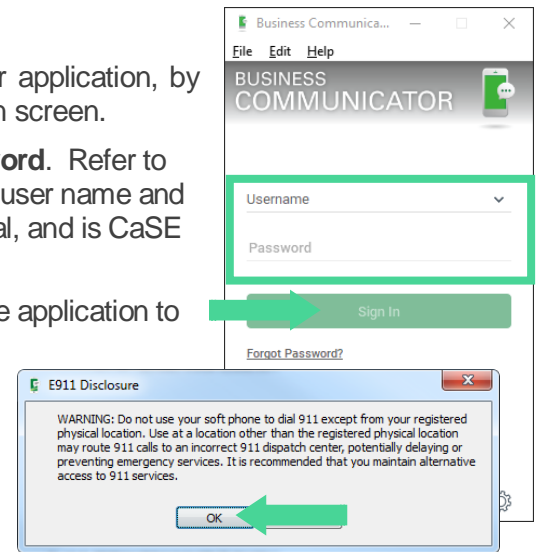


2.2 Sign In

Launch the Business Communicator as you would any other application, by double-clicking the icon on your desktop. This launches a login screen.

- 1) Enter your Business Communicator **User Name** and **Password**. Refer to your welcome email for login information. This is the same user name and password used to log into your Hosted VoIP End User portal, and is CaSE SeNSiTiVe.
- 2) Check the **Remember Password** check box if you want the application to remember your password.
- 3) Click the **Sign In** button.
- 4) Read and understand the E911 disclosure warning, then click the **OK** button.

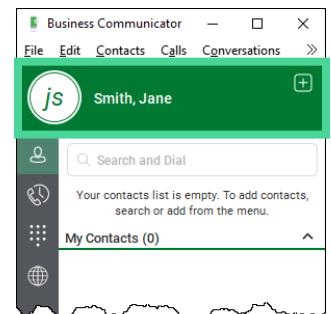


2.3 Main Window

There are two license types for the Business Communicator; Voice/Video and Collaboration. The functional difference between the two license types is Instant Messaging/Presence and My Room.

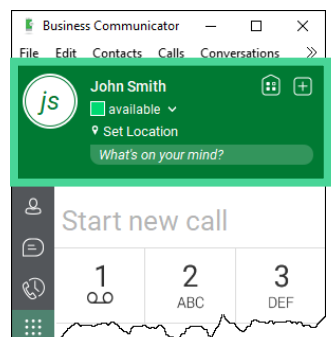
Voice/Video

- The green banner at the top of a Voice/Video license does not include My Room access or the ability to add, manage and change your presence.



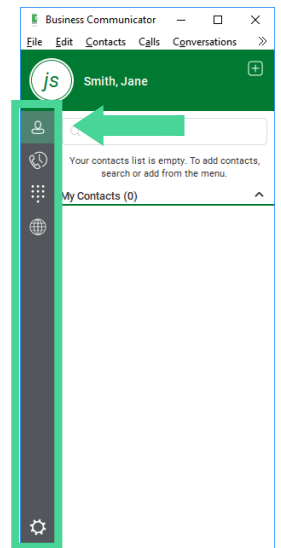
Collaboration

- The Collaboration license does allow access to My Room and presence within the green banner at the top of the application. Refer to the Collaboration section for details on these features. Everything else referred to in this user guide, including calling features/functions, is the same for both versions of the Communicator.



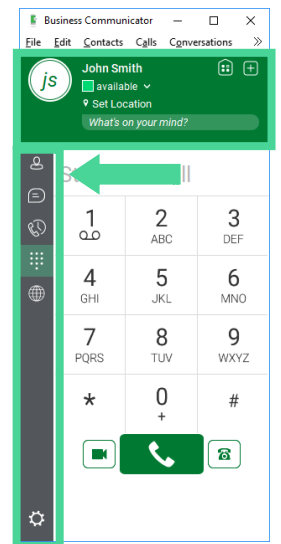
Top to Bottom (Voice/Video):

- Contacts
- Communication History
- Keypad
- Directory
- Options



Top to Bottom (Collaboration):

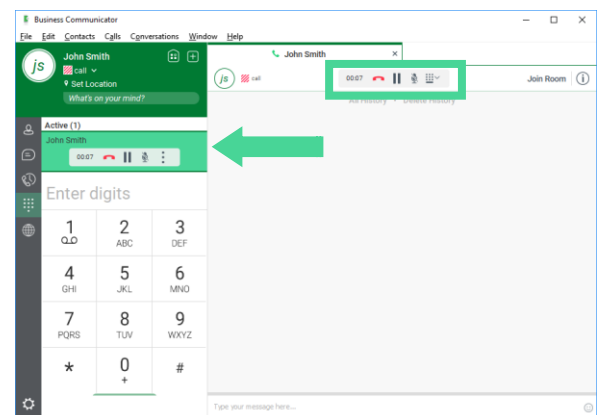
- Presence and My Room (within green banner)
- Contacts
- Chat History
- Communication History
- Keypad
- Directory
- Options



2.4 Phone Communication Window

While engaged in an active call, a communication window displays. From this window perform the following actions:

- End an audio or video call
- Open the dial pad
- Mute your microphone
- Place callers on hold
- Transfer callers

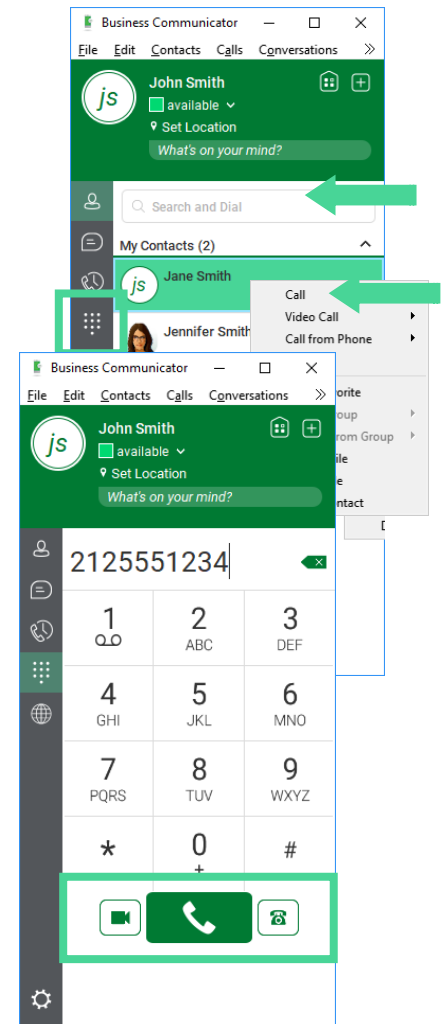


2.5 Make an Audio or Video Call

Make an audio or video call using one of the following methods:

- Right-click on any contact from the contact list or search results:
 - Select **Call**, **Video Call** or **Call from Phone** the drop down list
- Enter a phone number in the **Search and Dial** field:
 - Press enter on your computer to send the call
- Click the **Dial Pad** icon:
 - Enter a phone number
 - Click the **Video** icon for a video call, the **Handset** icon to call using your Communicator, or the **Phone** icon to call using your IP handset
- Within **Communication History**, double-click any call record to dial that number

NOTE: If dialing a phone number that requires additional dual-tone multi-frequency (DTMF) tones (for example, a conference bridge), you can type the numbers on your keyboard or open the dial pad in the communication window.

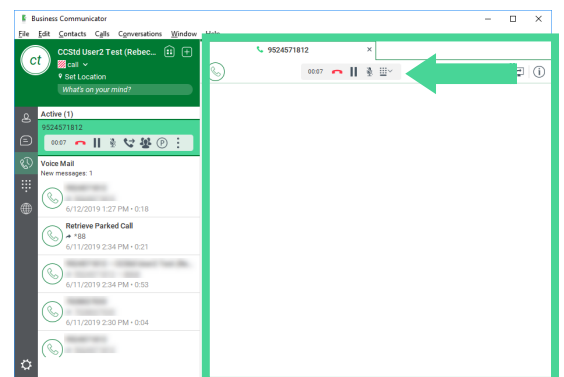


2.6 Active Call Window

The active call window displays at the right of the main application window. This area provides an easy way to verify who you're communicating with. The following features are also available in the Communicator itself:

From Left to Right:

- End call – red handset
- Hold – double bar
- Mute/unmute – microphone icon
- Options (dialpad icon):
 - Transfer
 - Conferece
 - Park
 - Etc.



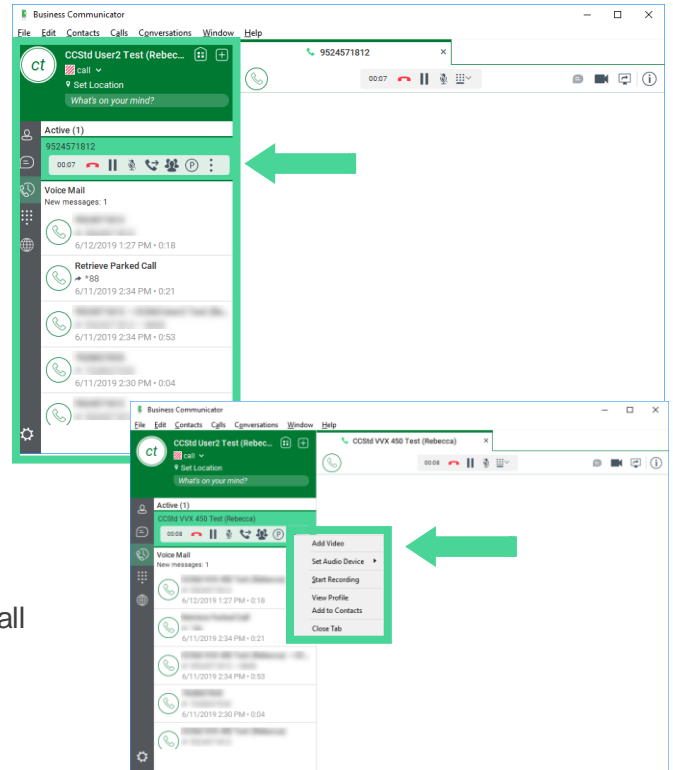
2.7 Business Communicator Window

The following call control features are available in the Communicator window:

From Left to Right:

- Call timer
- End call – red handset
- Hold – double bar
- Mute/unmute – microphone icon
- Transfer – handset with arrow
- Conference – group silhouette
- Park – circle P

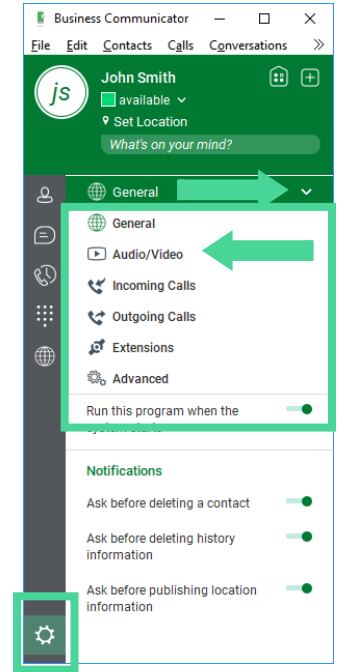
- More (ellipses icon):
 - Add video
 - Set Audio Device
 - Start Recording (if you are assigned a call recording license)
 - View Profile
 - Add to Contacts
 - Close Tab



2.8 Define Audio Device

Within options, define your audio device preference, based on whether you're using speakers or a headset device. Always select the preferred audio device before making or answering a call.

- 1) Click the **Gear** icon at the bottom of the left rail.
- 2) Click the **down arrow** next to General.
- 3) Click **Audio/Video** from the drop down list.



- 4) Within Audio/Video, make the following setting changes by clicking the down arrows:
 - **Headset – Output device** - select the preferred device
 - **Headset – Input device** - select the preferred device
 - **Ring device (alert signal)** - if selecting a headset for the output and input options, it is suggested you select speakers for your Ring device, this ensures you'll hear an audible ring even if you don't have your headset on

