

3 Contacts

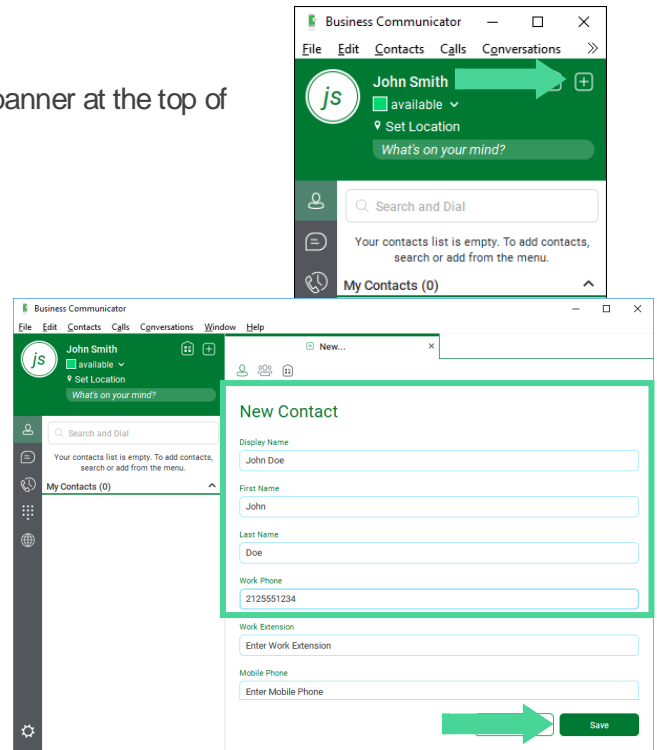
People you add as contacts are generally numbers you call most often.

- **Contact** – individual contact
- **Group** – containers for contacts

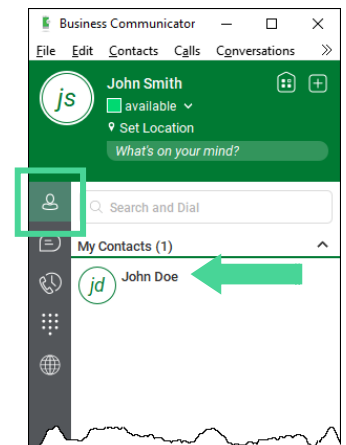
3.1 Adding Contacts

- 1) Add new contacts by clicking the “+” icon within the banner at the top of the Communicator.
- 2) Enter information pertaining to the contact in the **New Contact** window.
- 3) Enter **Display Name, First Name, Last Name, and Phone Number(s)**. **
- 4) Click the **Save** button to save the contact information.

**Additional contact information can be added but is not mandatory. If you wish to use your contact entry for click-to-dial, the profile must include at least one valid phone number.



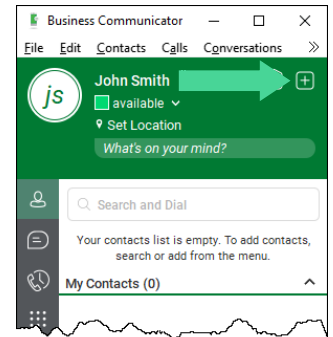
- 5) Click the **Contacts** icon.
- 6) Your new contact appears in your contact list for quick access and dialing.



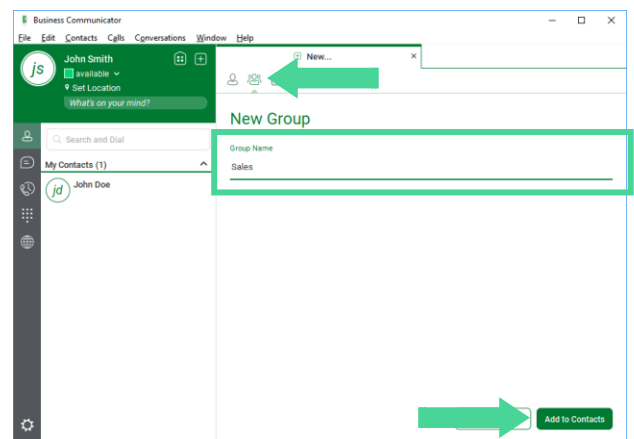
3.2 Adding Contact Groups

Contacts are individual entries for people you call most often. Groups allow you to bucket those contacts into logical containers such as customers, internal organizations, etc..

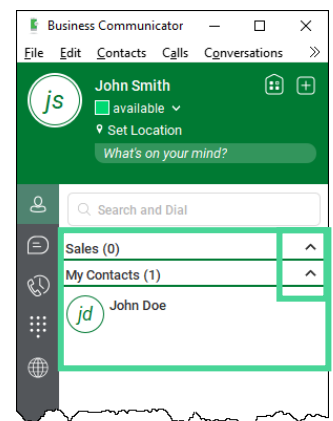
- 1) Add a new group by clicking on the “+” icon in the banner at the top of the Communicator.



- 2) Click the **Group** icon in the **New Group** window.
- 3) Enter the name or the group in the **Group Name** field.
- 4) Click the **Add to Contacts** button.



- 5) After clicking the **Contacts** icon, the new group appears above the My Contacts group which contains all contacts not added to a group.
- 6) Expand and collapse each group by clicking the **up** or **down arrows**.
- 7) Expanding a group allows you to view members within each group for click to dial, editing, etc.

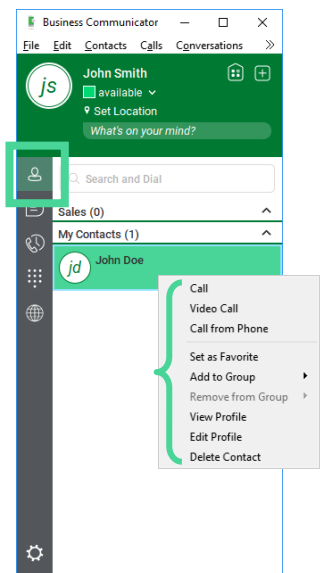


3.3 Edit Contacts

Locate and right-click any contact to expose the full menu of options. These options allow you to perform the following:

- Call, Video call, Call from Phone
- Define contact as a Favorite
- Add contact to defined group
- View or Edit Profile
- Delete Contact

Select an option based on the outcome you wish to accomplish for that contact.



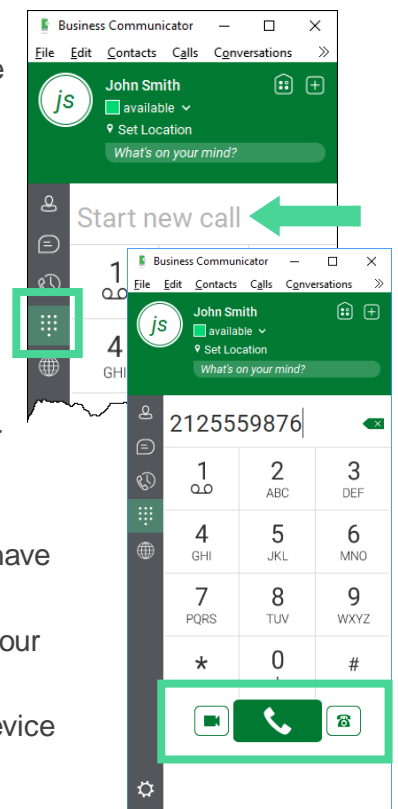
4 Making/Answering Calls

The following describes additional icons and how they can be used for voice and video calls.

4.1 Making a call from your Communicator

Use your Business Communicator to make calls using your computer as the speaking device, your IP handset as the speaking device, or video calling.

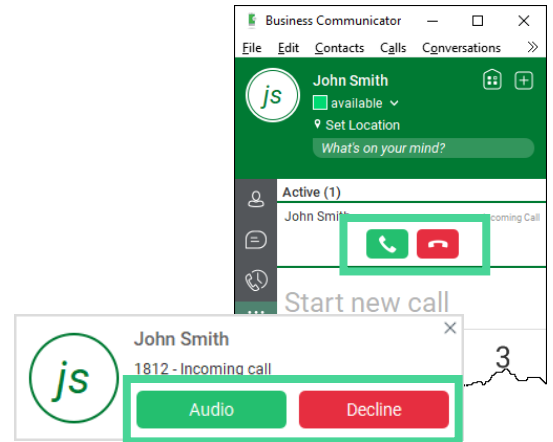
- 1) Click the **Dial Pad** icon.
- 2) Click digits within the dialpad, or use numbers or numeric dialpad on your computer to enter a number in the **Start new call** field.
- 3) You can also paste a number into the **Start new call** field.
- 4) Click one of three buttons at the bottom of the keypad to make your call:
 - **Video button** - video call (you and the terminating party must have video capabilities)
 - **Handset button** - call using your Business Communicator as your speaking device
 - **Phone button** - call using your IP handset as your speaking device



4.2 Answering Incoming Calls

When receiving incoming calls, answer within the Business Communicator or the pop-up window.

- 1) Answer:
 - **Communicator** – green handset icon
 - **Pop-Up window** – green Audio button
- 2) Decline:
 - **Communicator** – red handset icon
 - **Pop-Up window** – red Decline button



4.3 Call Processing

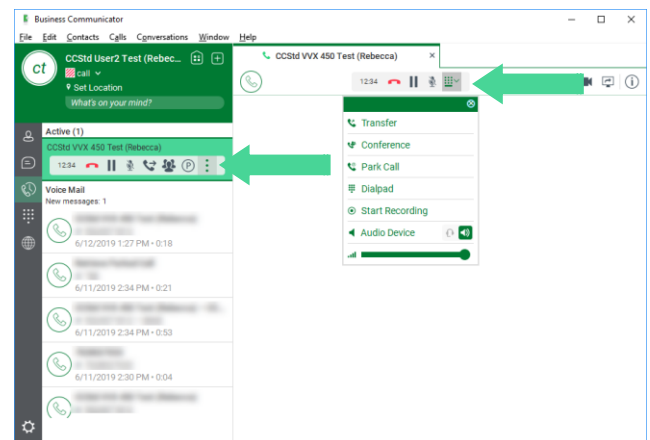
There are two ways to process calls within the Business Communicator, the communicator window or active call window.

- 1) With an active call in progress (Communicator window):

- **Disconnect** – click red handset icon
- **Hold** – click double bar icon
- **Mute/Unmute** – click microphone icon
- **Transfer** – click the handset/arrow icon
- **Conferece** – click the group silouhette icon
- **Park** – click the circle P icon
- **More** – click the ellipses icon

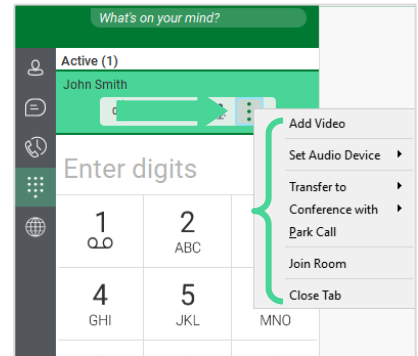
- 2) With a call in progress (active call window):

- **Disconnect** - click red handset icon
- **Hold** – click double bar icon
- **Mute/Unmute** - click microphone icon
- **More** – click the more icon (dialpad icon)
 - Transfer
 - Conference
 - Park
 - Etc.



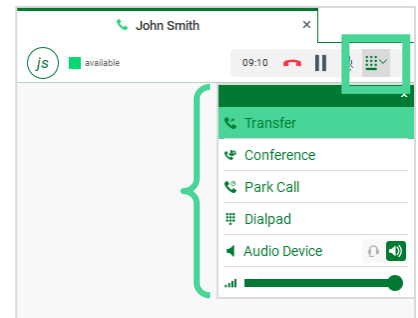
3) More menu (communicator window – ellipses icon):

- Add existing call to video
- Transfer callers
- Conference new callers
- Park callers
- Etc.



More features (active call window):

- Transfer callers
- Conference new callers
- Park callers
- Access dialpad
- Etc.



4.4 Contact Name Lookup for Incoming Calls

If an incoming call does not have a calling name associated with it, CenturyLink Business Communicator can perform a local contact search. If the number matches one of the contacts on your CenturyLink Business Communicator contact list, the name displays on the incoming call screen.

When retrieving call logs/history, if a record doesn't have a calling name associated with it, CenturyLink Business Communicator does a lookup in local contacts and populates the name if a match is found.

4.5 Missed Call or Communication



When you have one or more missed calls, a counter displays on the Call History icon on the left side of the main window. Clicking this icon opens the communication log within Call History view.

4.6 Full Screen in Video Call

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

Exiting full screen mode is done by pressing the **ESC** key or the window button. 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 in the normal view. When you move the mouse, the top bar and lower communication buttons appear on top of the video.

5 Search

CenturyLink Business Communicator supports an enterprise directory search of the enterprise directory. This takes place in the same search field that is used for both a local and presence-enabled contact list search.

Business Communicator automatically searches the local contacts and the enterprise directory at the same time. As soon as there are results from the enterprise directory, these results are shown on a separate list in the main window.

The enterprise directory searches for the first name and last name. By default, it waits for 1.5 seconds before it sends the search request to the server to minimize unnecessary load on the server.

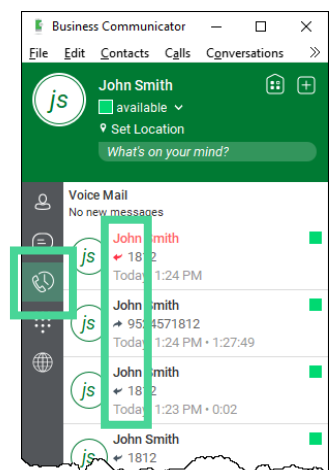
When adding a contacts using directory search results, there are phone numbers and first names in addition to last names available. These can be edited if necessary.

6 Call History

The icon resembling a clock, logs and displays call history. It also displays a counter indicating number of missed calls.

The Communicator records call history for missed, placed, and incoming calls. Call history makes it easy for you to redial when you've missed a call or you want to easily dial a caller with whom you recently spoke.

Call types are identified by directional arrows:



7 Enterprise Directory



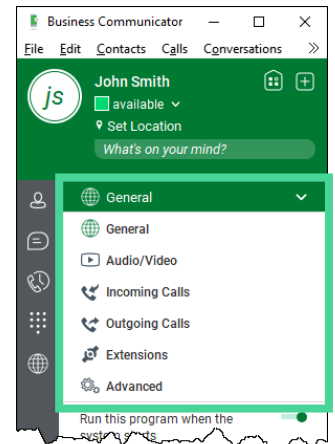
Business Communicator allows you to browse your entire Enterprise Directory. The Enterprise Directory contains listings for every person in your organization, that have a seat on our Hosted VoIP platform. Click the **Directory** icon on the left side of the Communicator window to view, search and dial from within the Enterprise Directory.

8 Options

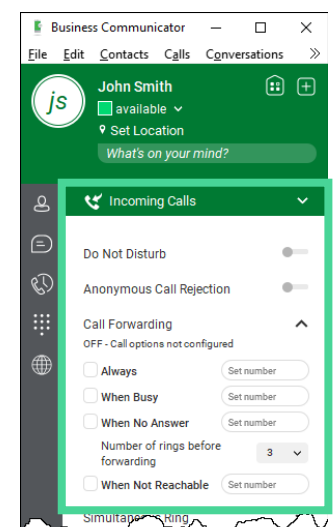
Within options, the communicator supports the following service management features:

8.1 Options

- 1) Click the **Options** icon (gear) at the bottom of the left rail.
- 2) Click the **down arrow** next to General to expose all options:
 - General
 - Audio/Video
 - Incoming Calls
 - Outgoing Calls
 - Extensions
 - Advanced
- 3) Click on any options topic to review or modify settings.



- 4) As you select different options, make setting changes by doing the following:
 - Click **down arrows** or **drop down boxes**
 - Move toggle switches right to **enable**
 - Move toggle switches left to **disable**
 - Input data in **fields** as necessary



8.2 Options - General

As a general rule while making changes within options, "less is more". There are many features and functions to choose from. If too many changes are made, deviating from default settings, unintended issues could occur.

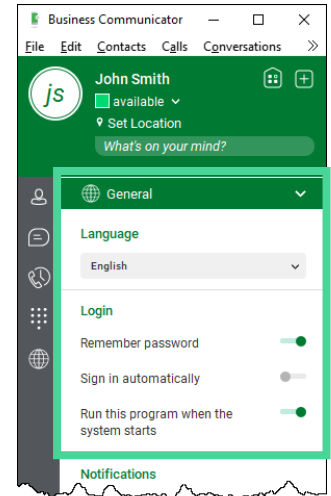
1) Make the following settings changes by clicking **down arrows** or clicking **toggle buttons**:

Language

- English is currently the only language option

Login

- **Enable/disable** "Remember password"
- **Enable/disable** "Sign in automatically" (remember password must be enabled for this feature to be active)
- **Enable/disable** "Run this program when the system starts"

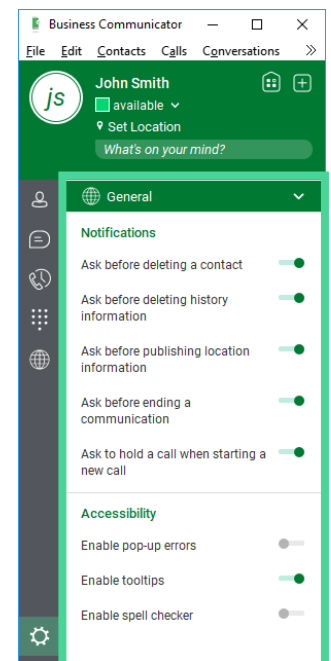


Notifications

- **Enable/disable** "Ask before deleting a contact"
- **Enable/disable** "Ask before deleting history information"
- **Enable/disable** "Ask before publishing location information"
- **Enable/disable** "Ask before ending a communication"
- **Enable/disable** "Ask to hold a call when starting a new call"

Accessibility

- **Enable/disable** "pop-up errors"
- **Enable/disable** "tooltips"
- **Enable/disable** "spell checker"



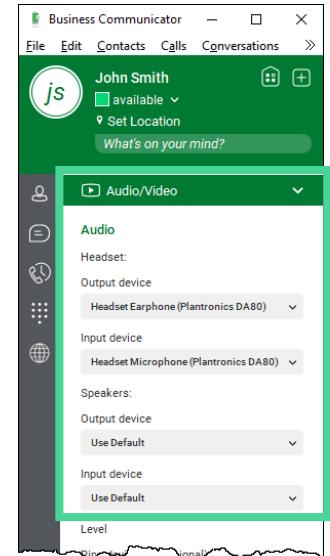
8.3 Options – Audio/Video

The audio/video option allows you to define settings such as speakers, microphones and ringing device.

1) Make the following setting changes by clicking down arrows or moving toggle switches:

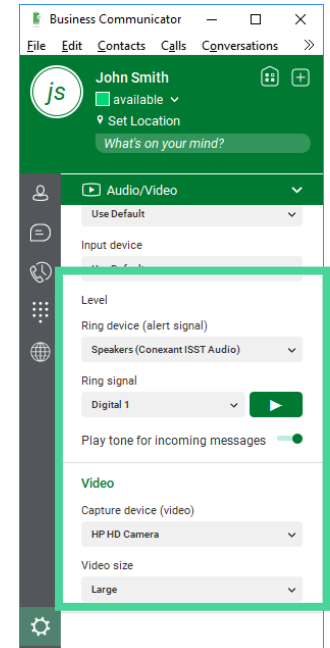
Audio

- **Headset Output/Input devices** - click the down arrow to select from devices installed on your system, including headset devices (confirm this setting each time you launch Business Communicator)
- **Speakers Output/Input devices** - click the down arrow to select from devices installed on your system, including headset devices (confirm this setting each time you launch Business Communicator)



Level

- **Ring device (alert signal)** – it's suggested you set your Ring device to speakers, if your Ring device setting is set to a headset; this requires you to have your headset on to hear the audible ring
- **Ring Signal** - select different ring type options by clicking the down arrow, click the Play button to list to your your selection
- **Enable/disable** – “Play tone for incoming messages”



Video

- **Capture device (video)** - click the down arrow to select from installed video equipment
- **Video size** - select from Large or HD (this impacts broadband performance depending on which setting you choose)

8.4 Options – Incoming Calls

Make call forwarding and do not disturb setting changes within the incoming calls option. To enable/disable feature settings, move toggle buttons to the left or right. Other features, such as call forwarding, requires data to be input into data fields. If certain features are enabled, the gear icon displays a red warning indicator. This is your visual that incoming call settings have been enabled, which may prevent your device from ringing.

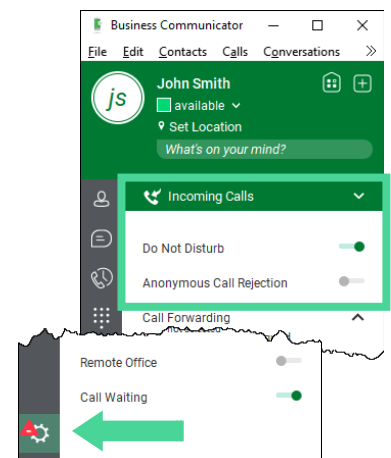
1) Make setting changes by clicking down arrows, moving toggle buttons or typing in data fields:

Do Not Disturb

- Move the **Do Not Disturb** toggle bar to the right to enable
- Callers go directly voicemail
- Move the **Do Not Disturb** toggle bar to the left to disable

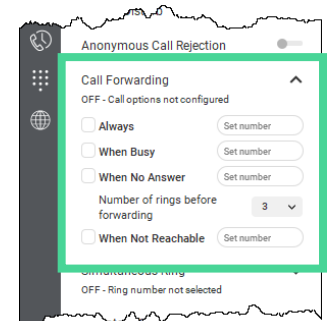
Anonymous Call Rejection

- **Enable/disable** – blocks incoming calls not providing caller ID



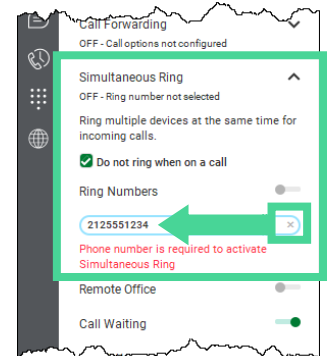
Call Forwarding (Always, Busy, No Answer, Not Reachable)

- Move the **Call Forwarding** toggle bar to the right to enable
- Click the check box for the forwarding option you wish to enable
- Enter the number you want to forward to in the **Set Number** field
- Determine the number of rings before forwarding is enabled by clicking the **Number of rings before forwarding** drop down arrow
- Check/uncheck boxes to enable/disable each forwarding option
- Move the **Call Forwarding** toggle bar to the left to disable



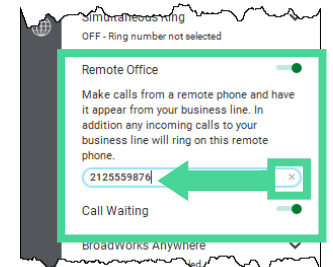
Simultaneous Ring (Sim Ring)

- Move the **Sim Ring** toggle bar to the right to enable
- Check or uncheck if you want your **Sim Ring** device to ring if you're on another call
- In the **Set Number** field, enter the number you want to simultaneously ring when your number is dialed, hit enter on your computer
- This exposes additional fields, up to 10 devices, that can ring at the same time for all incoming calls
- Move the **Simultaneous Ring** toggle bar to the left to disable
- Click the "x" of any sim ring device you want to permanently remove



Remote Office

- Move the **Remote Office** toggle bar to the right to enable
- In the **Set Number** field, enter the 10-digit phone number of the device you want to define, hit enter on your computer
- Move the **Remote Office** toggle bar to the left to disable

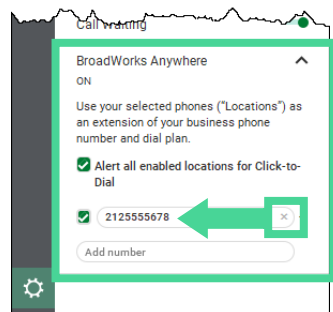


Call Waiting

- **Enable/disable** – allows you to answer more than one incoming call, it is suggested you leave this feature enabled

BroadWorks Anywhere

- Move the **BroadWorks Anywhere** toggle bar to the right to enable
- Click the **Alert all enabled locations for Click-to-Dial** check box to enable click to dial to with your Anywhere device
- Enter the 10-digit number of your Anywhere device in the **Add Number** field, hit enter on your computer
- Click the checkbox next to the number field, to enable that device
- Move the **BroadWorks Anywhere** toggle bar to the left to disable



Feature Descriptions - Remote Office and BroadWorks Anywhere

- **Remote Office** -- allows you to use any phone as your office phone, such as hotel room phone or mobile device.
 - When enabled, incoming calls ring to the Remote Office device only
 - If you click to dial from the Business Communicator, your Remote Office device rings first, and initiates the call when answered
- **Anywhere** -- allows fixed to mobile convergence (FMC) services without requiring additional equipment. You also have voice call continuity with the ability to move live calls from one device to another without transferring.
 - More than one device can be defined as an Anywhere device
 - All enabled Anywhere devices ring for incoming calls, along with your Business Communicator
 - Move calls seamlessly between your Business Communicator and your Anywhere device(s)