

# 1 About CenturyLink Business Communicator for Desktop

CenturyLink Business Communicator for Desktop is a native Windows and Mac client for Unified Communication, providing the following communication features:

- Voice calling (VoIP – Desk Phone)
- Video calling
- Collaboration (IM&P)

## 1.1 Limitations

- Business Communicator Client Transfer Options – Business Communicator only supports blind transfer.
- Call Logs – Business Communicator must have Basic Call logs enabled as a service for call logs to work with the Business Communicator.
- QOS – No configuration of QOS on clients. Windows client can be configured for QOS using Windows Group Policies. MAC and the Mobile Apps do not support QOS settings.

## 1.2 System Requirements

- Operating system: Mac OS 10.8 Mountain Lion, Mac OS 10.9 Mavericks, Mac OS 10.10 Yosemite, Windows 7, or Windows 8/8.1 or Windows 10 (Classical view only).
- The installation footprint is approximately 125 megabytes (MB) on OS X and 215 MB on Windows.
- For voice calls, a sound card, speakers, and a microphone or a headset are required.
- For video calls, a web cam is required.

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

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

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

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

## 2 Quick Start

### Known Issues

- Business Communicator does not support Consultative Transfer – Business Communicator only supports blind transfer
- Calls Logs not working – Business Communicator must have Basic Calls logs enabled as a service for call logs to work on the client
- QOS – No configuration of QOS on Business Communicator
- Configure Windows: Use Windows administrator privileges to adjust QOS settings
- Microsoft Office Communicator Conflict – Some versions of Office Communicator may keep Business Communicator open when utilizing both clients at the same time; closing Office will allow Business Communicator to close
- Work Around: Rename the communicator.exe for BroadSoft to another name and create a shortcut to launch