



IS-Talk

powered by IS-Technologies

Communicator Desktop
MAC SET UP and USER GUIDE

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Installation

Mac OS X

Please download Communicator from our website: <https://www.is-talk.com/downloads/>

After the download is finished, click on the Communicator icon and drag it to the Applications folder.

The installation process is completed and Communicator is ready to use.

Configuring Communicator

After the installation process, you need to configure Communicator. Click on the Communicator icon and the Profile wizard will appear. To continue with the configuration click the Next button.

1. Browser integration

- Select your preferred web browser to download the corresponding plugin. Once you finish with the configuration, the chosen browser will open automatically, directing you to the plugin download page.

2. Account details

Make sure you have received your account details from your system administrator or account manager. The details must include:

- **Account**

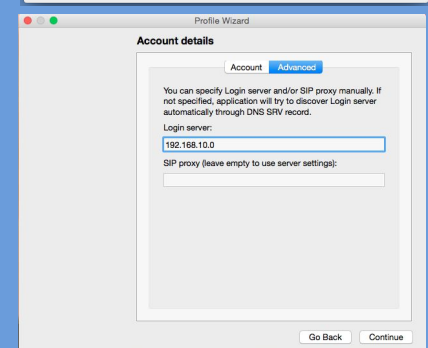
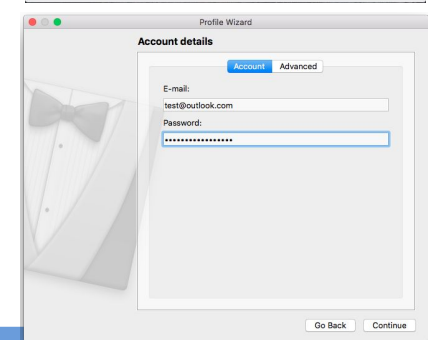
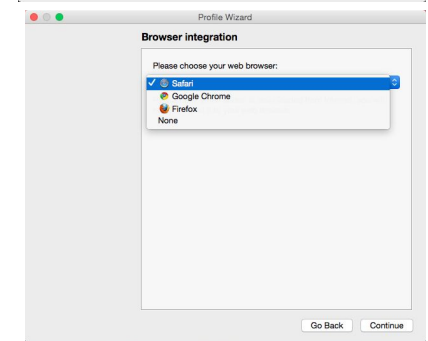
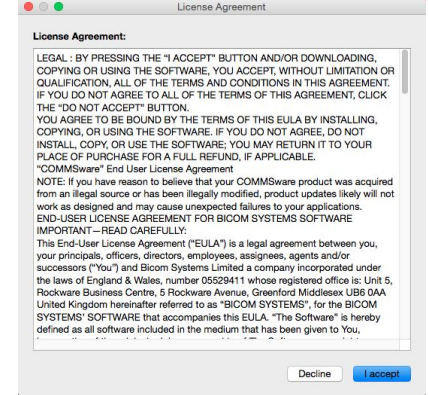
- E-mail, example: test@outlook.com
- User password, example: 93sU2e_2%

- **Advanced**

- Server address, example: 192.168.10.0
- SIP proxy (leave empty to use server settings)

NOTE: In Communicator, instead of an extension and secret, users will provide the email addresses associated with the extension and their password.

After you click Next, Communicator will try to connect to the specified server with the user's account details. If the account details are wrong, a red warning will appear. Otherwise, a Change Password pop-up window will appear telling you to change your password since this is the first time you are logging in. Your password has to be at least 8 characters and 85% secure. Users are required to change this password on login and once changed it is hashed and unknown for all administrators of the system.



3. Communicator edition

- Select a Communicator edition. Choose between Business unless otherwise instructed by the system administrator.

4. Setup office and mobile phone

- Setup your Office phones. If you choose softphone, you will be able to place and receive calls using your computer. If you choose desk phone, you can control calls on your IP desk phone from your computer. Selecting the checkboxes for both desk phone and softphone will allow users to switch between devices when initiating a call and also to pick which device they would like to answer incoming calls on.

NOTE: If you use Polycom phones, click on 'My desk phone is Polycom'. Provide the phone's IP address and click Configure. This will help Communicator to identify and configure Polycom phones.

- In Communicator , users can assign Mobile Numbers that they would like to receive calls on when not at their desk. Click the Mobile tab and click + icon to add Mobile phone number and it's label.

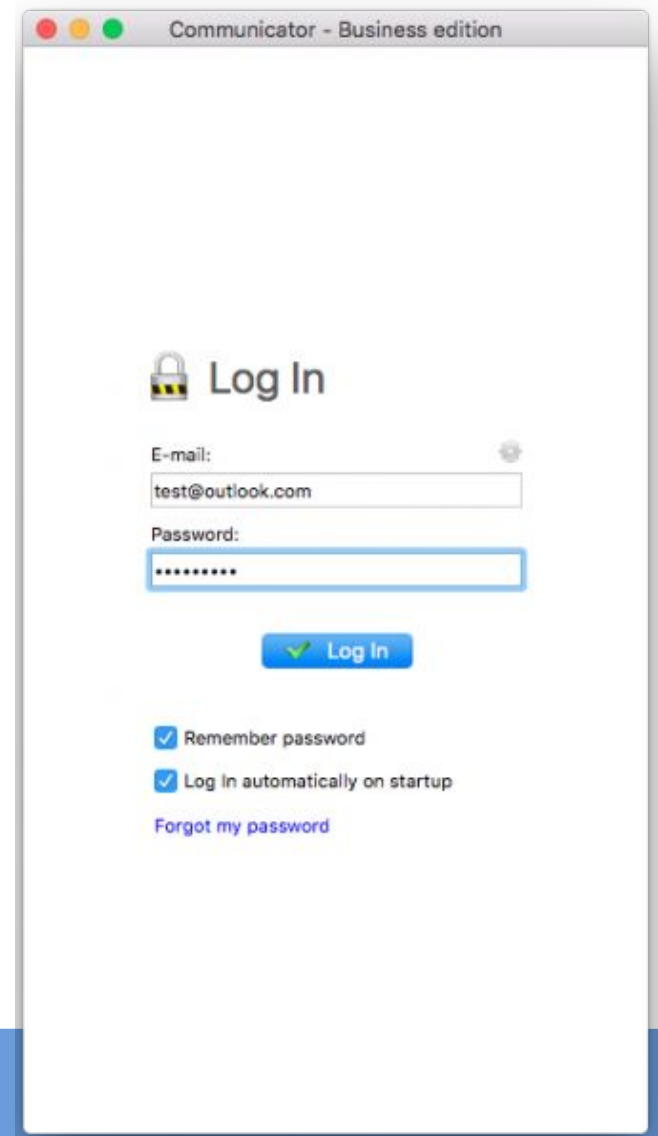
Click Next and a configuration summary window will appear. Please check the profile details and make sure they are correct. Click Finish and you will be automatically logged in with your account. Now you are ready to use Communicator with all its features.




Working with Communicator

Log In

- **E-mail**
Provide the email address that is assigned to your extension.
- **Password**
Enter the password that you created during the Communicator configuration.
- **Remember password**
Check if you want Communicator to save your password.
- **Log In automatically on startup**
When this option is turned on, Communicator will log in automatically. Every time Communicator is started, it will automatically log in.
- **Forgot my password**
If a user forgets his password, he can recover it by clicking the 'Forgot my Password' link. The user will receive a password recovery link via email.



Communicator - Business edition

 Log In

E-mail:

Password:

Remember password

Log In automatically on startup

[Forgot my password](#)

Login

Working with Communicator

Toolbar

- **User image**

A user-defined image that is displayed on the user's profile.

You can change your avatar image by clicking on your current avatar and a new window will appear with avatar settings. Browse for the image from your computer and set the preferred image options.

Communicator now supports higher resolution avatars, allowing users to set up any resolution between 256x256 and 512x512 pixels

- **Username**

User defined name which is shown in your chat conversations.

- **Missed Calls**

Displays any missed calls or reads No Missed Calls.

- **Status and Status Message**

If left-clicked, a menu will open. The user will be able to choose his availability: Online, Busy, Do not Disturb, Away, and/or Offline. In My Settings -> Status, users can set their personal messages or news and upload their profile picture.



Communicator Toolbar

Working with Communicator

Toolbar



Communicator Toolbar

- **Phone**

Opens a softphone window next to the Communicator main window.

- **Voice Conference**

Opens a Voice conference window next to the Communicator main window.

- **Group Chat**

Opens a Group Chat window next to the Communicator main window.

- **Voicemail**

Opens a Voicemail window next to the Communicator main window.

- **Channels**

Opens a 'Chanells' window next to the Communicator main window.

- **Fax**

Faxing is not available in Office edition. In case user wants to use faxing, user needs to upgrade on Business edition.

- **Show or hide video window (Currently Unavailable)**

Video calls are not available in Office edition. To use video calls, user needs to have Business edition.

- **Surveillance Camera (Currently Unavailable)**

Surveillance camera is not available in Office edition. Office edition needs to be upgraded to Business edition, so user could use surveillance camera.

- **Online self care**

In order to login to Online Self Care, point your browser to: [http://\\$IPADDRESS/](http://$IPADDRESS/) (For Example: <http://192.168.1.1/>)

- **Email: The email address assigned to the extension**

(ex. The provided email address is used as a username for logging into Online Self Care

(e.g. email@example.com))

[a-z] [0-9] [@_-.])

- **Password/PIN: The PIN assigned to the extension**

(ex. This field accepts the extension's PIN (e.g.1981))

([0-9])

- **Parked calls:**

Once a call is parked, it can be picked up by anyone at any location by dialing the parked extension.

- **Search**

Opens a Search panel below the toolbar. Type the name of the contact that you wish to locate in the search panel.

- **Settings**

Opens a Preferences window. Refer to the Preferences chapter for detailed instructions.

- **Help**

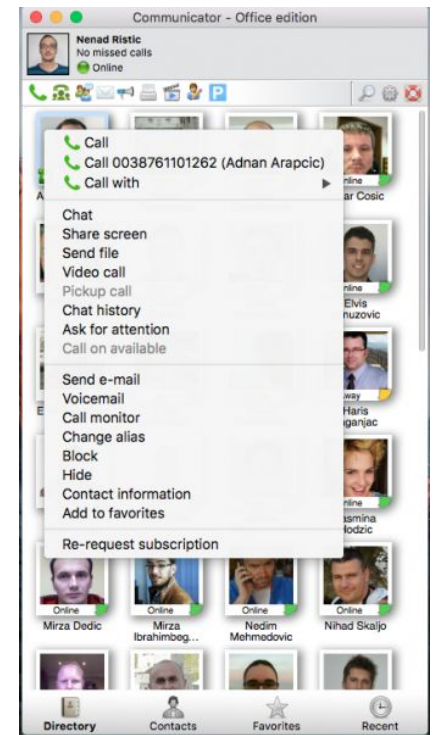
Additional documentation and guides are available on our official website: [IS-Talk Hosted Phones](#). If you still have any questions, please feel free to contact our support department.

Destinations and Communicator Modules

Communicator can place a call to any system destination, for example: extensions, queues, conferences, voicemail, system calls, or parking. Calls can be placed with a drag-and-drop motion from one extension to another, or directly from the phone display to the extension, for example. Right clicking on a contact name offers more possible actions regarding the selected extension.

This way the user can:

- Make a call from Communicator
- Make a Video Call from Communicator
- Chat with the selected contact
- Send an email to a contact
- Block the selected contact
- Call the selected contact On Available
- Check Voicemail
- Monitor calls
- Add the selected contact to 'Favorites'
- See more information about the contact
- See a chat history with the selected contact
- Re-request subscription



Phone

The phone module area where information about possible missed calls is shown.

- From the phone module you can set up office and mobile phones by clicking the settings icon next to missed calls information.
- Select your audio device by clicking the headset icon. It points to the Preferences->Phone->Audio devices section where you can choose which Input, Output, and Ringtone device to use.
- A green (or eventually red) circle shows the Phone module connection status. If green is shown, the Phone module is connected and the user can place calls. If a red circle is shown, the Phone module is not connected and the user is unable to place a call, in which case the user should contact their system administrator.
- The attachment sign is used to attach the phone module to the IS-Talk window.
- In the Phone module you can see which phone mode is set by default. If you have selected both modes, click on the dropdown menu and switch to another mode. Next to this dropdown there is a DND icon with the option to set your status to Do Not Disturb.
- Phone module area where a contact is shown after the Drag-and-Drop action.
- Phone module area where a dialed contact's phone number is shown.
- Speaker volume tuner. Adjust the speaker volume by moving the slider up or down. Do not increase volume more than needed because it can induce hearing loss.
- Microphone volume tuner. Adjust the microphone volume by moving the slider up or down.
- Phone module dial keypad. Used for entering phone numbers.



Call

- When a phone number is entered, click on the Call button to place a call.



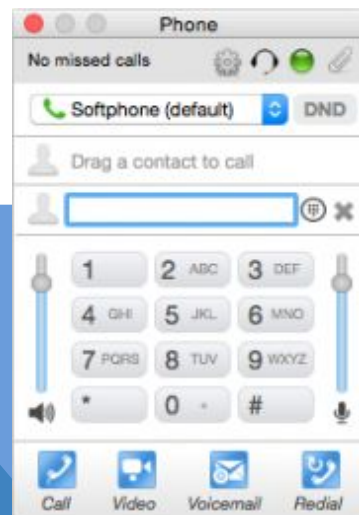
Voicemail

- When a new Voicemail message is available, this button will flash. Click on the Voicemail button to check your voicemail.







Redial

- Click on the Redial button to redial the last dialed contact or phone number.



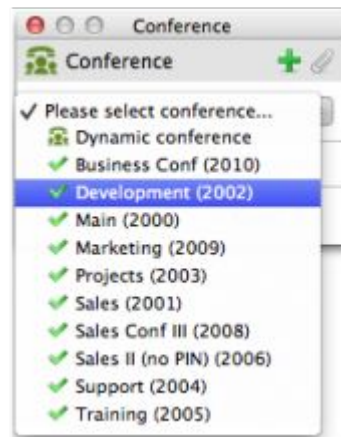
Communicator Modules

Voice Conference

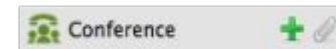
- Voice Conference module area where the name of the module is shown.
- Plus sign used to invite a contact using his landline or mobile number.
- The attachment sign is used to attach the phone module to the IS-Talk window.
- Select a box to choose from a conference room 
- The Voice Conference module area where a contact is shown after Drag-and-Drop.
- To remove a contact from a Chat Group, click 
- Click on  button to start the Voice Conference.
- Click on  to close the Voice Conference window and stop the Voice Conference conversation.



Voice Conference



Voice Conference



Conference Call





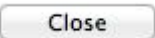
Drag Contact

Chat in a Group

1. Open Group Chat module

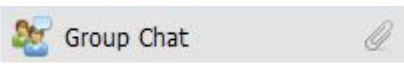
- Click on the Group Chat module icon to show the Group Chat module.

2. Group Chat with Drag and Drop

- With your mouse click and hold any contact from the contact list, then drag the selected contact from the Communicator list to the Group Chat module area, and Release (Drop) the contact. Repeat this action to Drag-and-Drop more contacts into the Group Chat.
- Click on the Start button to start a Group Chat with the selected contacts.
- Group Chat module area where the name of the module is shown.
- Attachment sign is used to attach phone module to IS-Talk window
- Group Chat module area where a contact is shown after Drag-and-Drop
- To remove a contact from the Chat Group, click on 
- Click  to start the Group Chat.
- Click  to close the Chat Group window and stop the Group Chat.



Group Chat





Group Chat




Group Chat

Voicemail

Select a Voicemail message and click  to delete it. Please note, voicemail delete is permanent.

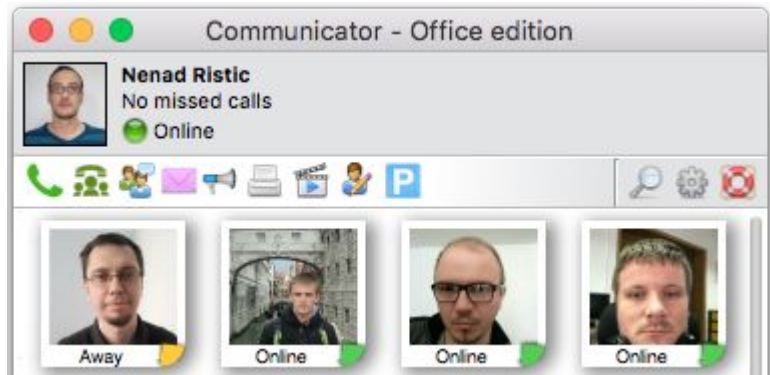
Click  to move the selected voicemail message to the old messages directory.

Click  to place a call to a contact who left a voicemail message.

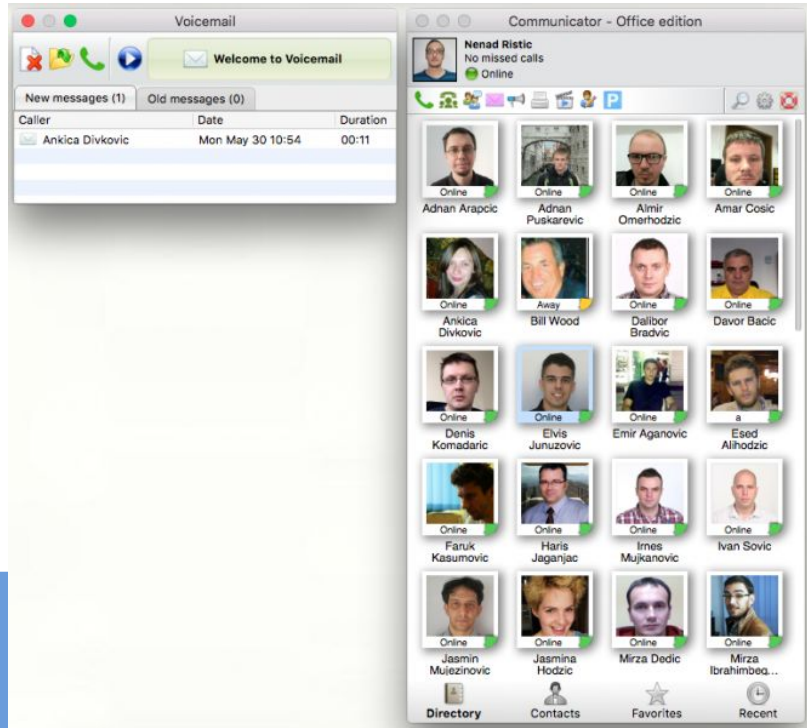
Click  to play the selected voicemail message.

Click **New messages (0)** tab to show new voicemail messages.

Click **Old messages (0)** tab to show old voicemail messages.



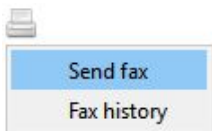
New Voicemail Indication



Voicemail

Sending Fax

Outgoing faxes



- Click on the **Fax** module icon, then select **Send fax** to open the **Fax** module.
- Read the information message and click the **OK** button.

PDF file:

- Enter the path or browse for a PDF file that you wish to send using the icon.

Information that you enter in the Send FAX wizard will be displayed on the FAX cover page if you choose to send a cover page. In the Send Fax window you can see two sections, To and From.

To Section

- **Name:**

Enter the name of recipient. For example, Tim Barr.

- **FAX:**

Enter the phone number to which you want to send your fax, for example 02033998800.

- **Phone:**

Enter the phone number of the recipient.

- **Email:**

Enter the recipient's email.

- **Company:**

Enter the recipient's company name.

From Section

- **Name:**

This field will be automatically populated with your Communicator username.

- **Fax:**

Enter your fax number.

- **Phone:**

Enter your phone number.

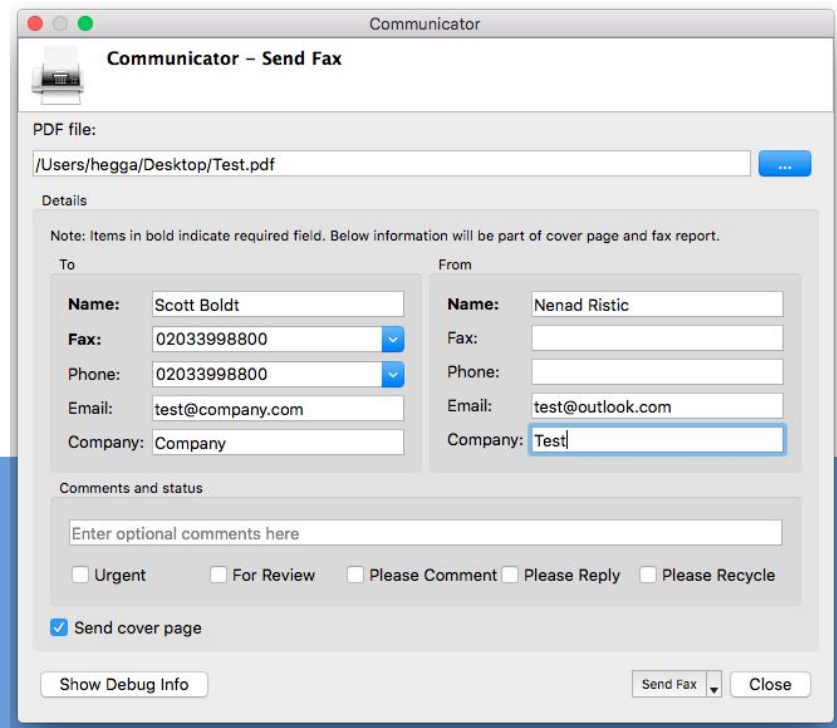
- **Email:**

Enter your email.

- **Company:**

Enter your company's name.

Additional information like comments and status can be entered also.



Send Fax

Online self care

In order to login to Online Self Care, point your browser to: [http://\\$IPADDRESS/](http://$IPADDRESS/) (For Example: <http://192.168.1.1/>). When you click on the Communicator OSC icon, you are automatically directed to your OSC page.

- **Email:** The email address assigned to the extension
(ex. The provided email address is used as a username for logging into Online Self Care (e.g. email@example.com))
([a-z] [0-9] [@_-.])
- **Password/PIN:** The user password assigned to the extension
(ex. This field accepts your Communicator password (e.g.n9h*Caq1lcr))
([0-9])

Quick List

Quick list buttons enable a quick overview of Communicator, Contacts, Favorites, and Recent tabs.

- **Communicator.** Switch to Communicator. Displays a list of all Communicator contacts.
- **Contacts.** Switch to Contacts view. Displays a list of all saved and imported contacts.
- **Favorites.** Switch to Favorites view. Displays all contacts that you marked as a favorite.
- **Recent.** Switch to Recent view. Displays log of all recent missed, received, and dialed.



Quick List

Online self care

In order to login to Online Self Care, point your browser to: [http://\\$IPADDRESS/](http://$IPADDRESS/) (For Example: <http://192.168.1.1/>). When you click on the Communicator OSC icon, you are automatically directed to your OSC page.

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(ex. The provided email address is used as a username for logging into Online Self Care (e.g. email@example.com))
([a-z] [0-9] [@_-.])
- **Password/PIN:** The user password assigned to the extension
(ex. This field accepts your Communicator password (e.g.n9h*Caq1lcr))
([0-9])

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- **Recent.** Switch to Recent view. Displays log of all recent missed, received, and dialed.



Quick List

Menu

Communicator

1. About Communicator

- Information about the current version of Communicator.

2. Communicator edition...

- Please choose your edition of Communicator according to the license.

3. Check for Updates...

- Check online for official product updates.
- If there are updates available, the software will apply them automatically. If your software is up to date, you will receive a message as stated above.

4. Preferences

- Click on Preferences to open Communicator preferences/settings. For more information about preferences, please visit the Preferences chapter.

5. Services

- Provides access to Mac OS X Services and Keyboard Shortcuts. For more information about Keyboard Shortcuts, check out the Mac OS X user manual.

6. Hide Communicator

- Click on Hide Communicator to make it disappear from your screen.

7. Hide Others

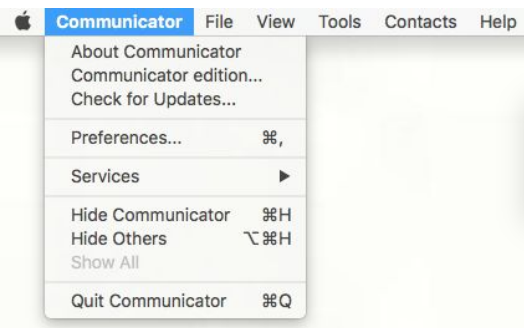
- Click on Hide Other to make all other visible applications disappear from your screen.

8. Show All

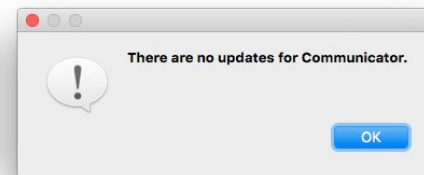
- Click on Preferences to open Communicator preference/settings. For more about preferences, please visit the Preferences chapter.

9. Quit Communicator

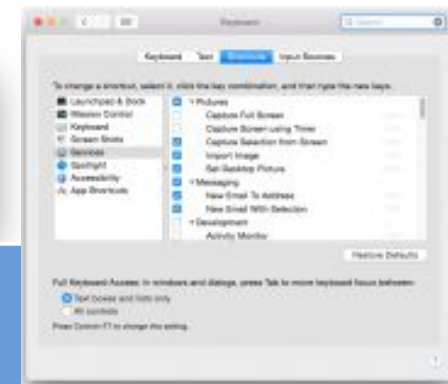
- Click on the Quit Communicator button to log out from active connection(s) and close the Communicator application.



Communicator Edition



Up to date



Services

File Menu

Log Out

- Click on Log Out to log out from active connection(s).

View

Chat History

- Shows a history of chat conversation with your contacts.
- **Users (field)**

List of all contacts the user chatted with.

- **Message (tab)**

Displays chat history per date.

- **Delete (button)**

Click on the Delete button to delete the selected chat conversation.

- **Delete All (button)**

Click on the Delete All button to delete all chat conversations with selected contact.

- **Search (tab)**

Users can use the Chat History Search feature to search for a term in the search history.

- **Search for (field)**

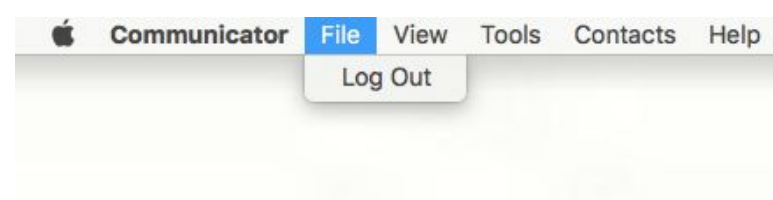
Enter a term to be searched.

- **User (select box)**

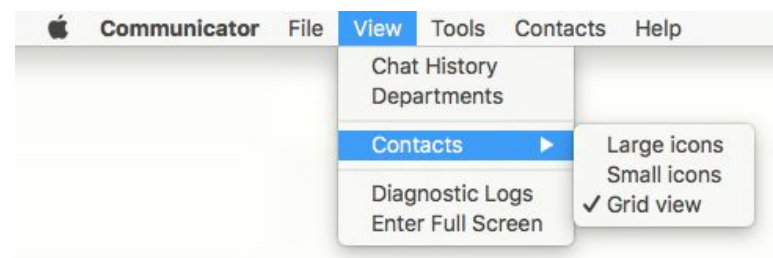
Select one particular or all users from the list.

- **Date (select box)**

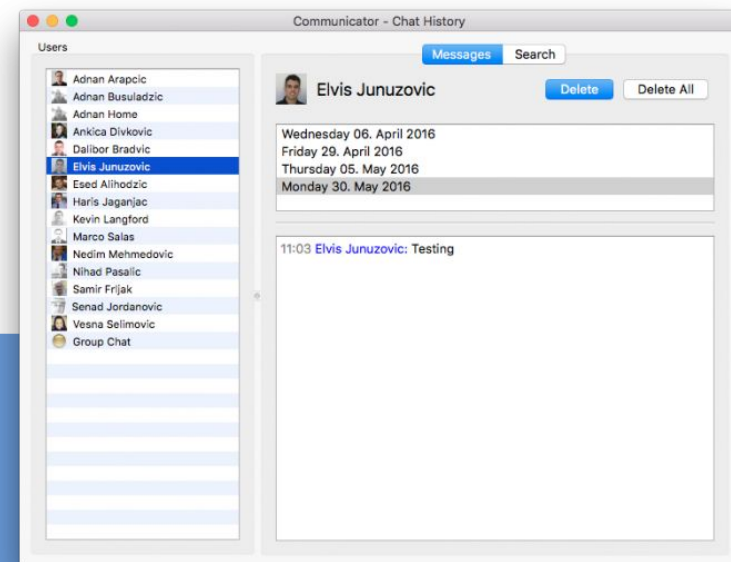
Choose any or a specific date for your search.



File Menu



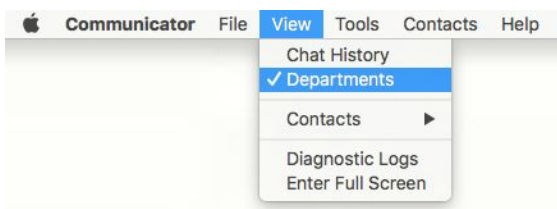
View Menu



Chat History

Departments

- Show a list of company departments at the bottom of the Communicator window.



Departments



Departments

Contacts

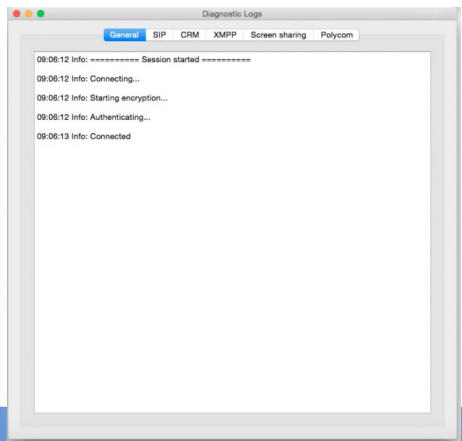
- You can choose the Communicator users list layout. Choose between Large Icons, Small Icons, and Grid View.

Diagnostic logs

- Here you can see diagnostic logs with the level of verbosity that you have set in Preferences->General->Diagnostic Logs.



Grid View



Diagnostic Logs

Tools

1. Get web browser add-ons

Click on Download web browser add-ons to add the browser add-on, allowing users to select and dial a phone number directly from the web page. Supported browsers: Internet Explorer, FireFox, Safari and Chrome.

2. Shared Configuration

Enable:

By enabling shared configuration, all users on this computer will share same Login account, phone mode and edition.

Account:

E-mail: email address is displayed in this field.

Password: in case that option "Enable" is unchecked, password will be hidden. After you check "Enable" option, option "Show Password" will be functional.

Login Server: Shows IP address of server.

SIP proxy (optional): this field is optional.

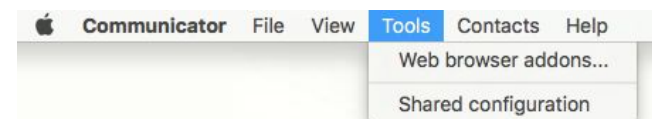
Edition: In this option select edition for your Communicator. Current edition is displayed, but possibility to choose between other editions is given.

Phones

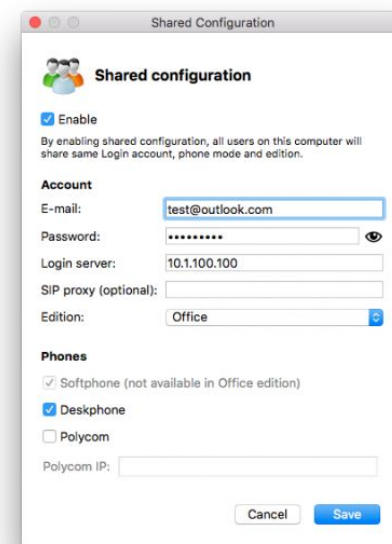
Choose which phones you want to use:

Softphone: (not available in Office Edition)

Deskphone: choose to use Deskphone.Shared Configuration



Tools Menu



Shared Configuration

Contacts

Contacts menu

- **Sort contacts by status**

Click to sort contacts according to status.

- **Sort contacts alphabetically**

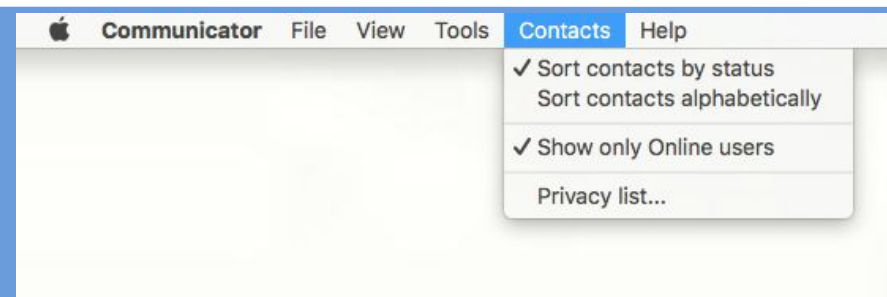
Click to sort all contacts in alphabetical order.

- **Show only Online users**

Click to display only users that are online at the time.

- **Privacy List**

Click on the Privacy List to view blocked and hidden users.



Contacts Menu

Preferences

General

General settings

1. Launch application at startup

- If checked, this allows Communicator to start up automatically when the OS starts.

2. Language

- Select your language.
- Click on the Add language button to add another language.

NOTE: Application restart is required

3. Always on Top

Select one of the following options:

- Disable always on top - All other windows are behind the Communicator window
- Call window always on top - All other windows are behind the call window
- Call and Contacts window always on top - All other windows are behind the Communicator and call windows

4. Updates

- Allows Communicator to check for latest updates automatically. Please note, the user will be asked if he wants to download the latest software updates and update Communicator. You can set updates to be checked Daily, Weekly, or Monthly.

5. Diagnostic logs

- If this option is enabled, then all SIP and PWProxy information will be logged.
- SIP logging level:

Here you can set a level of verbosity for SIP logging. You can choose between 1 - 10 levels.

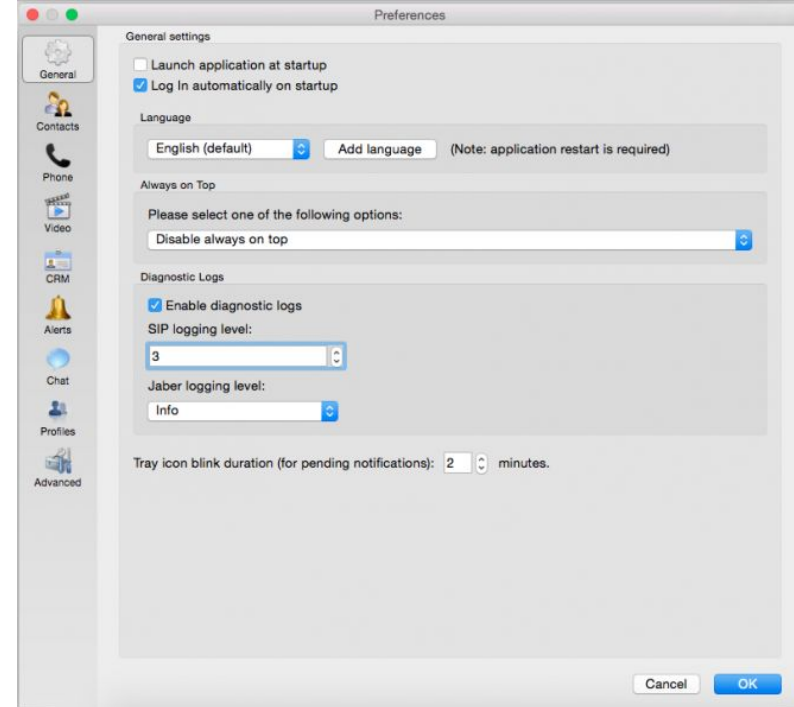
- Jabber logging level:

You can choose between four logging levels for Jabber: Error, Warning, Info; Debug.

6. Tray icon blink duration (for pending notifications)

- User can set how long icon notifications will blink for pending, not reviewed Communicator notifications.

When you make a change, click OK. If you do not want to make any changes, click Cancel.



Preferences

Contacts

Users

Display Size

Please select the display size of the contacts

- This option applies for the list view only.

Gridview

Enable grid view

- When this option is checked, Communicator will show users in a gridview (thumbnails).

Show name

- Show the names of contacts.

Show a personal message

- Show status of contacts.

Online Users

- Allows the user to define conditions that need to be met for a user to be considered an 'online' user. In the main window, the user has the option to show only "Online" users.

- Online on IM and Phone - when this option is selected, a user will be considered "Online" if he is available for both Chat and Phone calls.

- Online on IM or Phone - when this option is selected, a user will be considered "Online" if he is available for either Chat or Phone calls.

- Online on IM - shows only contacts who are logged in Communicator.

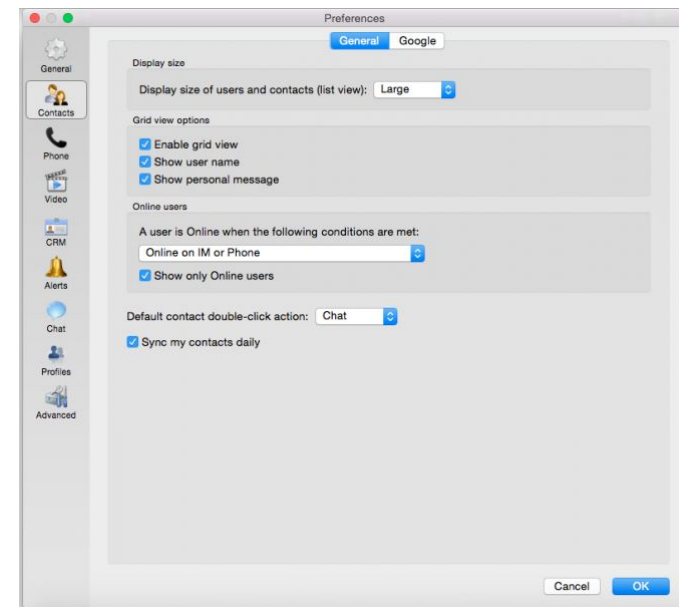
When this option is selected, a user will be considered "Online" if he is available for Chat.

- Online on Phone - shows only contacts who are connected with their phone.

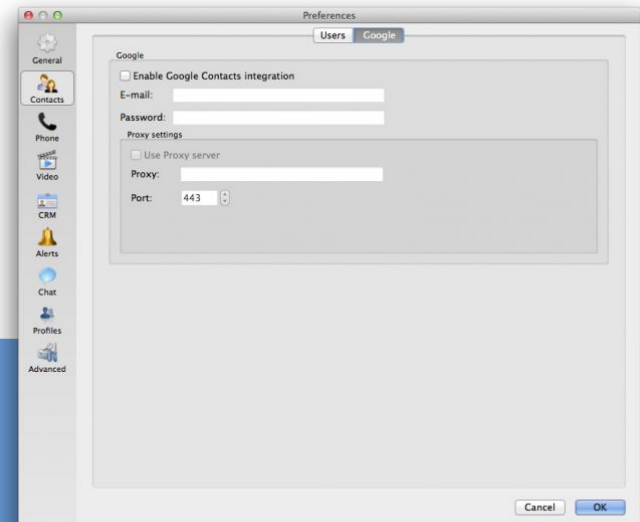
When this option is selected, a user will be considered "Online" only if he is available for Phone calls.

Default contact double-click action:

- When you choose the chat option, double clicking a contact will open a chat window.
- If you choose the call option, double clicking a contact will call the contact.



Contacts

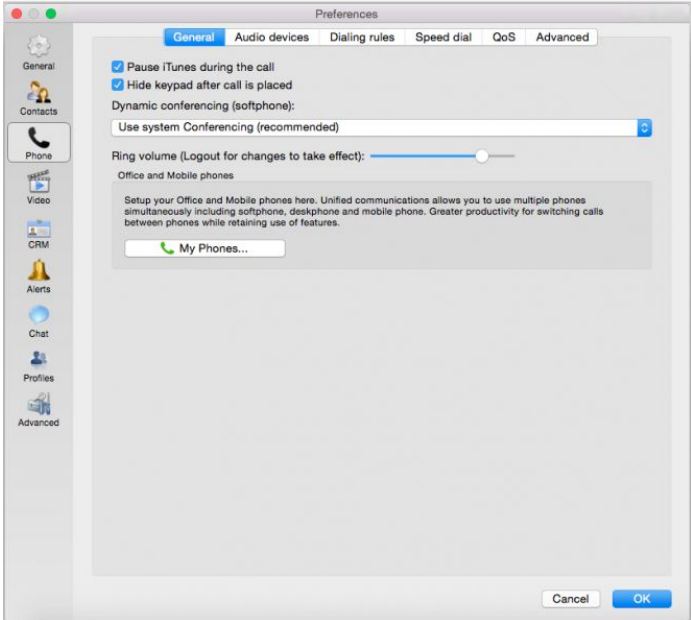


Contacts

Phone General

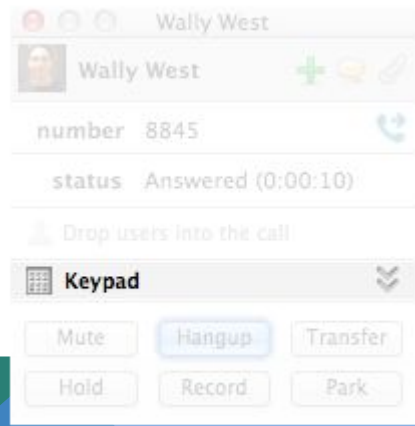
1. Pause iTunes during the call

*If you answer a call while listening to music on iTunes, the song will be paused.

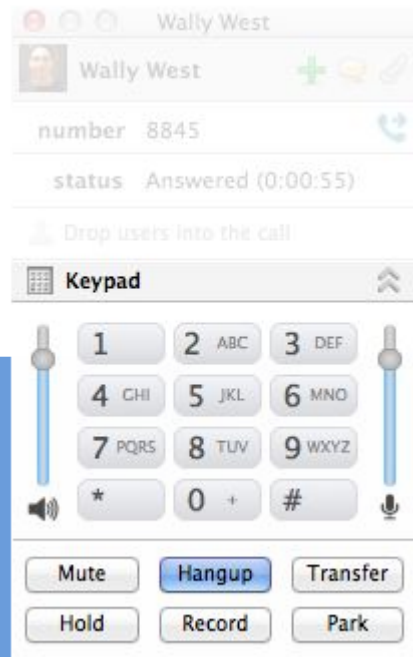


Phone

2. Hide the keypad after a call is placed



Phone General



Phone General

3. Dynamic conferencing (softphone)

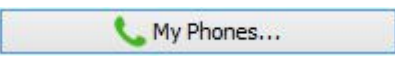
- Use system Conferencing (recommended) - the server is used for mixing audio (DYNAMIC conference on Asterisk)
- Use 3-way conference call (SIP) - SIP client to make 2 calls on local computers is done by mixing

4. Ring volume

- Logout for changes to take effect.

5. Office and Mobile phones

Set up your Office and Mobile phones here. Unified Communications allows you to use multiple phones simultaneously including a softphone, desk phone, and mobile phone.



My phones...(button)

When you click on the My Phones button, a new window will open with two tabs, Office and Mobile.

Office

- **Softphone**

Softphone is not available in Office Edition.

- **Desk phone**

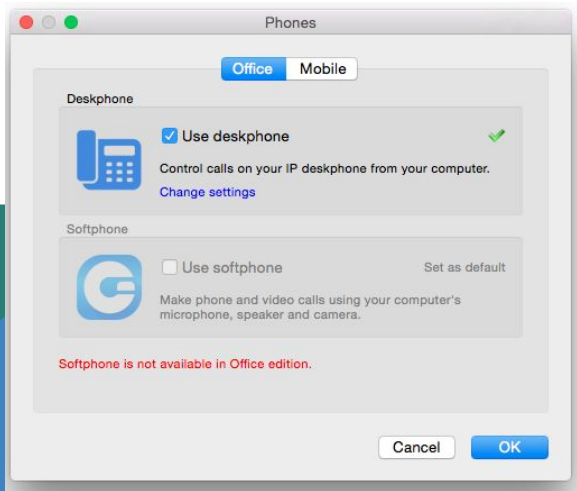
If you check "Use desk phone", you can control calls on your IP desk phone from your computer.

NOTE: If your desk phone is Polycom, check "My desk phone is Polycom" and enter the IP address of the phone in the "Polycom IP address" field. Click Configure so you can configure Polycom for use with Communicator.

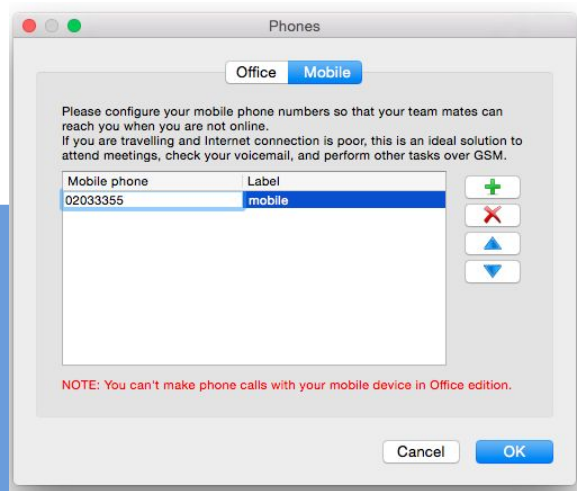
Mobile

- Click on the Mobile tab and click the + icon to add a Mobile phone number and its label.

NOTE: Adding mobile numbers between Communicator and IS-Talk is integrated, so you only have to do it either on your Communicator or in your extensions Enhanced Services.



My Phone



Mobile

Audio devices

1. Input devices

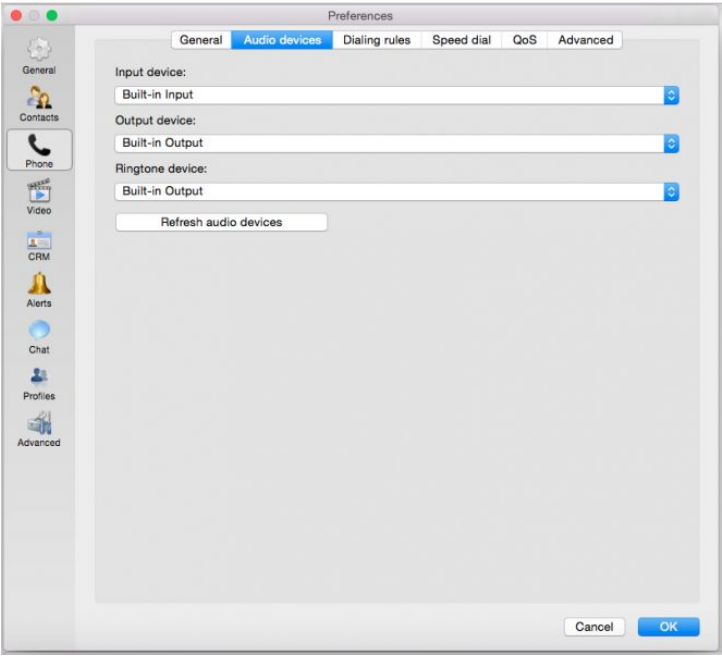
- Microphone device

2. Output devices

- Headphones or other sound device.

3. Ringtone

- Separate audio device, but it can be the same as the output so that you do not have to keep your headphones on all the time to hear the phone when it rings.



Phone Audio Devices

Dialing Rules

1. Dialing rules

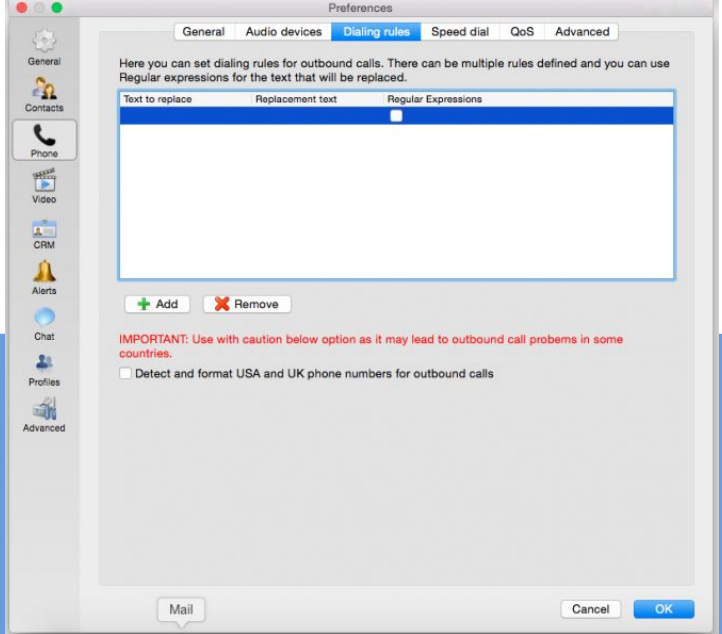
- Here you can set dialing rules for outbound calls.
- For example, if a user copies and pastes a phone number (from the clipboard) and it starts with a + sign, it will be replaced with the international dialing code 00 by applying the following rule.

Text to replace	Replacement text	Regular Expressions
+	00	<input type="checkbox"/>

Dialing Rules

- Multiple rules can be defined.
- The Add and Remove buttons are used to add another dialing rule or to remove the selected rule from the list.

Regular expressions can be used for the text that will be replaced.

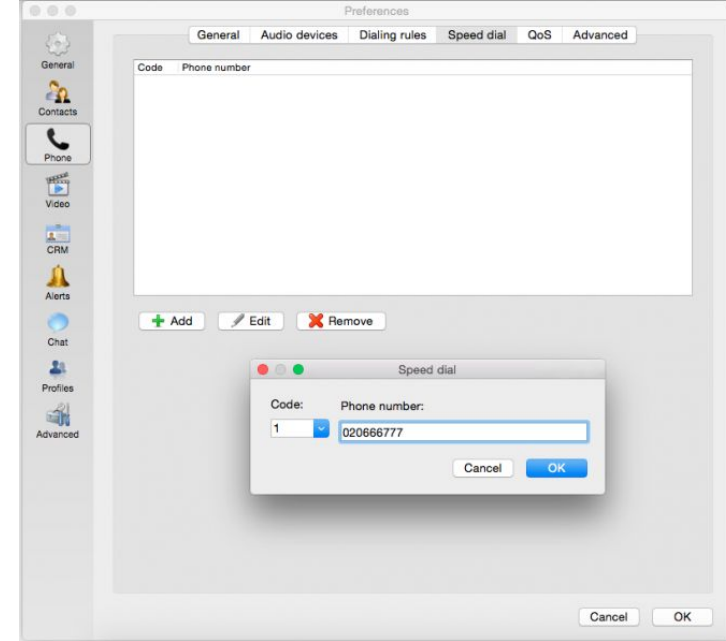


Dialing Rules

Speed dial

Added speed dial.

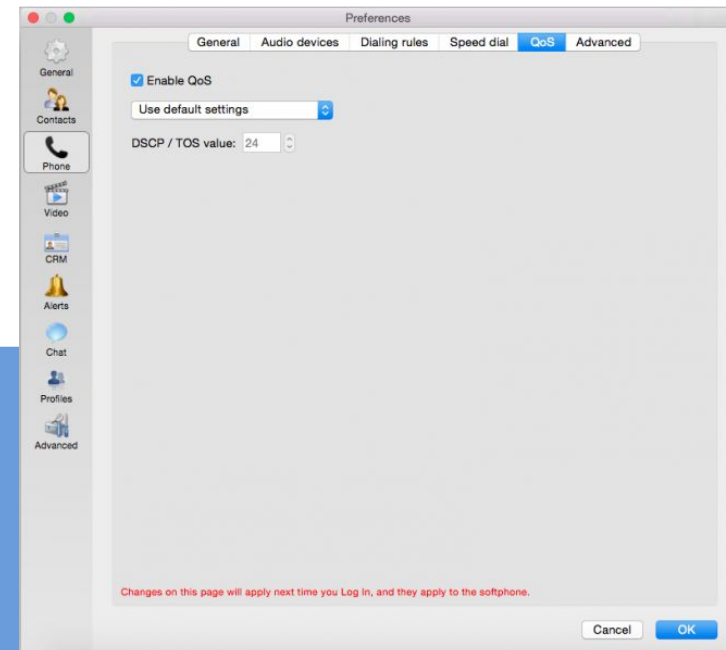
The user can configure speed dial in Communicator. The allowed digits are in the 1-99 range. This is not to be confused with the IS-Talk speed dial. This is a local option saved on the computer where Communicator is running.



Speed Dial

QoS

- Allows you to incorporate QoS and the determined value.



QoS

Advanced

1. Register every

- The number of seconds after which Communicator will re-register the SIP softphone.

2. Local SIP port

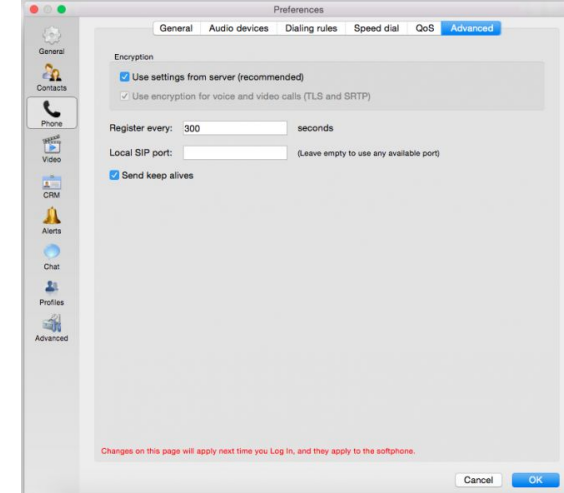
- Which port to bind on locally (on the PC). Leave empty to use any available port.

3. Logging level

- Which port to bind on locally (on the PC).

4. Send keep alives

- Enable this option for Communicator to send SIP Keep-Alives to the server. Contact your system administrator for more information.



Advanced

Alerts

1. Bring the application to the front when I receive or place a call

- If this option is checked, Communicator will be brought to the foreground when a user receives (or places) a call.

2. Notifications

- The user can decide when Communicator should send notifications.

- Notify me when I receive a phone call
- Notify me when a contact comes online.
- Notify me when I receive a message.
- Notify me when somebody joins a conference

3. Sounds

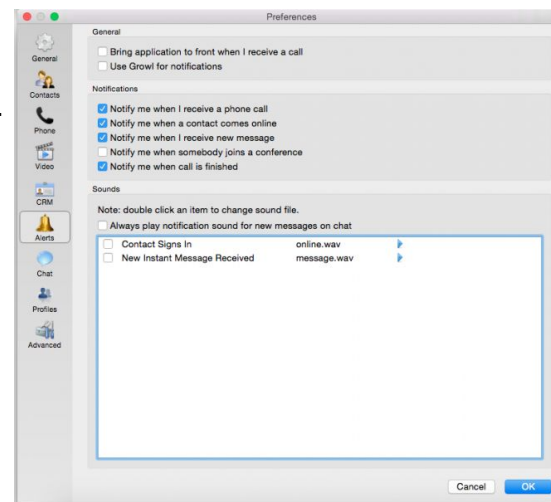
Note: double click an item to change the sound file.

- The user can set Communicator to use sound notifications when:

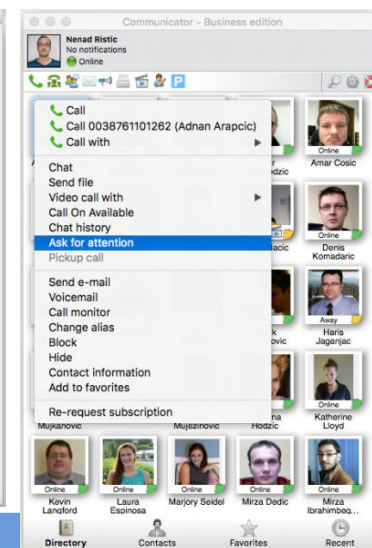
- A contact signs in.
- A new instant message is received.

Added nudge (immediate attention) feature.

If user needs immediate attention from another user, this feature gets it.



Alerts



Chat

1. Automatically sets status to Away when I am idle for:

- Use this option to decide after how much idle time Communicator should show you as Away.
- This option is related to user's activity (computer usage), so if no action is done on your computer after the set number of minutes, Communicator will change your status to Away.

2. Show status change messages in the Chat window

- If checked, while in a chat conversation with another contact, if the user goes away or becomes busy, a message will be displayed in that chat window and the contact will be able to see the message. For example, John Doe went away.

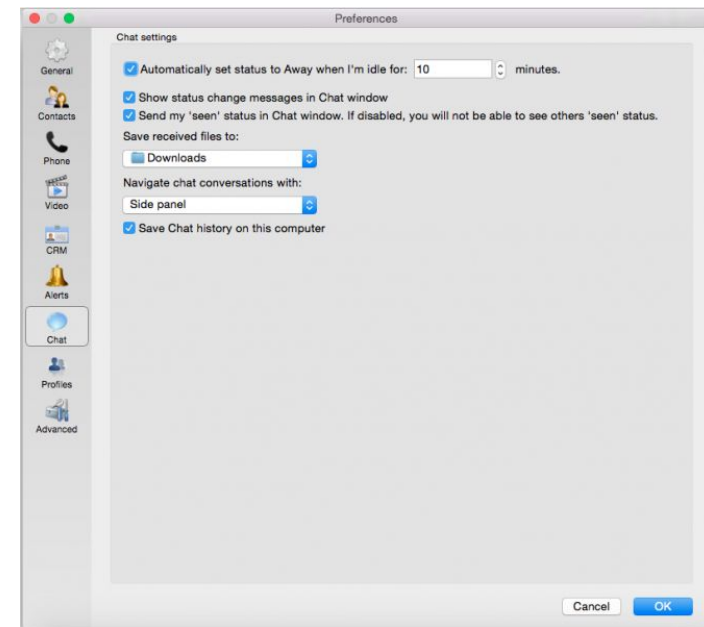
3. Save received files to: Here you can specify the location where Communicator will save received files:

- Documents
- Other

4. Navigate chat conversations with: Here you can set the layout of the chat window. Whether you want your chat conversations to be in the Side Panel or in Tabs.

5. Save Chat history on this computer

- Check this option if you want to save chat history on your computer.



Chat

Profiles

1. Profiles

- Use the Add button to create a new profile. Use Edit and/or Remove on existing profiles on the list.

2. Add a new profile

- Click on the **Add** button and a popup window will appear.
- Fill in all fields to properly configure Communicator.
- **Profile name**

Enter any desired name (A-Z, 0-9), for example: John Doe.

- **Server**

The server host name or IP address of IS-Talk, for example:

- **Extension**

Your phone's local extension, for example: 1029.

- **Secret**

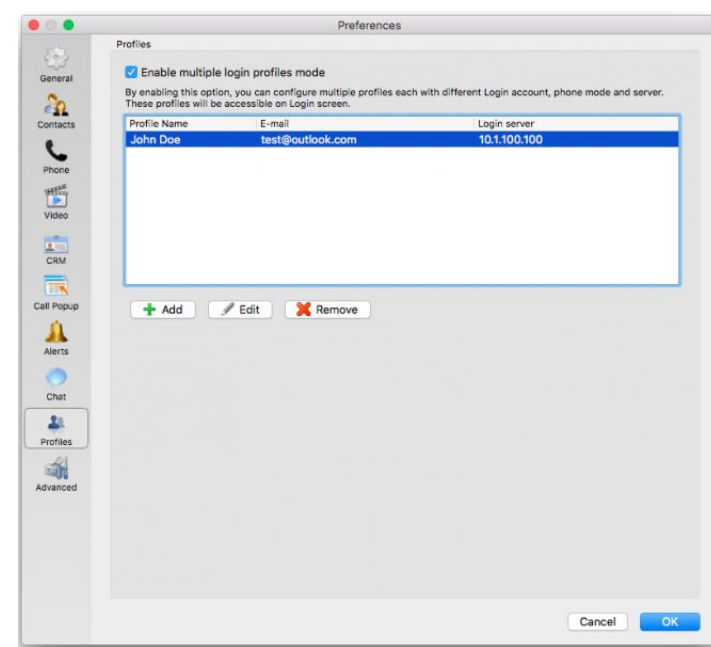
Your password is the secret code that you need for authorization with IS-Talk, for example: 93sU2e_2%

- **UAD**

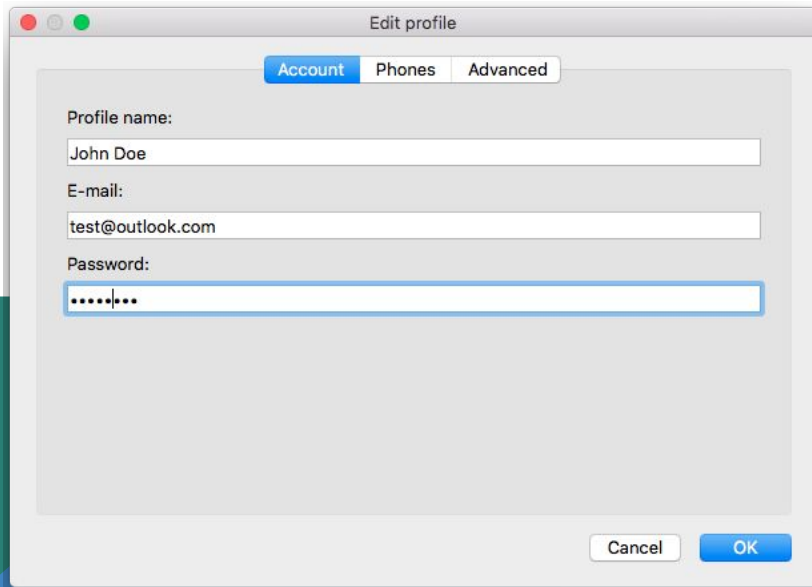
Choose Communicator as a User Agent Device that you use.

- Click the OK button to save the configuration and finish, or the Cancel button to exit the configuration without saving.

- **Edit Profile**



Profiles



Edit Profile