

CenturyLink Business Communicator for Desktop

User Guide

Release 2.0
Document Version 4

CenturyLink Business Communicator Guide

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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

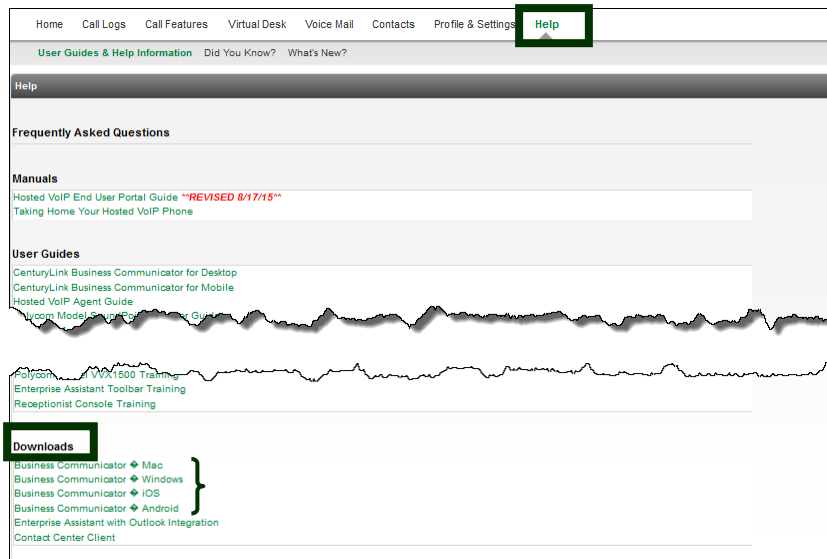
- **Business Communicator does not support Consultative Transfer** – Business Communicator only supports blind transfer
- **Calls Logs not working** – Business Communicator must have Basic Calls logs enabled as a service for call logs to work on the client
- **QOS** – No configuration of QOS on Business 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

This **Quick Start** section contains essential information for downloading and getting started with your CenturyLink Business Communicator.

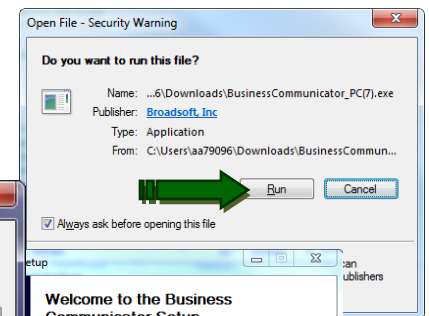
2.1 Installation

If a Business Communicator was assigned to your seat, downloads are available under **Help --> Downloads** in your End User portal. Refer to your Welcome Email for portal link and User Name and Password. Use the correct download link for Windows or MAC, based on your operating system. For mobile devices, search in your device's app store for the appropriate application.

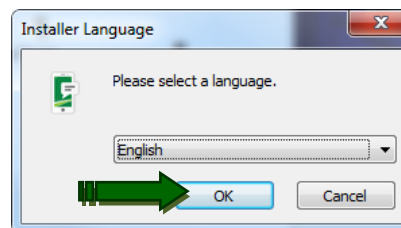
- 1) Click [Help] from the main portal menu. Scroll to the bottom of the page and click on the link for the application you wish to install, follow the installation wizard.



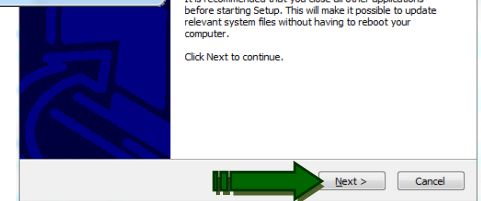
- 2) Click the [Run] button to download the BusinessCommunicator.exe file.



- 3) Select the appropriate language from the drop down box and click the [OK] button.

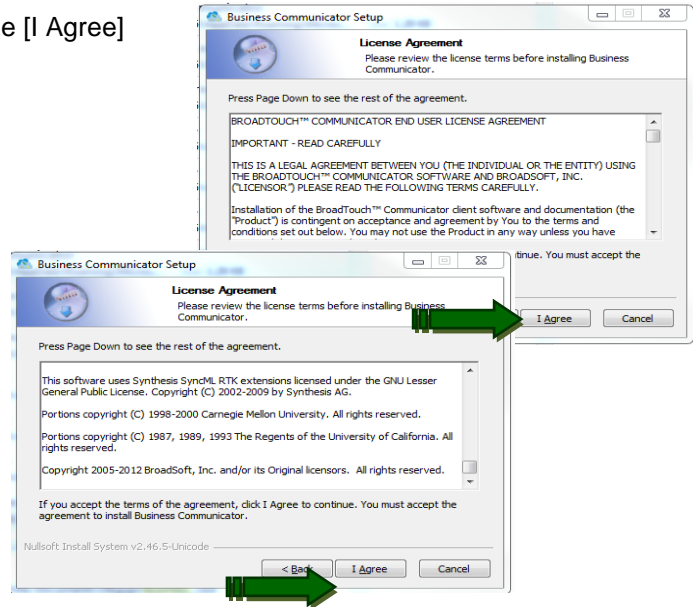


- 4) Click the [Next] button.



5) Read the License Agreement and click the [I Agree] button.

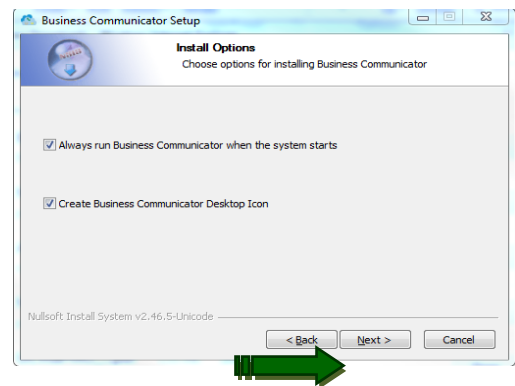
6) Read the second License Agreement and click the [I Agree] button.



7) If you always want your Business Communicator to open at start up, leave the [Always run Business Communicator when the system starts] box checked (recommended). If not, uncheck the box.

8) If you want a Business Communicator icon created on your desktop, leave the [Create Business Communicator Desktop Icon] box checked. If not, uncheck the box.

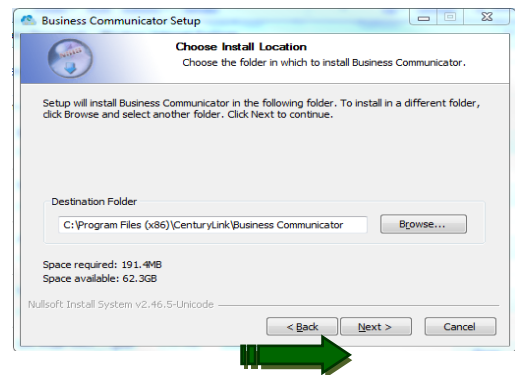
9) Click the Next button.



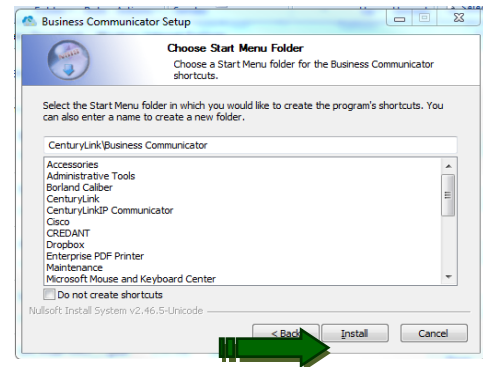
10) The executable file predetermines where to upload the file (recommended).

11) If you wish to place this tool in another folder on your computer, click the Browse button and search for that location.

12) Click the [Next] button to continue.

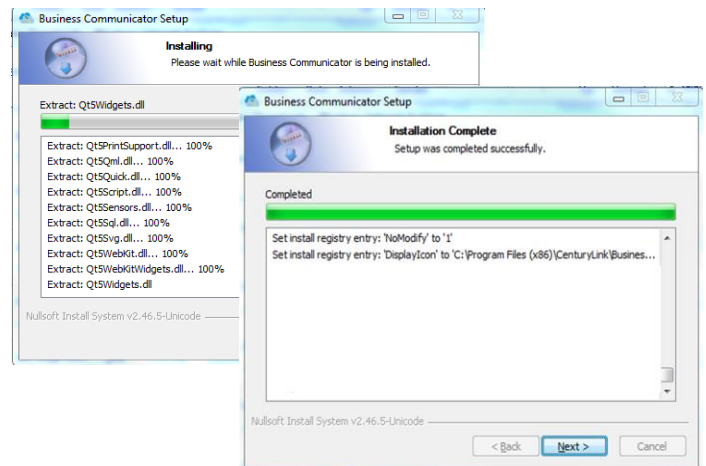


13) Click the [Install] button.



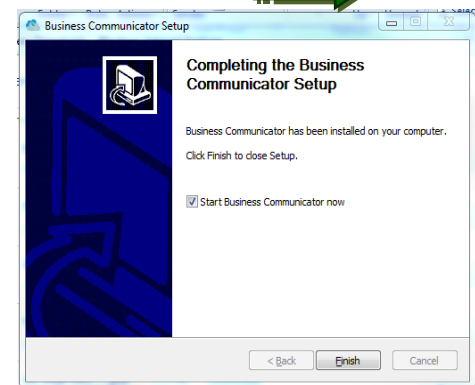
14) The application runs through the full download.

15) Once download is complete, click the [Next] button.



16) With [Start Business Communicator] checked, click the [Finish] button.

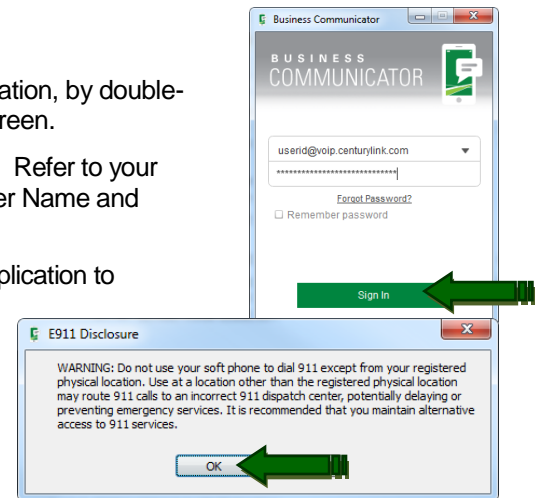
17) This automatically launches your Business Communicator, unless you uncheck the box prior to clicking [Finish].



2.2 Sign In

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

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

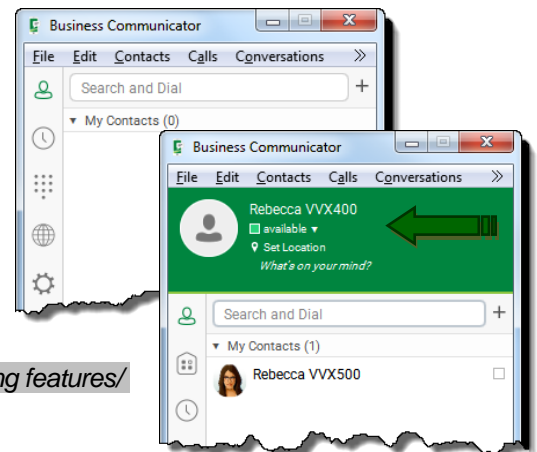


2.3 Main Window

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

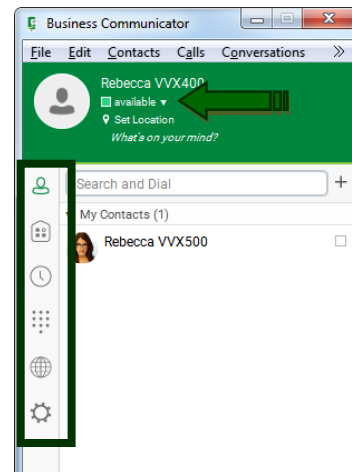
If your Communicator does not have a green presence banner at the top, you have the Voice/Video version. If your Communicator does have a green presence banner at the top, you have a Collaboration version with Instant Messaging/ Presence and My Room.

*Refer to the **Collaboration** section (Section 9) 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.*



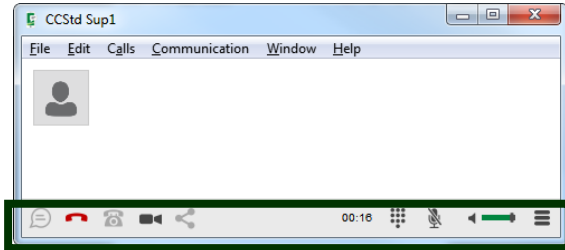
Top to Bottom:

- Presence Status (Collaboration License only)
- Contacts
- My Room (Collaboration License only)
- 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:



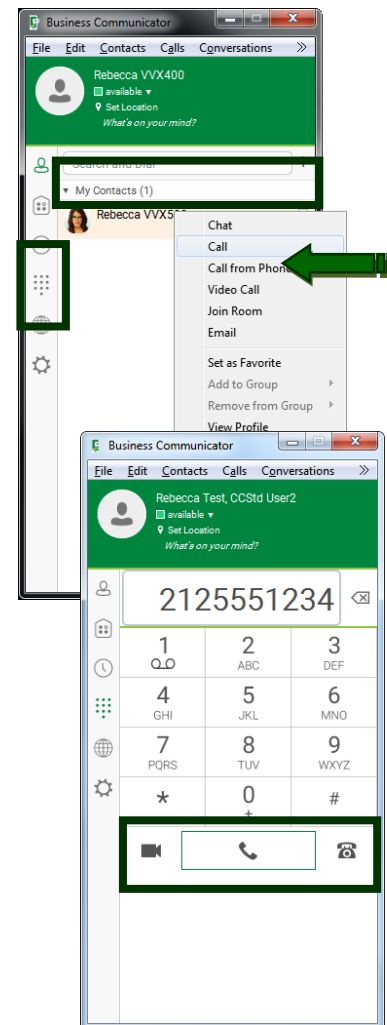
- End an audio or video call
- Open the dial pad
- Mute your microphone
- Adjust speaker volume
- Place callers on hold
- Transfer callers

2.5 Make an Audio or Video Call

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

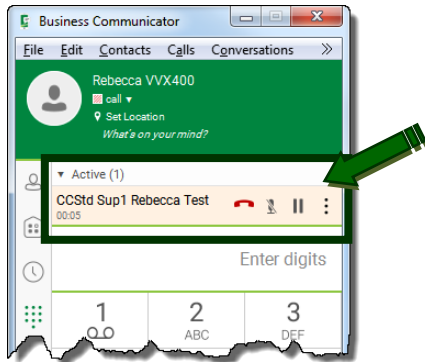
- Right-click on any contact from the contact list or search results:
 - Call, Call from Phone, or Video from the drop down list
- Enter a phone number in the Search and Dial field:
 - Press enter on your computer to send the call
- Click the Dial Pad icon:
 - Enter a phone number
 - Click the [Video] 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 while the Communication window has focus or open the dial pad in the Communication window.



2.6 Active Communications

Active communications display at the top of the main window. This area provides an easy way to see who you are communicating with. The following features are also available in this window:



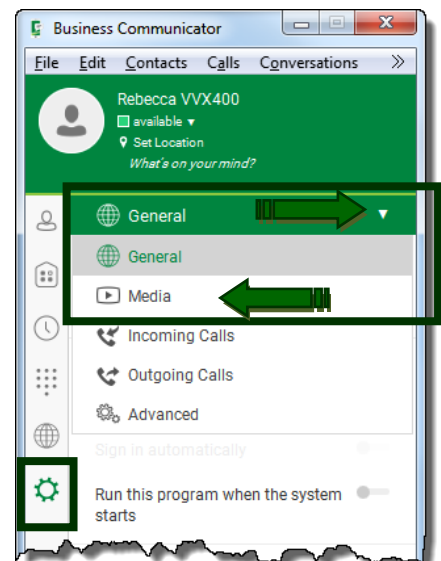
From Left to Right:

- End call
- Mute
- Hold
- Options:
 - Add Video
 - Conference
 - Transfer

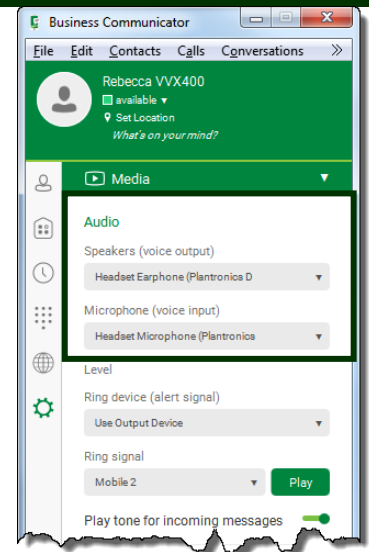
2.7 Define Audio Device

Within Options, define the audio device available for your microphone or speakers. 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] and select [Media] from the drop down list.



- 3) Within the Media option, make the following setting changes by clicking the down arrows:
- **Speakers** (voice output) - select the preferred device
 - **Microphone** (voice input) - select the preferred device
 - **Ring Device** (alert signal) - if selecting a headset for the Speaker and Microphone options, it is suggested you select Speakers for your Ring Device, this ensures you will hear an audible ring even if you do not have your headset on



3 Contacts

Contacts are individuals you communicate with most frequently. There are three types of contacts:

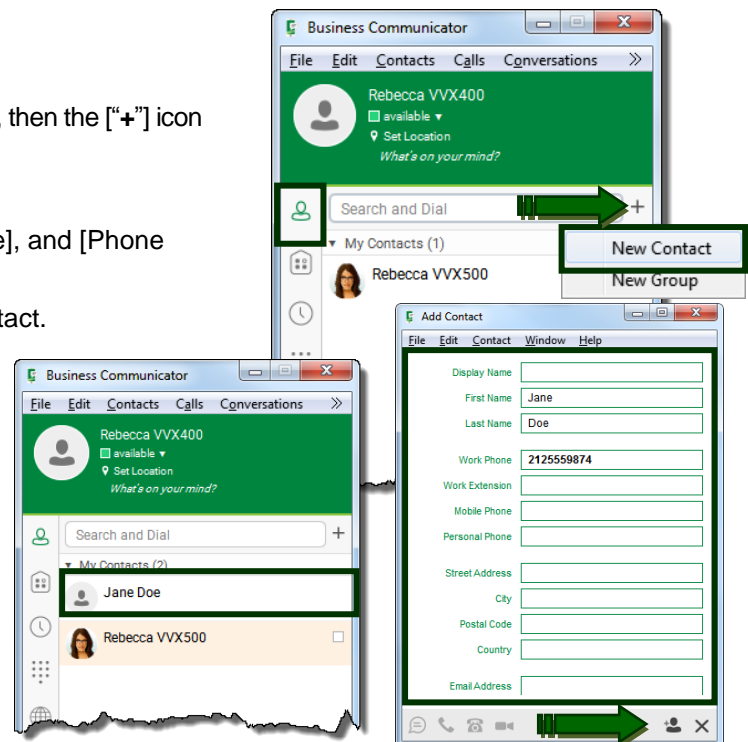
- **Contact** – individual contacts
- **Conference Contact** – contacts that are defined with both direct and conference bridge information
- **Group** – containers of Contacts and/or Conference Contacts

3.1 Adding Contacts

- 1) Add new contacts by clicking the [Contact] icon, then the ["+"] icon next to the Search and Dial field.
- 2) Click on [Add Contact] from the feature list.
- 3) Enter your contact's [First Name], [Last Name], and [Phone Number(s)]. **
- 4) Click the [Add Contact] icon to save your contact.

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

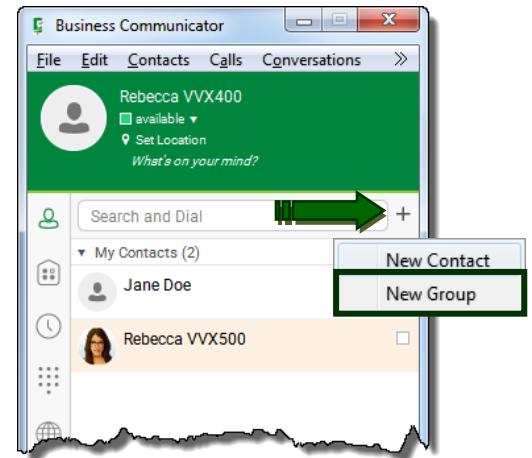
- 5) After saving the contact, it appears in your contact list for easy access and dialing.



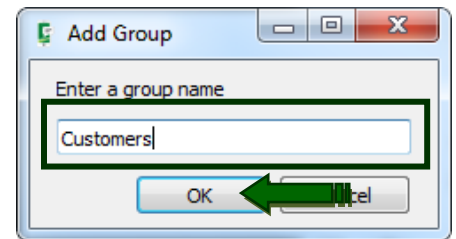
3.2 Adding Contact Groups

Contacts are individual entries for people you call most often. Groups allow you to bucket those Contacts into logical containers.

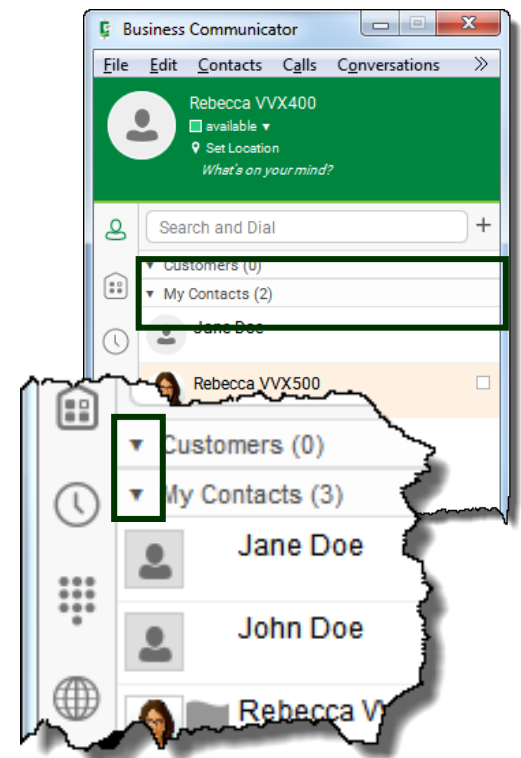
- 1) Add a new Group by clicking on the [Contacts] icon, then the ["+"] icon next to the Search and Dial field.
- 2) Click [Add Group] from the features list.



- 3) Enter the name for your Group in the [Enter a Group Name] field.
- 4) Click the [OK] button.



- 5) By default a "My Contacts" Group is provided within your Communicator. After adding new Groups, they appear alphabetically within Contacts.



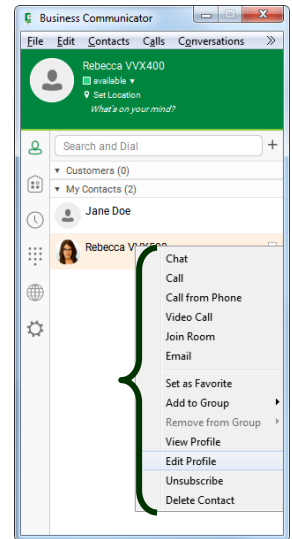
- 6) Expand and collapse each Group by clicking the up or down arrow.
- 7) Expanding a Group allows you to view members within each Group.

3.3 Edit Contacts

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

- Set Contacts as Favorites
- Add to Groups (if custom Groups have been added)
- View or Edit Contact profiles
- Delete Contacts

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



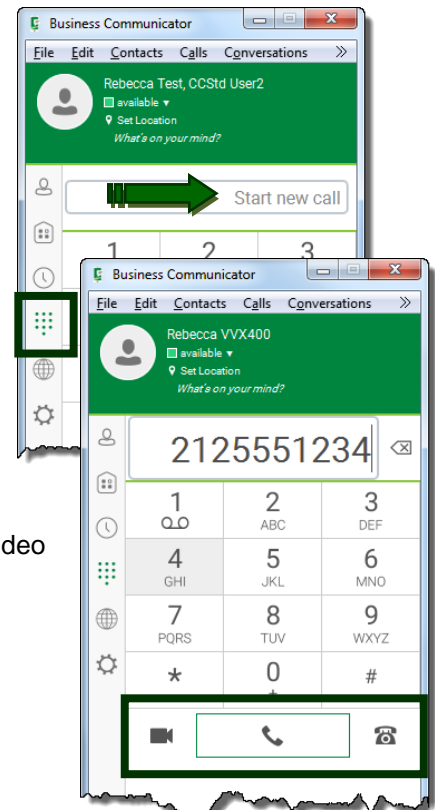
4 Making/Answering Calls

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 with your computer as the speaking device, your IP handset as the speaking device, or video calling.

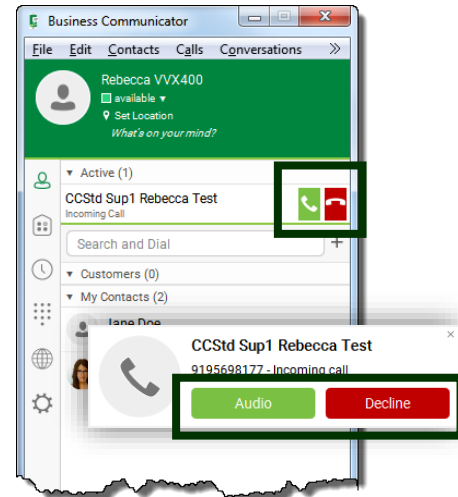
- 1) Click the [Dial Pad] icon.
- 2) Click the [Keypad] within your communicator, or use the numbers or numeric keypad on your computer, to enter a number in the [Start New Call] field.
- 3) You can also paste a number into the [Start New Call] field.
- 4) Click an icon at the bottom of the keypad, to make your call:
 - **Video icon** - video call (you and the terminating party must have video capabilities)
 - **Handset icon** - call using your Business Communicator as your speaking device
 - **Phone icon** - 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.

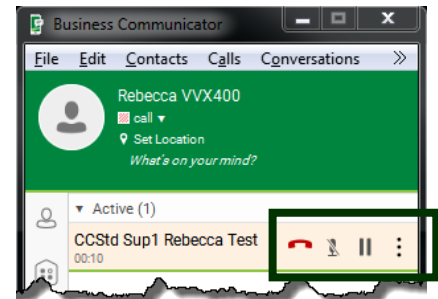
- 1) Answer:
 - **Communicator** – green handset icon
 - **Pop-Up Window** – green Audio button
- 2) Decline:
 - **Communicator** – red handset icon
 - **Pop-Up Window** – red Decline button



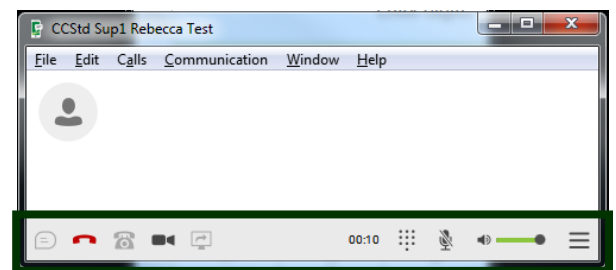
4.3 Call Processing

There are two ways to process calls within the Business Communicator, the Communicator window or the Active Call window.

- 1) With a call in progress (Communicator):
 - **Disconnect** – click [Red Handset] icon
 - **Mute** – click [Microphone] icon
 - **Hold** – click [Double Bar] (hold) icon
 - **Options** - click the [Options] icon for call processing

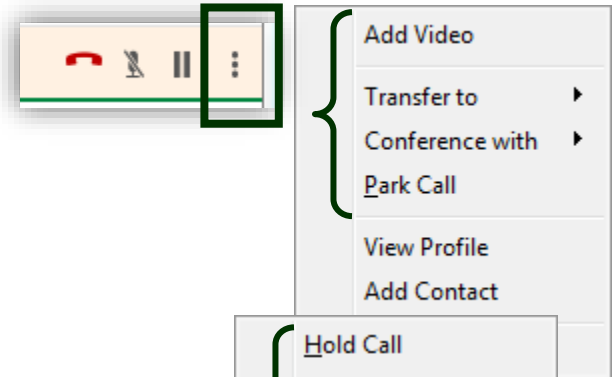


- 2) With a call in progress (Active Call window):
 - **Disconnect** - click [Red Handset] icon
 - **Mute** - click [Microphone] icon
 - **Volume** - move scroll bar left/right
 - **Options** - click [Options] icon for call processing



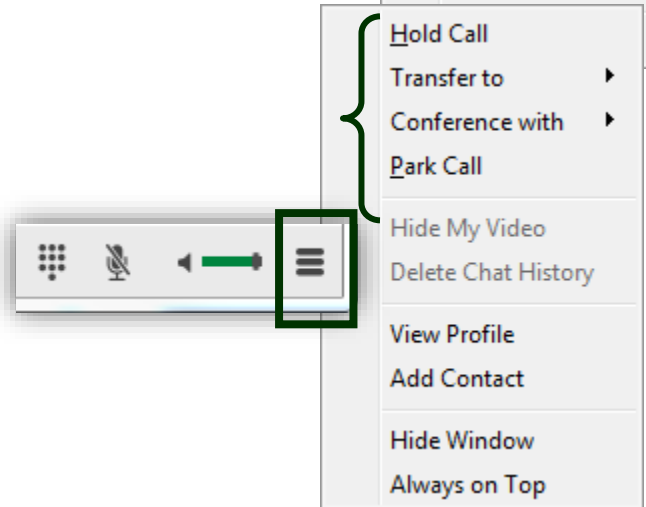
3) Menu options (Communicator window):

- Add existing call to Video
- Transfer callers
- Conference new callers
- Park callers



4) Options features (Active Call window):

- Hold and Resume calls
- Transfer callers
- Conference new callers
- Park callers



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 records not 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, or other types of communications, a counter displays on the Call History icon on the left side of the main window. Clicking this icon opens the communication log within Communications 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.

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

6 Full 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 and search within the Enterprise Directory.




7 Communications History

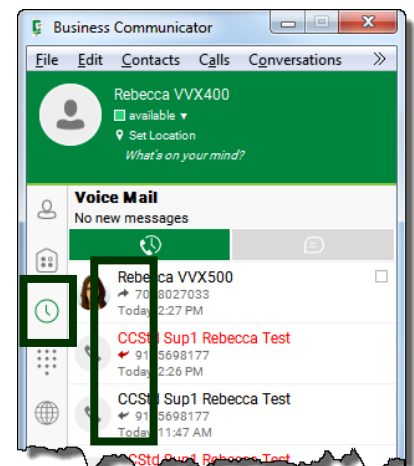
The icon that resembles a clock, displays your messaging history. It also displays a counter indicating the number of missed calls and/or voicemail messages.



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

Call types are recognized by directional arrows:

	Placed
	Missed
	Incoming



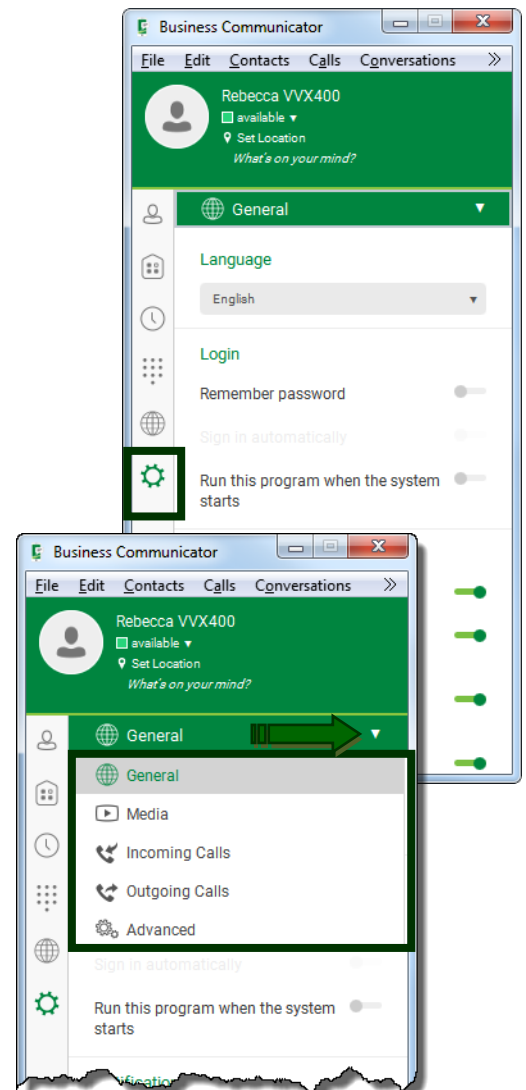
8 Options

CenturyLink Business Communicator supports the following service management features:

- General
- Media
- Incoming Calls
- Outgoing Calls
- Advanced

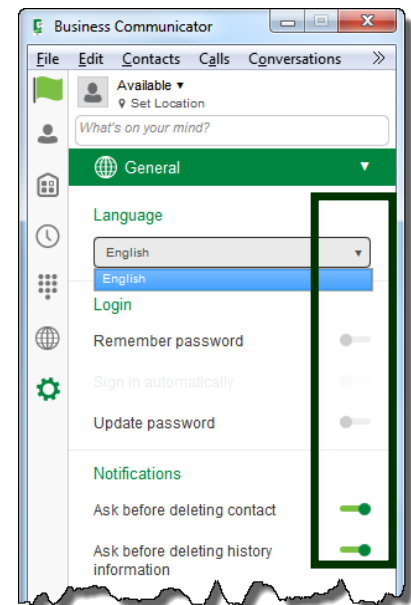
8.1 Accessing Options

- 1) Click the [Gear] icon on the bottom of the left rail.
- 2) Click the [Down Arrow] to expose all options:
 - General
 - Media
 - Incoming Calls
 - Outgoing Calls
 - Advanced
- 3) Click on a [topic] to review or modify settings.



4) As you select different Options, make setting changes as follows:

- 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

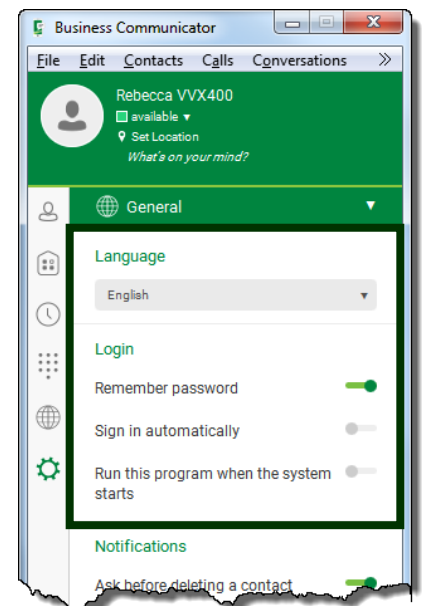


8.2 Options - General

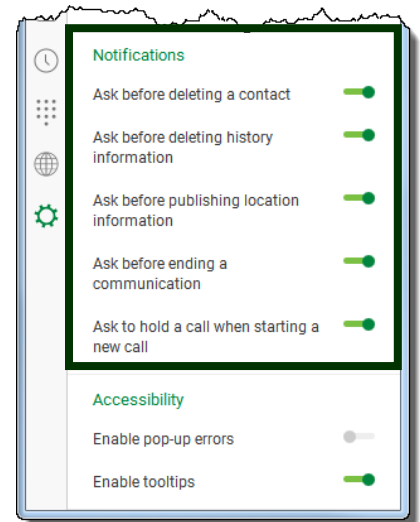
As a general rule while making changes within Options, "less is more". There are many features and functions to choose from. If too many changes are made, deviating from default settings, unintended issues could occur.

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

- **Language**
 - English is currently the only language option
- **Login**
 - Enable/Disable "Remember password"
 - Enable/Disable "Sign in automatically"
 - 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"
 - 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"

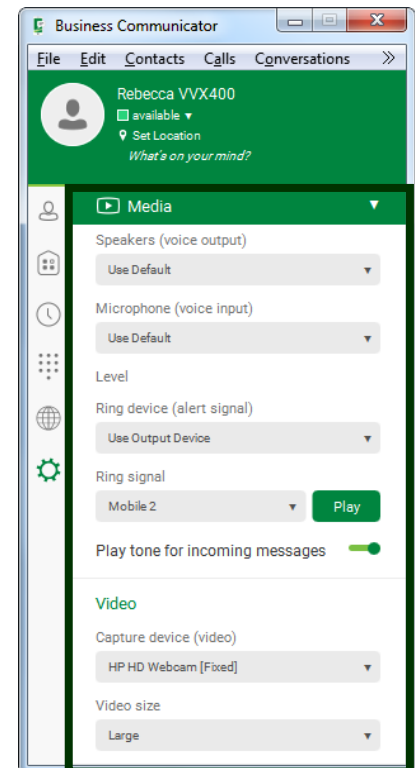


8.3 Options - Media

The Media 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**
 - **Speakers** - click the [Down Arrow] to select from devices installed on your system, including headset devices (*confirm this setting each time you launch Business Communicator*)
 - **Microphone** - click the [Down Arrow] to select from devices installed on your system, including headset devices (*confirm this setting each time you launch Business Communicator*)
 - **Ring Device** (alert signal) - it is suggested you set your Ring Device to speakers, if your Speakers setting is set to a headset; this prevents the need for 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 review your selection
- **Video**
 - **Capture Device** (video) - click the [Down Arrow] to select from installed video equipment
 - **Video Size** - select from Small, Medium, Large, HD (this impacts broadband performance depending on which setting you choose)



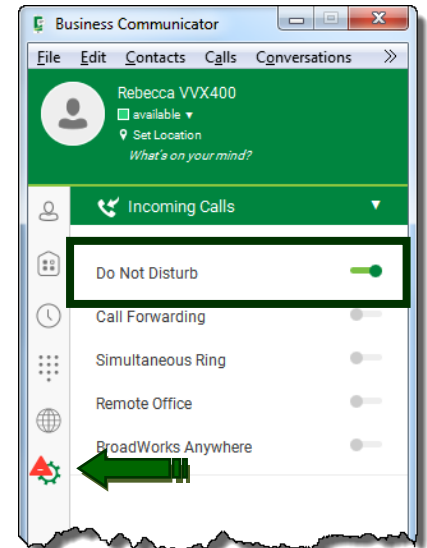
8.4 Options - Incoming Calls

Make Call Forwarding and Do Not Disturb setting changes within the Incoming Calls option. As you Enable various features, 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 switches or typing in data fields:

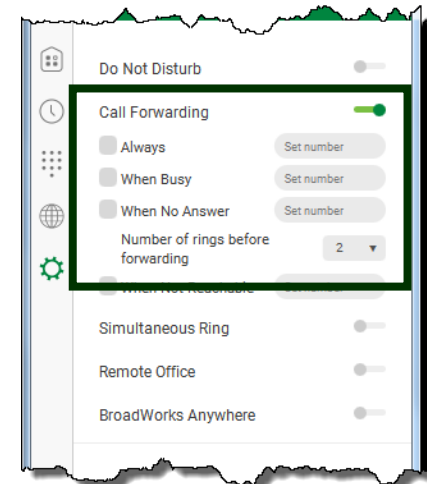
- **Do Not Disturb**

- 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



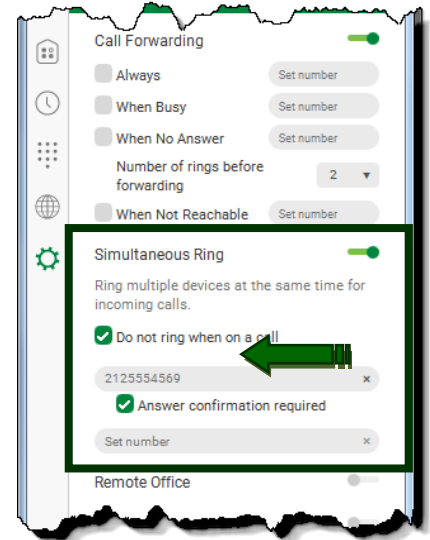
- **Call Forwarding (Always, Busy, No Answer, Not Reachable)**

- Move the [Call Forwarding] toggle bar to the right to Enable
- Click the check box for the [Call 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



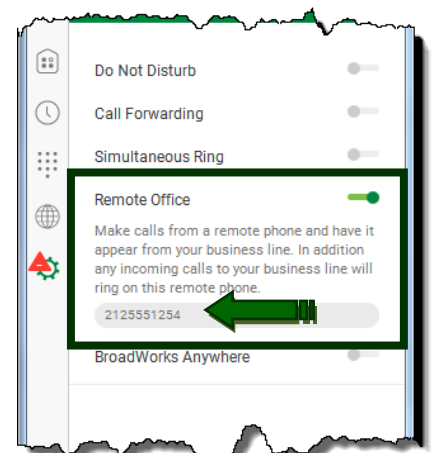
- **Simultaneous Ring (Sim Ring)**

- 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 are on another call
- In the [Set Number] field, enter the number you want to Sim Ring, 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] for any Sim Ring device to permanently remove that number



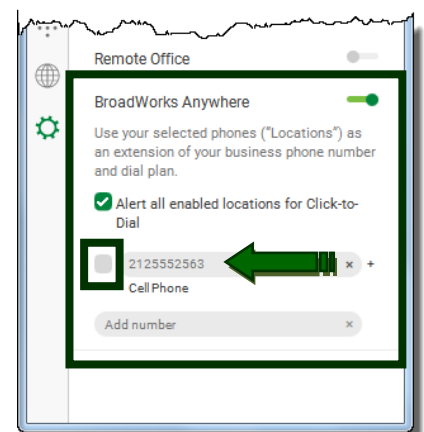
- **Remote Office**

- 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



- **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 check box to Enable that Anywhere 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)

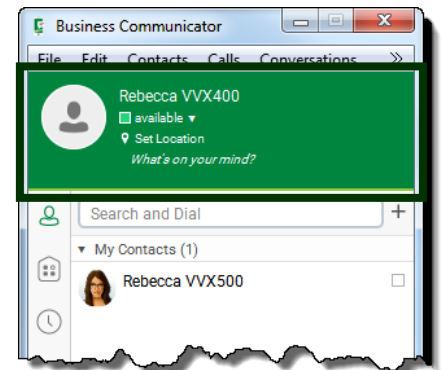
9 Collaboration Features

The Collaboration version of the Business Communicator allows you to do everything described in previous sections, and includes 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 in this screen shot, review the following 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.

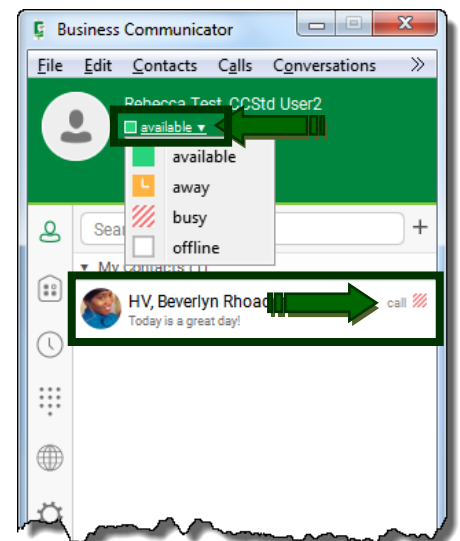


9.2 Changing Presence Status

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

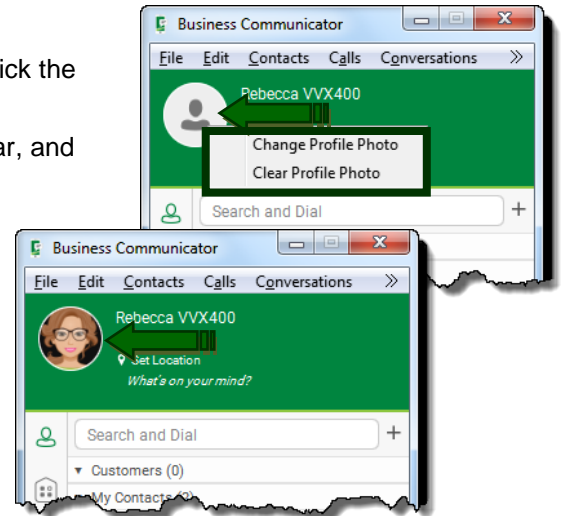
- 1) Manually change status by clicking the [Down Arrow] next to your status.
- 2) Choose from Available (green), Away (orange), Busy (red), or Offline (white) from the presence list.
- 3) The IM&P indicator in your Communicator changes to reflect your new status, and changes on the Communicator for anyone monitoring you.
- 4) When on an active call, the Communicator dynamically changes to reflect your call or no call status.

Note: At this time, you can only monitor presence of individuals within your company using the CenturyLink Business Communicator with Collaboration license; if contacts do not display a presence indicator, they do not have the Collaboration version and cannot be monitored or IM'd.



9.3 Profile Picture or Avatar

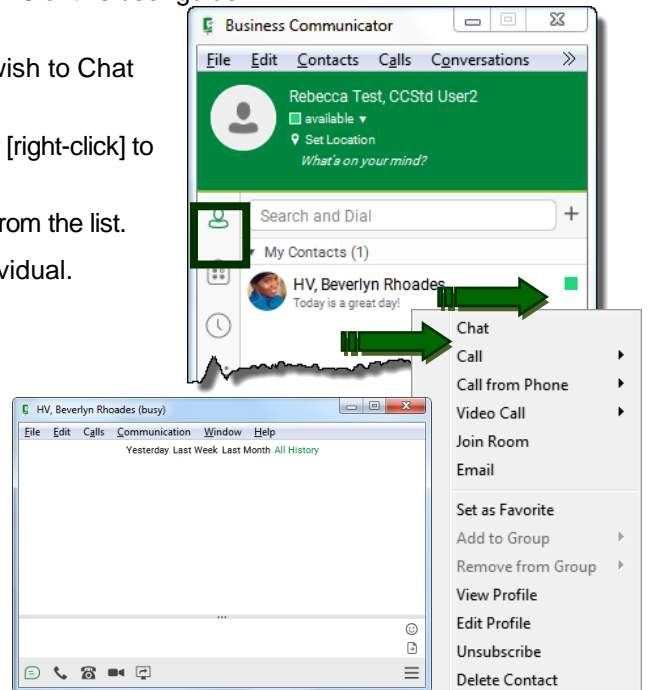
- 1) To add, change or delete your profile photo or Avatar, right click the [Grey Silhouette] profile icon.
- 2) Click [Change Profile Photo] to add or change a picture/Avatar, and click [Clear Profile Photo] to remove a picture/Avatar.
- 3) Search for your photo/Avatar, as you normally would based on your operating system.
- 4) When a photo/Avatar is selected, it populates within the profile icon, and also appears in the Communicator for anyone monitoring you.



9.4 Instant Message (Chat)

IM (chat) with individuals within your company that have Communicator licenses 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. Adding users from your Enterprise Directory to your Contacts is described in Section 6 of this user guide.

- 1) Click the Contacts icon to locate the individual you wish to Chat with.
- 2) Once they are located, [Double Click] on their name, or [right-click] to expose a menu.
- 3) If you choose to right-click on the Contact, click [Chat] from the list.
- 4) Either method, launches a Chat window for that individual.

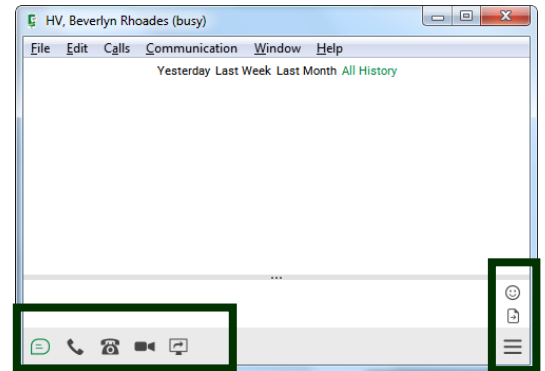


5) The following options are available at the bottom of the Chat window:

- **Chat Bubble** – closes the Chat window
- **Handset icon** – dials your contact using the Communicator
- **Phone icon** – dials your contact using your IP handset
- **Video icon** – dials your contact using Video call (you and the terminating party must have video capabilities)
- **Share icon** –Share your desktop or active application(s)

6) The following options are available on the right of the Chat window:

- **Emoticons** - add emotion to your chat
- **File Share** - send files via the Chat window
- **Options** - delete chat history, edit profile, etc.

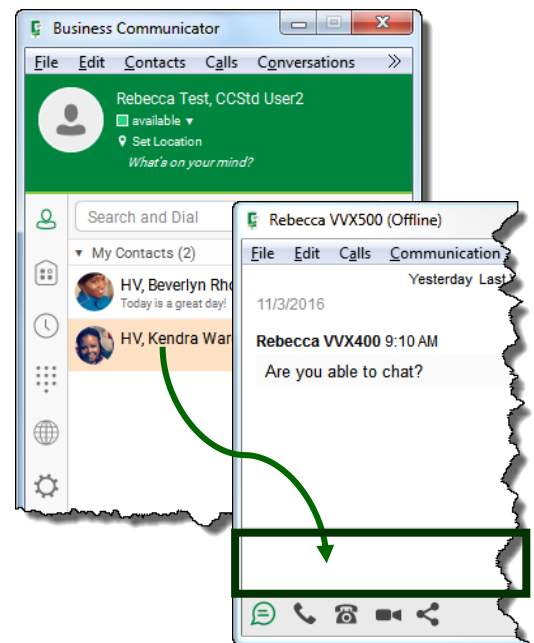


9.5 Group Chat

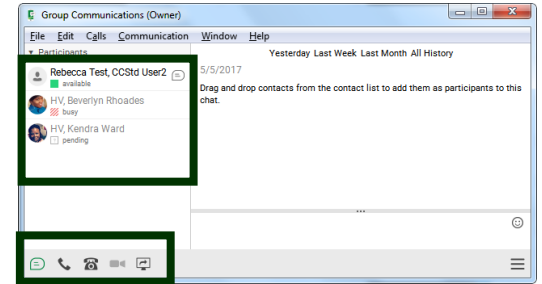
With the Group Chat feature, easily add additional parties to an existing Chat session by dragging and dropping.

1) With an IM (Chat) session in progress, locate the individual you want to add to your session.

2) [Left-Click] and [Drag] the contact to the bottom of the IM (Chat) window.



- 3) Releasing the mouse adds your contact into that chat, and creates a Group Chat window,.
- 4) All features available in an individual Chat, can be used in a Group Chat.

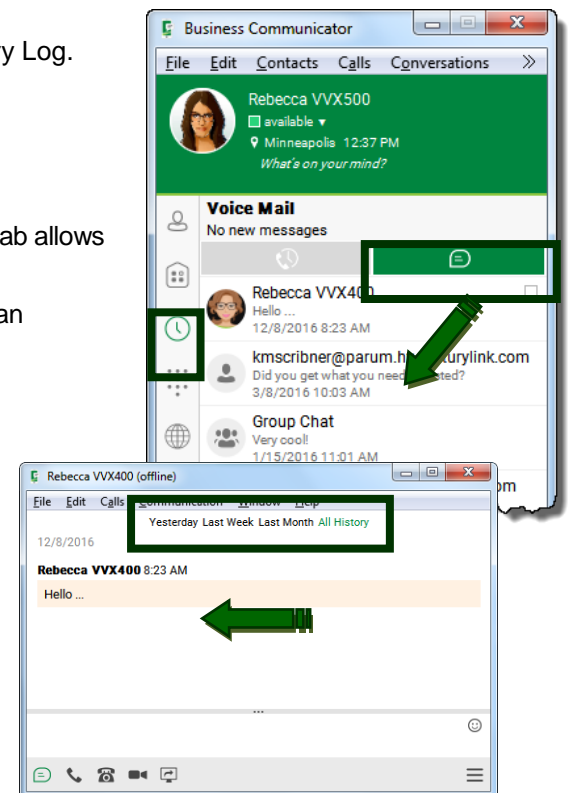


Note: If you click the handset or phone icon in the communications ribbon of a Group Chat, you dial all parties appearing in the Group Chat. A maximum of 15 individuals can be on your call if clicking to dial from the Group Chat window.

9.6 Call and Chat History

All chats, both individual and group, register in your Call History Log.

- 1) Click the [Call History] icon (clock icon).
- 2) Click the [Chat] tab to view Chat Logs; clicking the [Handset] tab allows you view Call History Logs.
- 3) To review chat history of any conversation, [Double Click] on an individual or group chat record.
- 4) Click a [Hyperlink]
- 5) to review chat records.
- 6) Choose from:
 - Yesterday
 - Last Week
 - Last Month
 - All History.

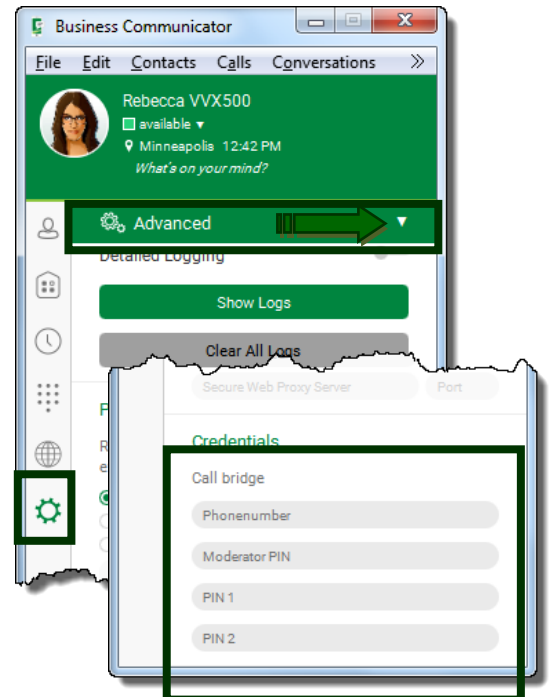


9.7 My Room - Set Up

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

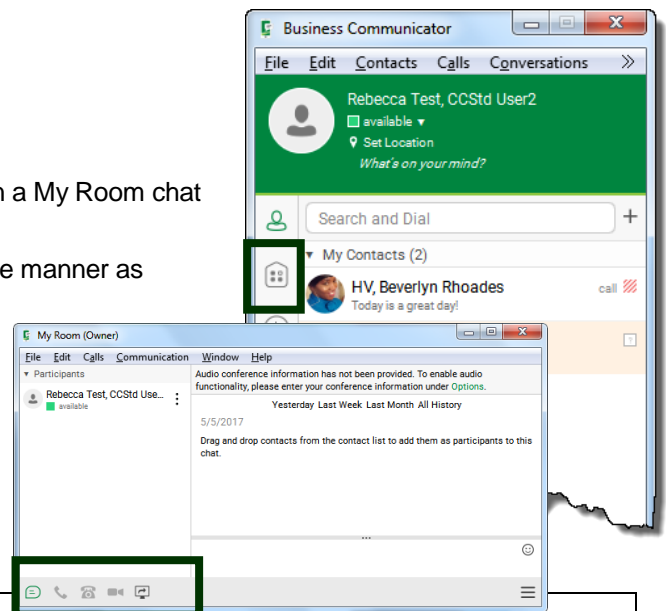
Perform the following to add your conference bridge and entry codes to your profile:

- 1) Click the Gear icon to access Options.
- 2) Click the down arrow and select Advanced.
- 3) Under Credentials, enter your Conference Bridge information:
 - Phonenummer
 - Moderator PIN
 - PIN1 (and PIN2 if necessary)

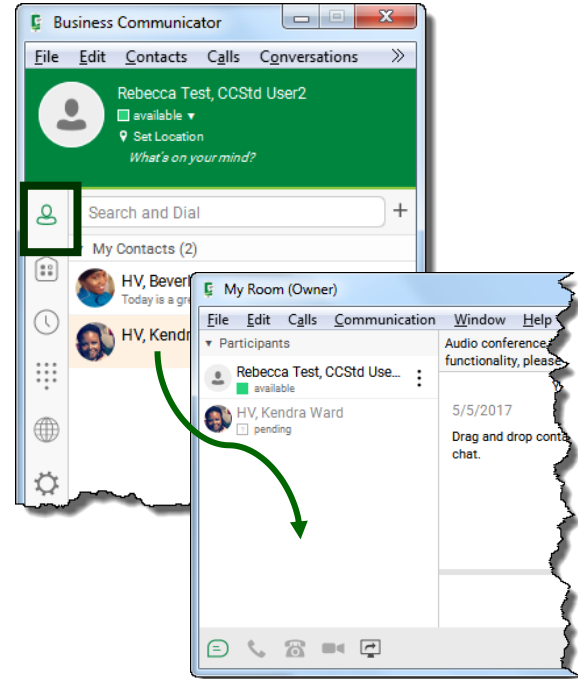


9.8 My Room - Using

- 1) Click the My Room (house) icon on the left rail to open a My Room chat window.
- 2) Icons on the bottom of the window perform in the same manner as features within individual chat windows.
- 3) If your conference bridge information is defined, clicking the handset, phone or video icons automatically enter you and your attendees into your bridge, including the moderator code and attendee PIN.
- 4) Each attendee must click to dial from their window to join the bridge.



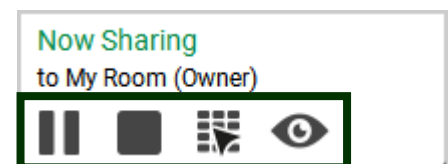
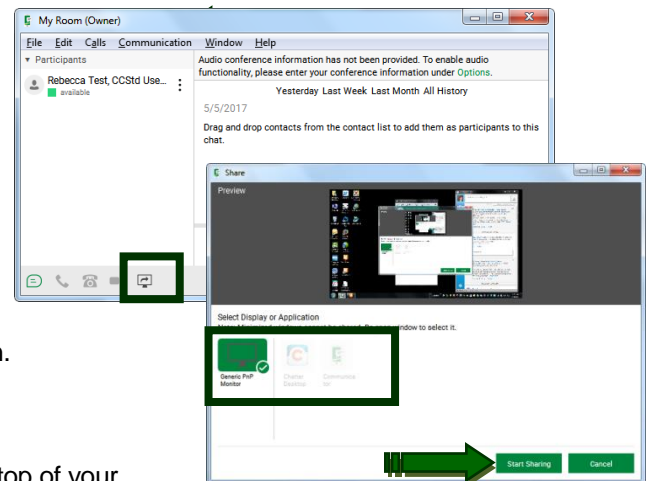
- 5) To add attendees, click the Contacts icon to access personal contacts.
- 6) Once your contact is located, left-click and drag them to your My Room window.
- 7) Releasing your mouse enters your attendee into the room.
- 8) That individual is now added to the group chat within your My Room window.
- 9) Continue this process until all attendees have been added to your my Room.



9.9 Desktop Share

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

- 1) To share your desktop, click the Share button at the bottom 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 Share button.
- 6) After sharing begins, a control window appears at the top of your screen.
- 7) Options from left to right:
 - **Pause**
 - **Stop Sharing**
 - **Select What to Share**
 - **Preview**
- 8) When sharing is completed, click the Stop Sharing button.

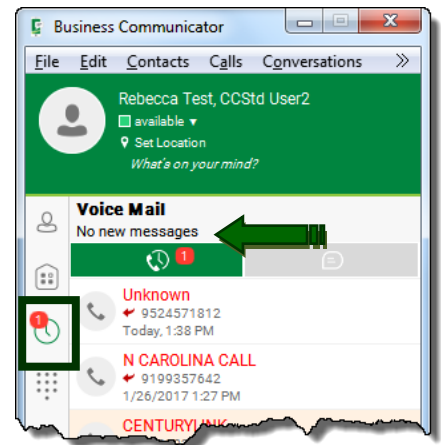


10 Voicemail

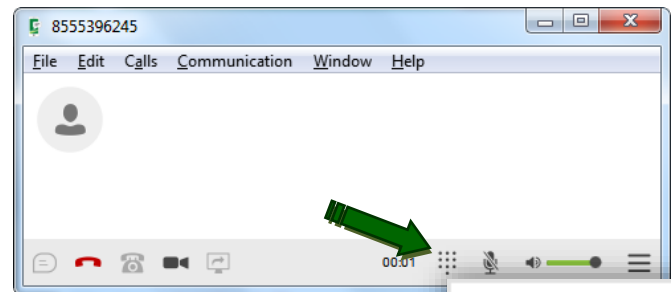
Within Business Communicator, review the number of new messages in your mailbox, and also dial into voicemail to retrieve messages and manage Voicemail features.

10.1 Accessing Voicemail

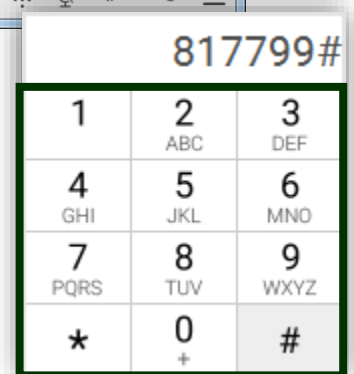
- 1) Click the Call History icon on the left rail of the Communicator window.
- 2) Review call and chat histories by clicking on the Handset or Chat Bubble tabs.
- 3) Above that is your indication of how many new voicemail messages are in your mailbox.
- 4) To dial into voicemail, double-click the Voice Mail hyperlink which opens an active Call Window.



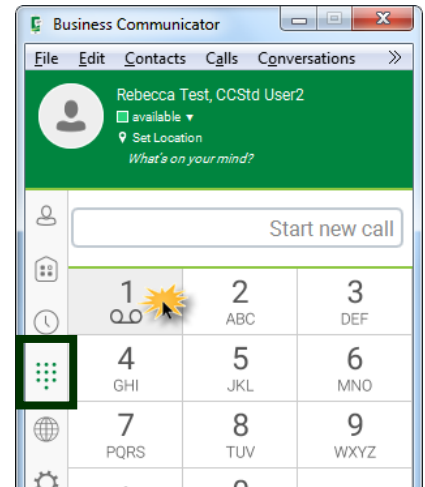
- 5) When the voicemail system answers, enter your passcode when prompted.



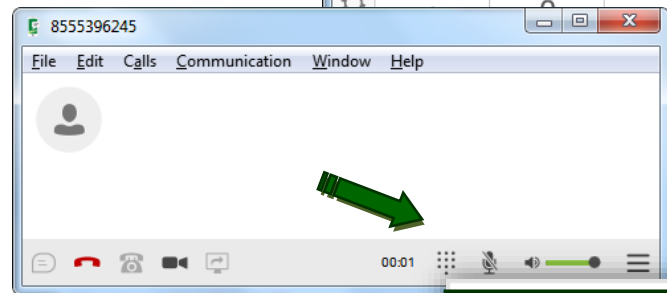
- 6) Click the Keypad icon to enter your passcode followed by #, or use the numbers or numeric keypad on your computer.
- 7) Follow the prompts to play, delete, or forward your voicemail messages or to manage voicemail settings.



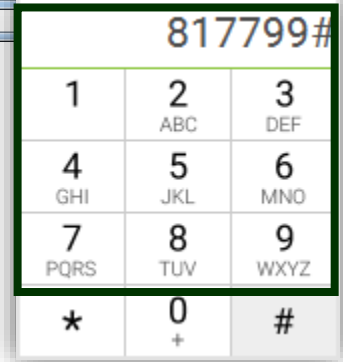
- 8) Another option for dialing into voicemail, is by clicking and holding down the 1 key on your Communicator dial pad.



- 9) Click the Keypad icon to enter your password when prompted, followed by the # key.



- 10) Follow the prompts to play, delete, or forward your voicemail messages or to manage voicemail settings.



----- END -----