

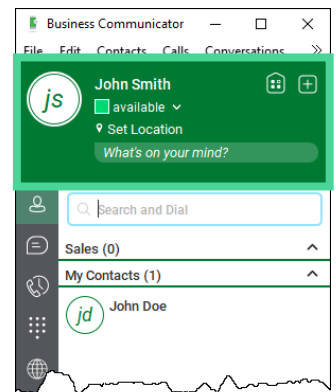
9 Business Communicator with Collaboration

The collaboration version of the Business Communicator allows you to do everything described in previous sections including the following features. If you have a voice/video version, you will not have features described in this section:

- Instant messaging (Individual session)
- Group chat
- Presence
- Click-to-dial from individual or group chat sessions
- My Room

9.1 Presence

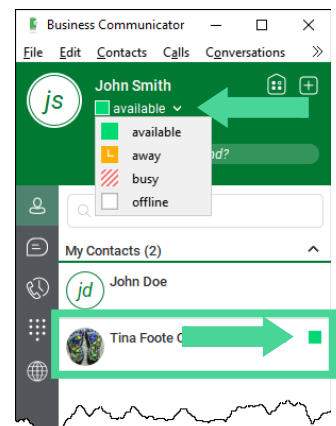
If your communicator has the presence banner, as displayed here, review this collaboration section for details on instant messaging/presence, and my room functionality. All features described in previous sections of this user guide pertain to both versions of the Business Communicator, this section pertains to the collaboration version only.



9.2 Changing Presence Status

Presence allows you to change status, so individuals monitoring you can see if you're on a call, available, busy, away, or offline.

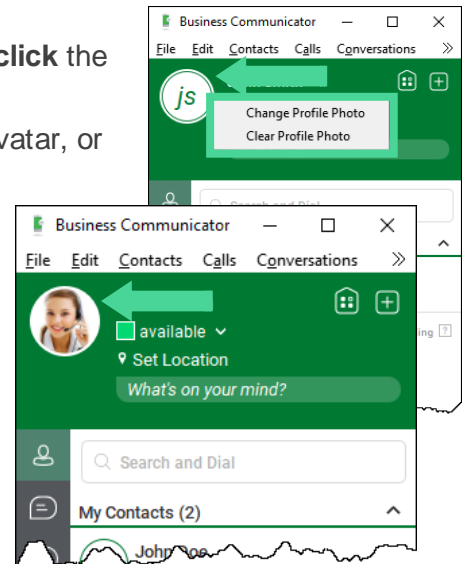
- 1) Manually change status by clicking the **down arrow** next to your status.
- 2) Choose from **Available** (green), **Away** (orange), **Busy** (red), or **Offline** (white) from the presence list.
- 3) The **IM&P** indicator in your Communicator changes to reflect your new status, and changes on the Communicator for anyone monitoring you.
- 4) When on an active call, the Communicator dynamically changes to reflect your call status.



Note: At this time, you can only monitor the presence of individuals within your company using the CenturyLink Business Communicator with collaboration. If contacts don't display a presence indicator, they don't have the collaboration version and cannot be monitored or IM'd.

9.3 Profile Picture or Avatar

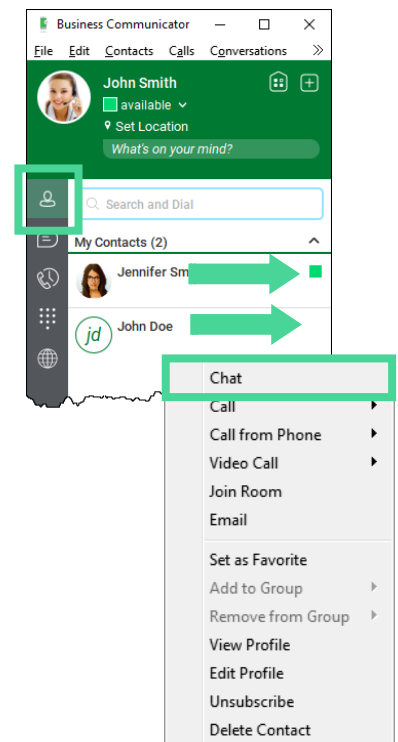
- 1) To add, change or delete your profile photo or avatar, **right-click** the profile icon (identified by your initials).
- 2) Click **Change Profile Photo** to add or change a picture or avatar, or click **Clear Profile Photo** to remove a picture or avatar.
- 3) Search for your photo or avatar, as you normally would based on your operating system.
- 4) When a photo or avatar is selected, it populates within the profile icon, and also appears in the communicator of anyone monitoring you.



9.4 Instant Message (Chat)

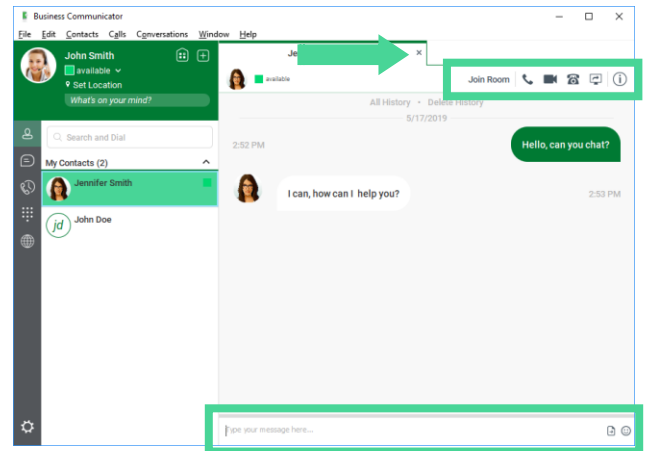
IM (chat) individuals within your company using Business Communicator with collaboration. Those individuals are identified by the IM&P (instant message and presence) indicator next to their name. Individuals from your enterprise directory must be added to your contacts, to enable IM&P.

- 1) Click the **Contacts** icon to locate the individual you wish to chat with.
- 2) Once they're located, **double click** on their name, or **right-click** to expose a menu.
- 3) If you right-click on the contact, click **Chat** from the menu list.
- 4) Either method, launches a chat window for that individual.



5) The following options are available at the top of the chat window:

- **Close** – click the “x” at the top of the window to close the chat session
- **Handset icon** – dial your contact using the Communicator
- **Video icon** – dials your contact using video call (you and the terminating party must have video capabilities)
- **Phone icon** – dials your contact using your IP handset
- **Share icon** – share your desktop or active application(s)
- **Information icon** – click to review profile info



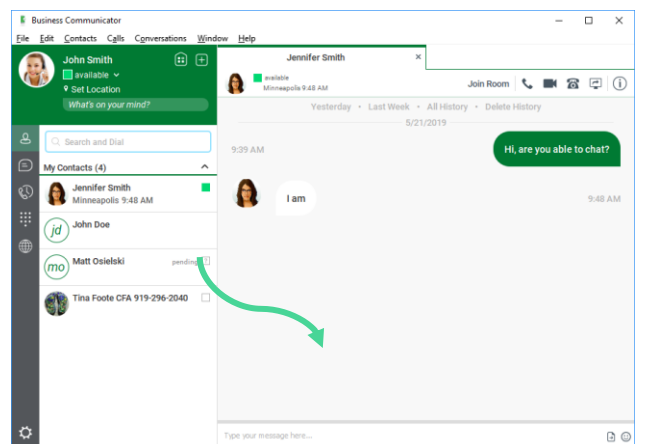
6) The following options are available at the bottom of the chat window:

- **Type your message here “field”** – type your comment and hit enter on your keyboard
- **File Share** - send files via the chat window
- **Emoticon icon** – add emotion to your chats by adding emojis

9.5 Group Chat

With the group chat feature, easily add additional parties to an existing chat session by dragging and dropping.

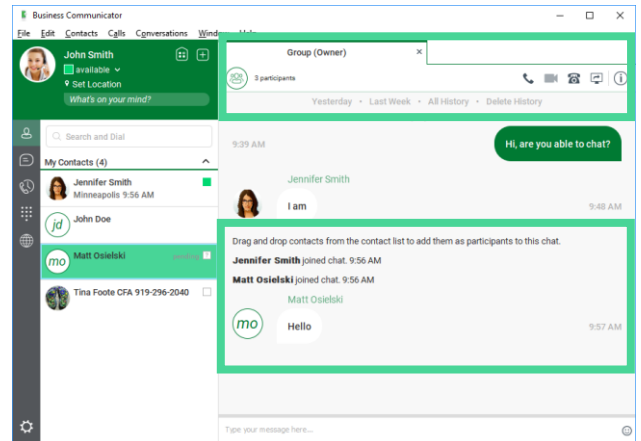
- 1) With an IM (chat) session in progress, locate the individual you want to add to your session from within contacts.
- 2) **Left-click** and **drag** the contact to the IM (Chat) window.



3) Releasing the mouse adds your contact in to that chat session and creates a **group chat** window.

4) All features available in an individual chat, can be used in a group chat.

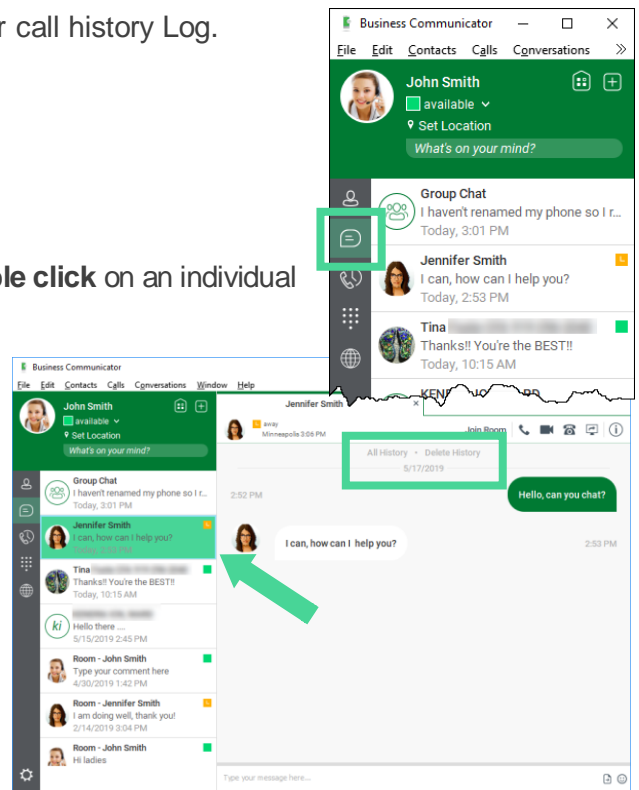
Note: If you click the handset or phone icon in the communications ribbon of a group chat, you dial all parties appearing in the group chat. A maximum of 15 individuals can be on your call if clicking to dial from the group chat window.



9.6 Chat History

All chats, both individual and group, register in your call history Log.

- 1) Click the **Chat History** icon (chat bubble icon).
- 2) Individual and group chat logs are displayed.
- 3) To review chat history for any conversation, **double click** on an individual or group chat record.
- 4) Click a **hyperlink** to review chat records.
- 5) Choose from:
 - All History
 - Delete History

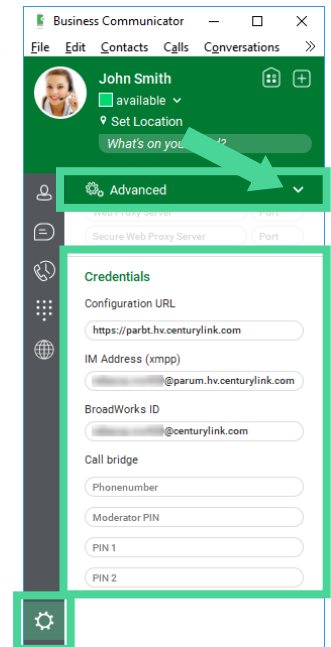


9.7 My Room - Set Up

My Room is a permanent room used for chatting with anyone that's added. If your conference bridge was registered under **Options > Advanced > Credentials**, you and your attendees can also click the call or video icons to automatically dial into your conference bridge. When dialing into the bridge from a My Room window, both moderator code and attendee PIN are automatically entered for attendees. Only attendees with Business Communicator with collaboration licenses can be added to your My Room and take advantage of clicking to dial into your conference bridge.

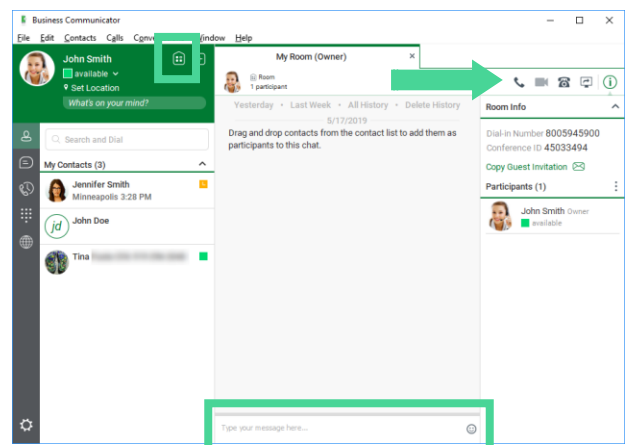
Perform the following to add your conference bridge and entry codes to your profile:

- 1) Click the **Gear** icon to access options.
- 2) Click the down arrow and select **Advanced**.
- 3) Under **Credentials**, enter your conference bridge information:
 - **Phonenumber** – conference bridge dial-in number
 - **Moderator PIN** – PIN for moderator
 - **PIN1 (and PIN2 if necessary)** – PIN for attendees

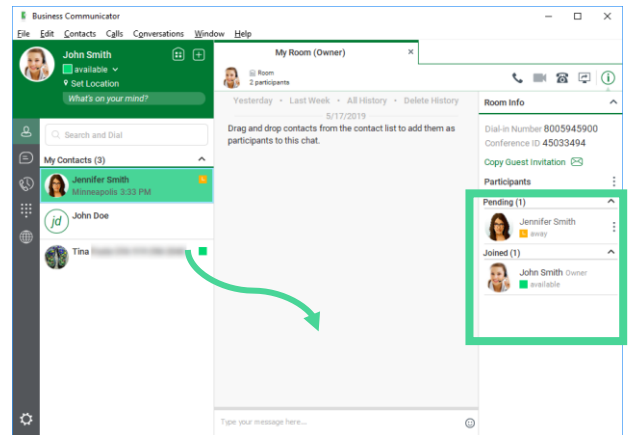


9.8 My Room - Using

- 1) Click the **My Room** icon (house) in the banner at the top of the Communicator.
- 2) Icons on the top of the window perform in the same manner as features within individual chat windows.
- 3) If your conference bridge information was defined, clicking the handset, phone or video icons automatically enters you into your bridge, including the moderator code.
- 4) Each attendee must click to dial from their My Room chat window to join the bridge, including the PIN code.



- 5) To add attendees, click the **Contacts** icon to access personal contacts.
- 6) Once your contact is located, **left-click and drag** them to your My Room window.
- 7) Releasing your mouse enters your attendee into the room.
- 8) That individual is now added to the group chat within your My Room window.
- 9) Continue this process until all attendees have been added to your My Room.
- 10) Participants are displayed in the chat room window on the right – their status remains pending until they accept your invite.



9.9 Desktop Share

My Room allows you to share your desktop or active applications with individuals participating in your My Room session.

- 1) To share your desktop, click the **Share** button at the top of the My Room window.
- 2) Participants receive an invite window at the bottom of their computer screen.
- 3) They must click on this invite to accept your desktop share.
- 4) Select to **Share** your desktop, or any active application.
- 5) Click the **Start Sharing** button.
- 6) After sharing begins, a control window appears at the top of your screen.
- 7) Options from left to right:
 - Pause
 - Stop Sharing
 - Switch application to share
 - Hide Preview
- 8) When sharing is done, click the **Stop Sharing** button.

