options and Call Settings.

Icon	Usage
	<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>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
	Automatic presence: This is the Available status where automated presence statuses such as Busy In-call override the Available status. Requires newer presence server (aggregated presence) to show.
	The green presence icon indicates that the user is online and ready for communication. This status is used until you change it and automated presence statuses such as In Call do not override.
	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*
- *Away*
- *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
- Mute your microphone
- Adjust your speaker volume
- Place a call on hold
- Transfer a call
- Toggle between speaker and headset. You must specify different devices for a speaker and a headset in *Options* to use this feature.

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 Mac OS. 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.

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## 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** or **Video** menu item.
- Right-click one or more contacts from the *Contacts* list or search results and click the **Call** or **Video**.
- On the *Call History* list, double-click a call entry.
- In the *Communications* window, click the **Call** or **Video** button.
- When viewing a contact's profile, click the **Call** or **Video** button.

## 2.9 Share Your Application or Desktop

Share your desktop 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.

## 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. 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.
- Set audio device to headset or speaker. For more information, see section [15 Error! Reference source not found.](#)

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.

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## 2.11 My Room

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

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 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 and Communicator users. Communicator users are recommended to use "Copy Guest Link" invitation links.

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 [6.10 Moderator Controls](#).

*My Room* calls cannot be conferenced or transferred.

### 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) Click the Communicator logo in the *Main* window title bar.
- 2) Select *Options*.
- 3) Select *Audio*.
- 4) Set a playback device (speakers).
- 5) Set a recording device (microphone).
- 6) Click **OK**.

#### Mac OS

- 1) Select *Communicator* from the main menu.
- 2) Select *Options*.
- 3) Select *Audio*.
- 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 that on Mac OS it is recommended to disable "Use ambient noise reduction" in *System Preferences* to reduce echo.

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## 3 Contacts

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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. 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.

If you are accepting contacts via a buddy request, you may see the contact card after accepting the buddy request. 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.

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

### 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. 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.

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Once done with all 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 also as follows:

- 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
	Automatic presence: This is the Available status where automated presence statuses such as In-call override the Available status.
	The green presence icon indicates that the user is online and ready for communication. This status is used until you change it and automated presence statuses such as In Call do not override.
	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.

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 Vodafone in this case.

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. On Mac OS, the operating system location is utilized. 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.

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## 5 Chat

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### 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.

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 in US English is also supported and can be disabled in *Options*. Sending Emojis between different versions may not fully work. For troubleshooting tips, see section [24 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. Vodafone Plus Business Communicator 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.

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.

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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. 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.

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.

## 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.

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. You must specify a different device for a headset and a speaker in *Options* to be able to use this feature.
- Add participants to the call.

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

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 SIP URI of format user@domain or sip:user@domain in the combined *Search and Dial* field to make a call (native Desktop only). Once you type it, Communicator searches for contacts on both the local contact list and the enterprise directory.

Choose your video size from the *Options* and the *Video* tab. Your selection is used by default for future video calls. The available sizes are automatically presented based on your camera.

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.

You can also see a secure call icon when an encrypted call is taking place.

**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 First Name or Last Name in the *Search and Dial* field at the top of Communicator window (search or communicate).

## 6.2 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.

## 6.3 Contact Name Lookup for Incoming Calls

Communicator performs a local contact search for incoming calls. If the same user is found in the contacts on the Communicator contact list, the name is shown on the incoming call screen along with the alert.

If there is no match to a local contact, Communicator looks for a match in the Directory and if a match is found, the available information is shown for 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.

## 6.4 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 *Call History* view.

## 6.5 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 Mac OS) 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.

## 6.6 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.

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 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.

## 6.7 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.

If Call Waiting is in the ringing state then new incoming calls are rejected.

## 6.8 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.

## 6.9 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).

## 6.10 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.

### 6.11 Forced Logout

Depending on your settings, you may 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 Vodafone to track similar online client instances and only allow one of them to be online at the same time. When Vodafone notifies the client to log out, all connections are terminated and client returns to the login window.

### 6.12 Echo (Test) Service

Use this *Main* window menu option to make a test call to verify voice and video quality. The echo service asks you to record a message and plays that message back immediately before hanging up.

### 6.13 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 user interface. 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 are visible from the *Options Add-ins* tab.

In addition to the standard HID Add-in developed by Vodafone's supplier, headset vendors can develop their own add-ins that can replace the Plus Business Communicator Standard HID Add-in for all devices. Some of these add-ins (for example, Jabra or Sennheiser) cannot be used at the same time with the standard HID Add-in so either the Plus Business Communicator Standard HID Add-in or the vendor-specific add-in must be disabled via *Options* in the Communicator client if one of the two is not automatically disconnected. Add-in installers should copy the required add-in dlls into the Plus Business Communicator add-in folder so they become visible in *Options*.

These vendor-specific add-ins are typically installed during new headset installation; however, the Plus Business Communicator Standard HID Add-in should remain in the preferences 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 want 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. Re-login is necessary to take the new add-in into use.

Some USB headsets may have additional functionality offered by the vendor-specific add-in such as answering the call directly when taking the USB headset off dock. See the USB headset documentation for details of such functionality.

If you are using many different headsets, the Vodafone Standard HID Add-in offers a default add-in that can always be used.

Uninstallation does not remove add-in DLLs. In general, the following steps could be followed with third-party add-in DLLs.

- 1) Make sure that both Plus Business Communicator and the third-party add-in are installed.
- 2) Go to File menu → Options → Extensions.
- 3) Enable your add-in of choice, either USB Device Add-in by Vodafone Plus Business Communicator or a USB headset vendor-specific one.
- 4) Restart Plus Business Communicator to take the changes into use.

## 6.14 Presence Rules and Silent Alerting

As an user, you can combine call processing with presence statuses (native Desktop only). For instance, the “Busy” status can be combined with Do Not Disturb

All presence statuses can have presence rules:

- Available
- Busy
- Away
- Offline

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.

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## 7 Application or Desktop Share

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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**.

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.

- 3) 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.

In addition, participants can share 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.

In deployments using the older web collaboration solution, clicking the *Share* button opens an external browser window where share can be viewed.

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## 8 My Room

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*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.

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) 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 invitation can also contain 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. In addition, the Communicator group chat session is supported with the web collaboration 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.

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, additionally, you cannot transfer or conference *My Room* calls.

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. *My Room* invitations sent by you cannot be canceled in this release.

*My Room* calls cannot be conferenced or transferred.

Vodafone guarantees up to 8 video participants per *MyRoom* session.

### 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.

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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 web browser by requesting a callback using the provided dial-in number and conference PIN 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. For more information, see section [6.10 Moderator Controls](#).

After dismissing a guest user from share and chat, the audio/video portion can remain.

The following OS and browser combinations are supported:

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

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

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## 9 Search

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Communicator supports a search in the enterprise directory as well as in 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. 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.

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.

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.

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 to all 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.

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## 10 Communications History

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In the *Main* window on the left-hand side of the navigation pane displays your messaging history. History view is divided into two tabs:

- Calls
- Chat

Double-clicking a conversation on the chat tab list opens it in a new window while double-clicking a contact in the call history will trigger a call to that specific contact.

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 click 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" and "Calls as viewed".

## 11 Hub

### 11.1 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
- 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.

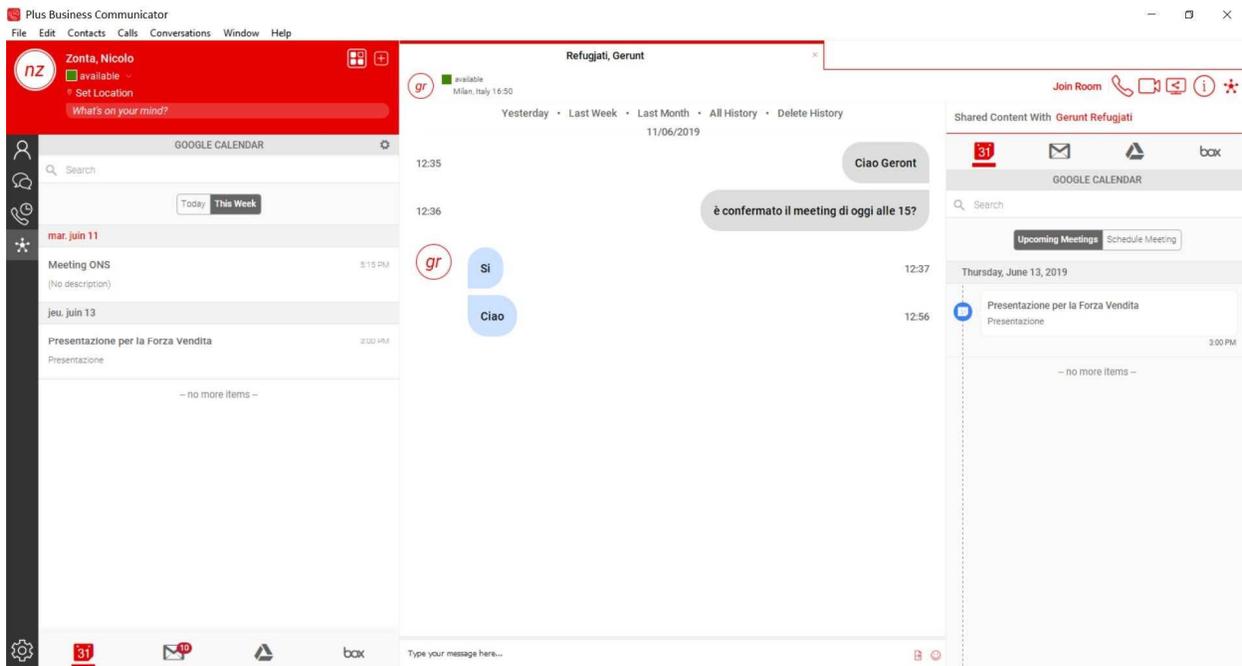


Figure 2 Desktop Main Window

Search is available for all apps to search for content inside that app.

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Before you start using Hub, you must select your applications:

- Click the Hub button to access the 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 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.

## 11.2 Hub Banner (Micro-app) View

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 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.

### 11.2.1 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.

### 11.2.2 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.

### 11.2.3 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.

### 11.2.4 Google Tasks

Displays your tasks.

### 11.2.5 Box

Displays, for example, access to your Box folders.

### 11.2.6 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

### 11.2.7 Microsoft O365 Mail

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.

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### 11.2.8 Microsoft O365 Calendar

Displays upcoming calendar events:

- Today
- This Week

The following Quick Actions are available:

- Cancel event
- Open in actual O365 Calendar

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

### 11.2.9 Microsoft O365 OneDrive

Displays OneDrive All, Recent, or Shared with me files. Quick Actions include “Share” and “Open in OneDrive”.

### 11.2.10 Microsoft O365 Tasks

Displays your tasks.

### 11.2.11 Microsoft Outlook Calendar

Displays the same items as O365 calendar.

### 11.2.12 Microsoft Outlook Mail

Displays the same items as O365 mail.

### 11.2.13 Twitter

Displays filters for 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

## 11.3 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 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 search 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.

### 11.3.1 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.

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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)

### **11.3.2 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.

### **11.3.3 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.

### **11.3.4 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)

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## 12 Forced Configuration Update

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When enabled, you will be prompted to log in again when the configuration has changed. This will not happen however if you have ongoing calls, share, or group chat sessions.

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## 13 Privacy Policy

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This will be published on Vodafone website (<https://www.vodafone.it>), privacy section.

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## 14 Accessibility Compliance

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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](#).

There is support for the following features:

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

The following limitations apply:

- On Mac OS 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 Mac OS: If WebRoot SecureAnywhere is used, *Pause Secure Keyboard Entry* must be selected.
- Users must manually select the correct language in screen reader. Plus Business Communicator does not force screen reader’s language according to the language selection in the client.
- On Mac OS, the VoiceOver focus follows the VoiceOver Cursor. When VoiceOver is enabled, users are 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 Mac OS with different languages, the OS language, client language, and VoiceOver language must all be the same.

Recommended *Preferences* → *General* → *Accessibility* settings for screen reader/VoiceOver are:

- ToolTips disabled
- Pop-up errors enabled

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## 15 Options

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

### Windows and Mac OS

- 1) Click the *Options* logo in the *Main* window left pane.
- 2) Select the desired view from the drop-down.

or

### Windows and Mac OS

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

## 15.1 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 allows 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.

## 15.2 Audio/Video

### 15.2.1 Audio

#### Headset

Here you can specify what are the output and input devices used for the headset when toggling between the headset and speakers. Note that to be able to toggle between the headset and speakers during calls, you must specify a different device for each. Using the default for both results in the same device being assigned to both so toggling does not work.

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**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. Note that to be able to toggle between the headset and speakers during calls, you must specify a different device for each. Using the default for both results in the same device being assigned to both so toggling does not work.

**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. If Alert Info service is used, the network may instruct a certain ringing tone to be played.

**15.2.2 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).

Click **Test Call** to make a test call to test voice quality.

**15.3 Incoming Calls**

For the list of available call management services for incoming calls, see section [16 Call Settings](#).

**15.4 Services**

In this release, this section is reserved for presence rules and Hub settings. For more information on presence rules, see section [6.14 Presence Rules and Silent Alerting](#).

---

## 15.5 Extensions

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

You can also manage extensions using the Communicator Application Programming Interface (API), which is used by third-party applications such as 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.

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).

## 15.6 Advanced

The *Advanced* view contains different subsections:

- Troubleshooting
- Proxy

### Troubleshooting

Logging is used for troubleshooting. 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.

---

## 16 Call Settings

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

- Incoming calls
  - Do Not Disturb

### 16.1 Do Not Disturb

When you activate this service, all calls are typically blocked by the server. Enable this service by enabling the service icon.

---

## 17 Sign Out

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

### 17.1 Sign Out of Communicator

To sign out, follow these steps.

#### Windows

- 1) Click the Communicator logo in the *Main* window title bar.
- 2) Select **Sign Out**.

#### Mac OS

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

### 17.2 Exit Application

To exit the application completely, follow these steps.

#### Windows and Mac OS

Close the *Sign In / Continue* window.

#### Windows

- 1) Select the Communicator logo in the *Main* window title bar.
- 2) Click **Exit** (a keyboard shortcut can also be used).

#### Mac OS

- 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 / Continue* 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.

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## 18 Multi-Device Support

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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*.

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

When Communicator Mobile and Communicator Desktop are used together, the automated presence feature is recommended to be used to have presence shown fully in both clients as Communicator Mobile does not use XMPP.

When Communicator Mobile and Communicator Desktop are used together, there are also some rules about location. Mobile applications have a concept of background and foreground mode to save device resources. When Communicator Mobile comes to the foreground, it updates its location.

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The Desktop client does not have separate state for being on foreground; it only detects general usage of the device. The client can be on the background or foreground and based on idle detection it can drop to away. This requires that the computer is not used at all; moving the mouse/using keyboard triggers resuming to available again and it also resets the idle timer. Today, idle detection (or returning from idle) does not trigger location update on Desktop in this release.

When both clients are set to automatic, the last one to publish location "wins". As mentioned, Communicator Mobile updates the location in automatic mode when coming to the foreground while Desktop does not have a similar concept. In addition, the last location update, initiated by the user, either manual or automatic, "wins".

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## 19 Installation

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

- Agree to the license agreement. Note that two clicks are required to accept the EULA due to legal reasons.
- Run when system starts (can be changed later in *Options*).
- 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.

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.

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## 20 Uninstallation

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The uninstallation procedure is different for Windows and Mac OS.

### 20.1 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.

Note that as a result, some USB headset add-in files may also get deleted. For a workaround, see section [23 Troubleshooting](#).

### 20.2 Mac OS

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/Vodafone/Communicator`

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## 21 Version Control and Automatic Upgrade

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You may receive a notification to upgrade Communicator to a newer version. This upgrade may take place automatically after you accept it in a separate dialog.

The upgrade may be recommended or mandatory. If it is mandatory, then Communicator does not start before the upgrade is done.

In automatic upgrade dialog you can choose between:

- Remind Me Later – You'll get a new pop-up at next login.
- Skip This Version – You won't get a new pop-up for this version, but the next or if you manually check for updates in the menu.
- Update Now – upgrade is done immediately.

If you do not have administrator rights on your computer, the automatic upgrade typically does not work. An exception is when a login attempt fails because the mandatory upgrade is missing.

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## 22 System Requirements

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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, Mac OS 10.14 Mojave, Windows 7 SP1, Windows 8/8.1, or Windows 10 (Classical view only).
- The installation footprint is approximately 125 megabytes (MB) on Mac OS and 75 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.

## 23 Firewall Rules

All the following destinations destinations should be configured on the customer's firewall to ensure continuity of the Vodafone Plus Business Communications service.

<u>Destination IP Address</u>	<u>Port(s)</u>	<u>Protocol</u>	<u>Note</u>
85.119.56.231	8060, 8070	TCP	SIP and RTP for webrtc
85.119.57.231	8060, 8070	TCP	SIP and RTP for webrtc
85.119.56.231	16000-19000	UDP	SIP and RTP for webrtc
85.119.57.231	16000-19000	UDP	SIP and RTP for webrtc
85.119.56.197	80, 443, 1081, 2208, 8443, 5222, 5280 - 5281, 52644 - 52645	TCP	Applications, IM&P, file transfer and desktop sharing
85.119.57.197	80, 443, 1081, 2208, 8443, 5222, 5280 - 5281, 52644 - 52645	TCP	Applications, IM&P, file transfer and desktop sharing
85.119.56.136	8933, 8934, 10000 – 65535	TCP	SIP/TLS and RTP/SRTP
85.119.56.136	8933, 8934, 10000 – 65535	UDP	SIP/TLS and RTP/SRTP
85.119.57.136	8933, 8934, 10000 – 65535	TCP	SIP/TLS and RTP/SRTP
85.119.57.136	8933, 8934, 10000 – 65535	UDP	SIP/TLS and RTP/SRTP
85.119.56.138	8933, 8934, 10000 – 65535	TCP	SIP/TLS and RTP/SRTP
85.119.56.138	8933, 8934, 10000 – 65535	UDP	SIP/TLS and RTP/SRTP
85.119.57.138	8933, 8934, 10000 – 65535	TCP	SIP/TLS and RTP/SRTP
85.119.57.138	8933, 8934, 10000 – 65535	UDP	SIP/TLS and RTP/SRTP
35.190.11.177	443	TCP	HUB Application
35.244.164.91	443	TCP	HUB Application

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## 24 Troubleshooting

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### **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, Vodafone Plus Business Communicator 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 also contact Vodafone.

### **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 Vodafone. The exception is login password expiry. When it expires, you can change the password in a separate dialog window.

### **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.

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**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.

**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. Vodafone 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?**

If this is the case, please contact Vodafone.

**Why can't My Room participants share the desktop?**

Both the owner of the room, but also any participant can share their desktop. This applies to both *My Room* and ad hoc sessions.

**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 Mac OS), several steps are needed:

- 1) When the client is started, you must accept the API connection request from the connector/add-in device.
- 2) If your USB headset uses its own add-in, the standard HID Add-in from Plus Business Communicator must be disabled, as both cannot be used at the same time. In addition, you must have "Allow 3<sup>rd</sup> party extensions" check box checked in *Options* → *Extensions* tab.
- 3) After upgrading Plus Business Communicator, some USB headset add-ins may get deleted causing call control to not work and the add-in to not be visible in *Options*. As a workaround, repairing/re-installing the add-in software corrects this.

## 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 <i>About</i> 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 <i>Communications</i> window, this sends a chat message (if the <i>Chat</i> view is visible). When in the contact list, this opens a chat with the selected contact. When in the <i>Communications History</i> , 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 <i>Options</i> .
F1	Cmd-?	This opens <i>Help</i> .
CTRL+A	Cmd-A	This selects all text in the <i>Chat</i> view.
-	Cmd-H	This hides Communicator.
-	Alt-Cmd-H	This hides other windows other than Communicator.
CTRL-N	Cmd-N	This opens the <i>Add Contact</i> window.
Shift-CTRL-N	Shift-Cmd-N	This opens the <i>Add Group</i> 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 -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.
CTRL-arrow down	Cmd-arrow down	This decreases the volume.
CTRL-arrow up	Cmd-arrow up	This increases the volume.

Shortcut for Windows	Shortcut for Mac	What it does
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.
Shift-CTRL-R	Shift-Cmd-R	This opens your My Room.
CTRL-M	Cmd-M	This minimizes the window on Mac OS.
CTRL-T	Cmd-T	This enables always on top.
-	Shift-Cmd-M	This opens the <i>Main</i> 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-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.

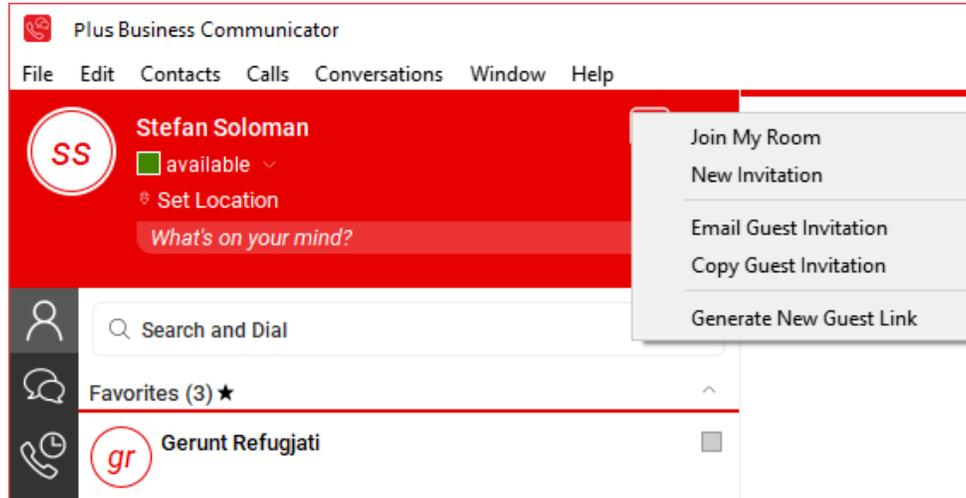


Figure 3 Copy Guest Join Link Menu Option

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

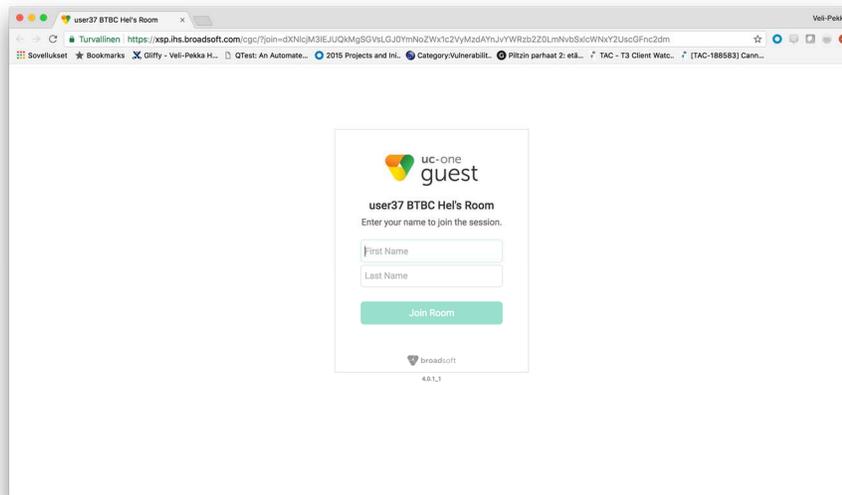
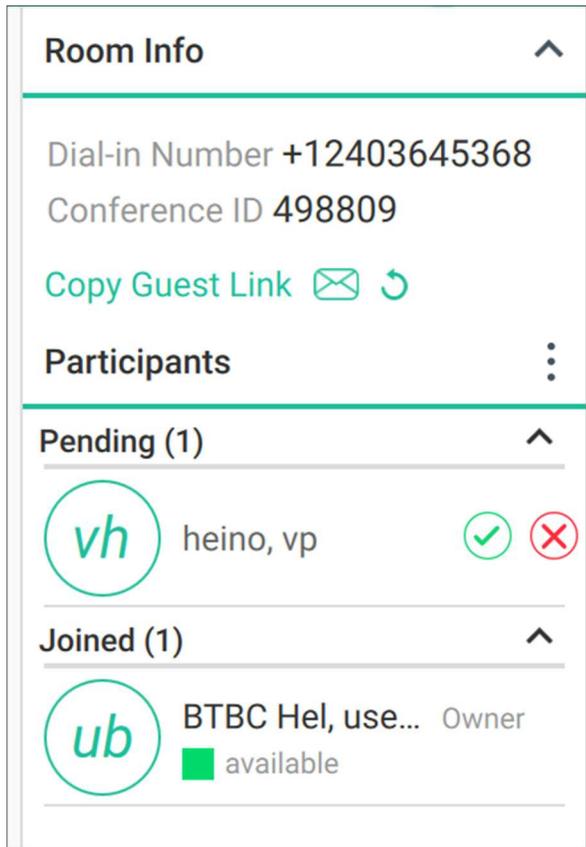


Figure 4 Login Screen for Join Room

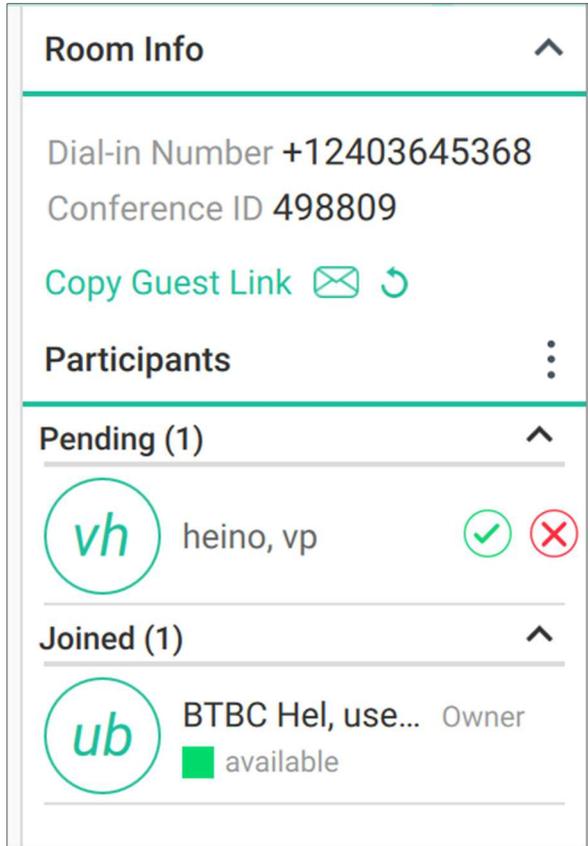
- 3) Once you click on **Join Room**, you see a notification on your My Room (as shown in the following figure).



De sch printscreen

Figure 5 My Room Icon – Guest Request Badge

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



De sch printscreen

Figure 6 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).

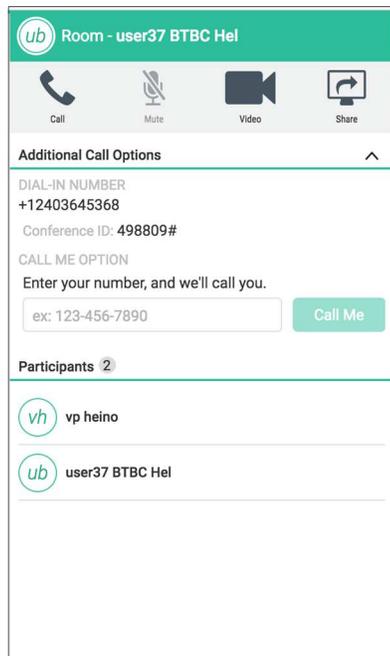


Figure 7 My Room Window – Guest Chat

Guests can join the audio/video portion of the session by clicking on the audio or video button. This feature is only available on certain 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.

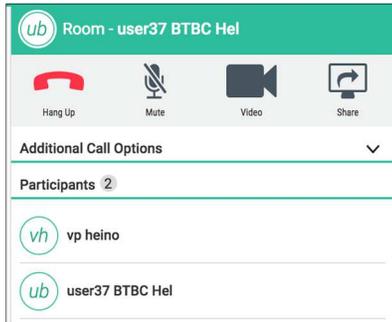


Figure 8 My Room Window Icons for Guest Client

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

- 6) 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.

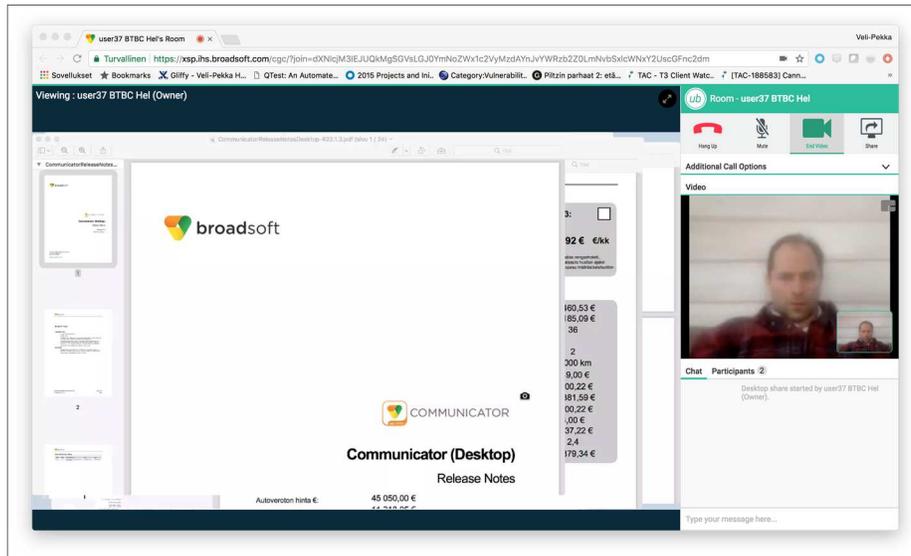


Figure 9 My Room – Desktop Share with Video Call for Guest Client

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

## Appendix C: 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 Plus Business 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* → *Extensions* 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).

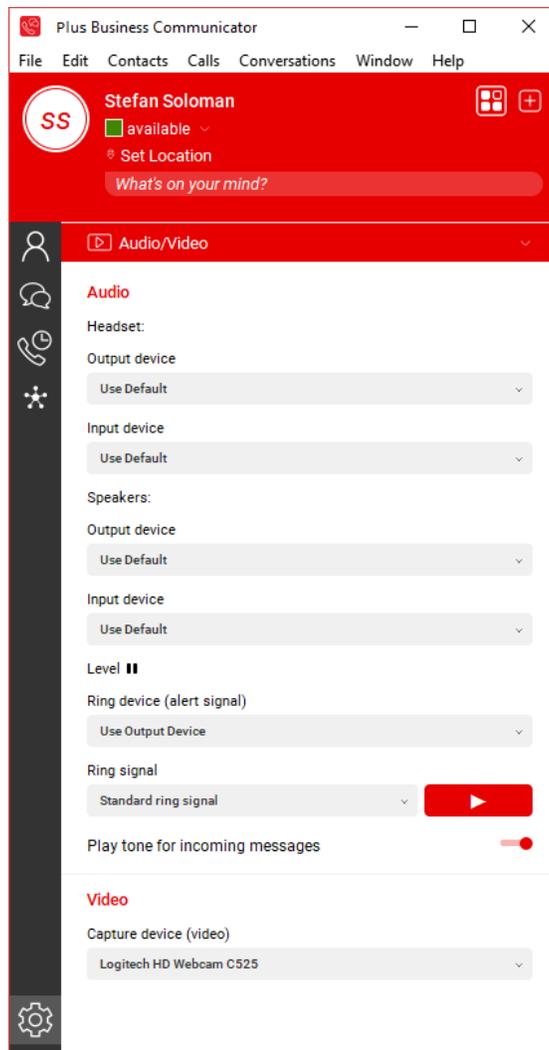


Figure 10 Options Window

- 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.

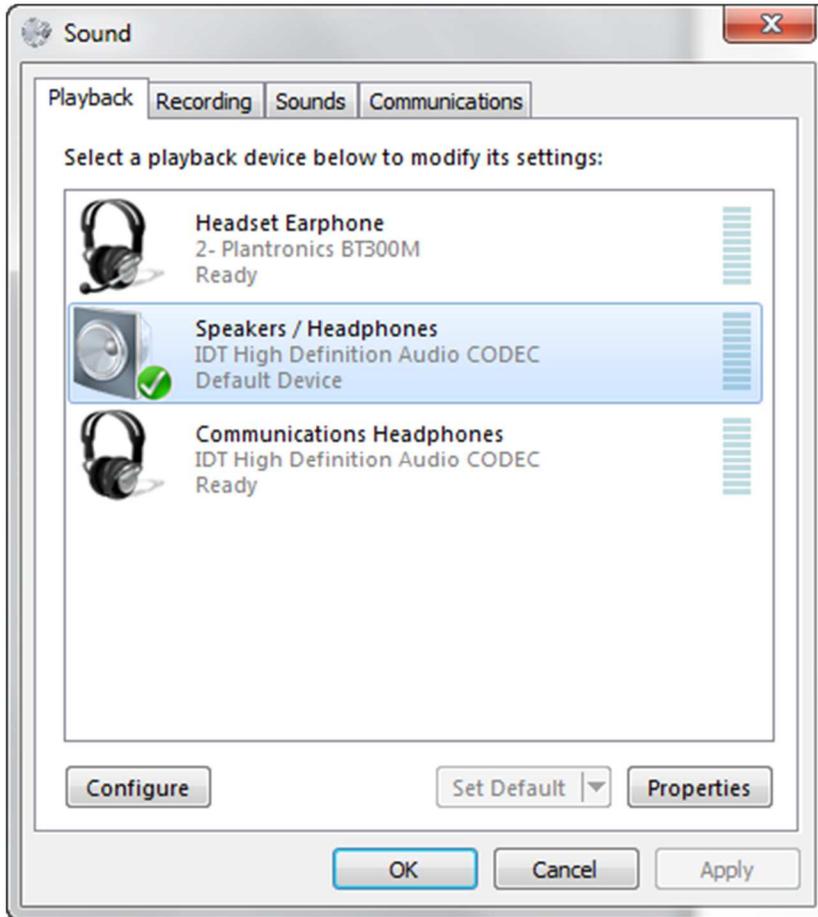


Figure 11 Sound Window – Playback Tab

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 12 Sound Window – Playback Tab – Set Default

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

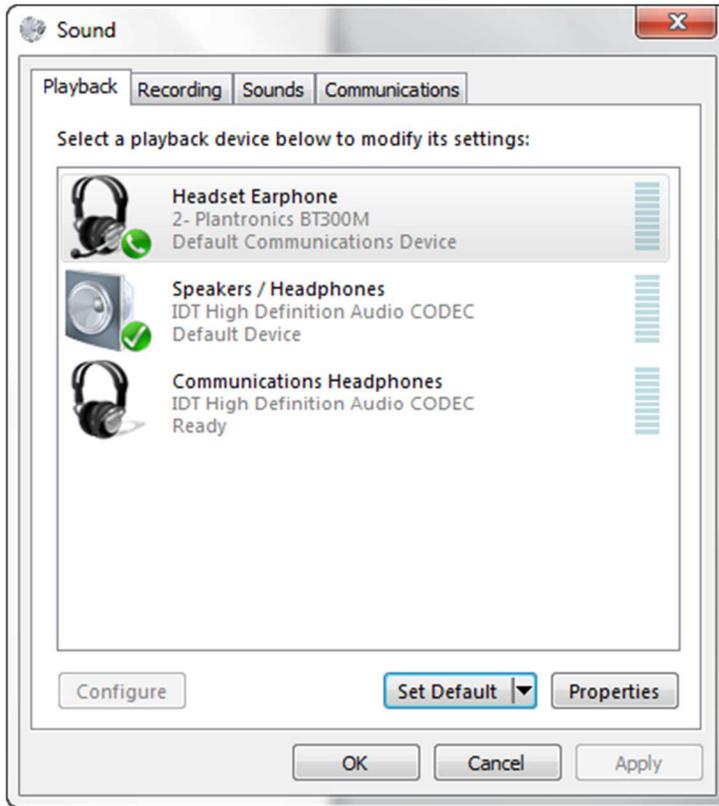


Figure 13 Sound Window – Playback Tab – Default Set

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

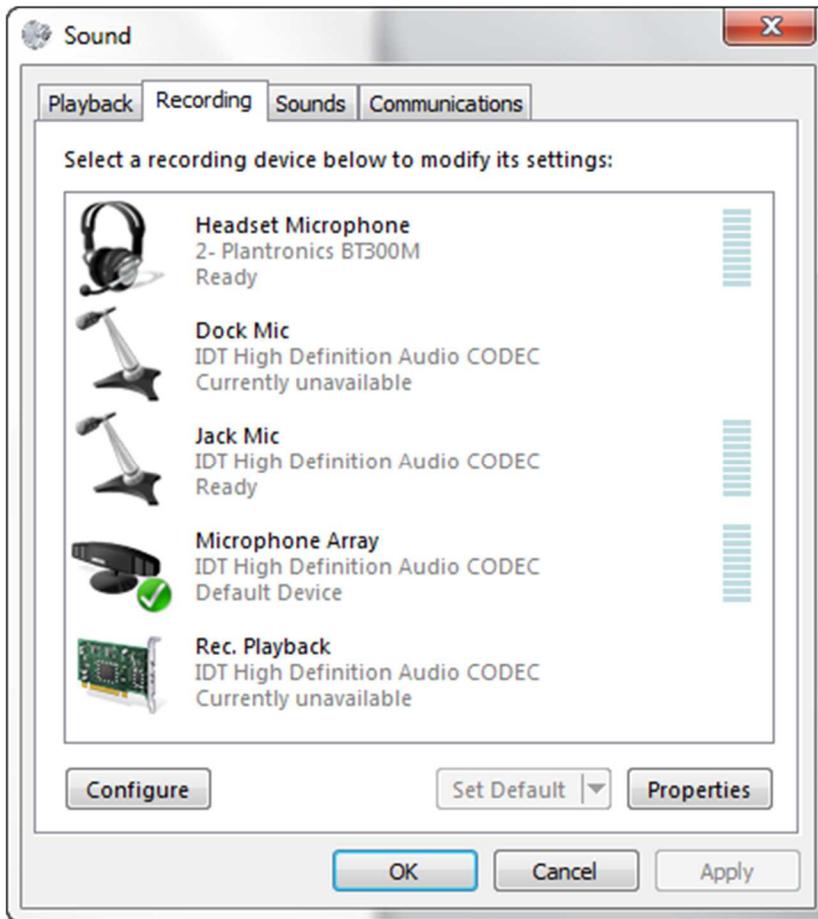


Figure 14 Sound Window – Recording Tab

- 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 15 Sound Window – Recording Tab – Set Default

- 6) Select *Default Communication Device*.



Figure 16 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 D: 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 table describes presence state changes when steps 1 through 6 are executed in order, starting from step 1 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

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## Appendix E: Acronyms and Abbreviations

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

API	Application Programming Interface
CPU	Central Processing Unit
EULA	End-User License Agreement
HD	High Definition
HID	Human Interface Device
IP	Internet Protocol
RAM	Random Access Memory
SIP	Session Initiation Protocol
SSO	Single Sign-On
UI	User Interface
VDI	Virtual Desktop Infrastructure
VoIP	Voice over IP
WebRTC	Web Real-Time Communication
XMPP	Extensible Messaging and Presence Protocol