

# Integra Hosted Voice Service PC Communicator Desktop End User Guide

19 Feb 2014

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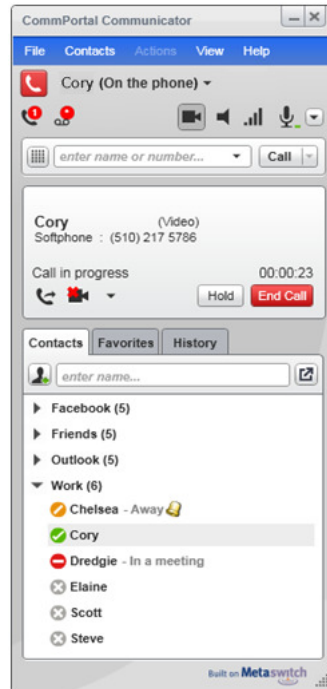
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# 1 Introduction

Integra PC Communicator Desktop is a softphone that is easy to download from your Integra PC account on to your Windows PC or laptop.

**Figure 1: Integra PC Communicator Desktop**



The Integra PC Communicator Desktop softphone provides a broad set of features that allow you to

- make and receive audio calls directly from your computer, either using a headset or your computer's inbuilt speakers and microphone
- make and receive video calls if your service provider has enabled the feature and you have appropriate hardware
- view your call history
- maintain and manage a Contact list and, if you use Microsoft Outlook 2007 or 2010, synchronize this with your Outlook contacts
- access contact information from a corporate LDAP/Active Directory
- see how many new voicemail messages you have, and access your Integra PC voicemail account at the click of a button
- integrate with third-party XMPP-based IM and Presence services such as Jabber and Google Talk

- configure Workgroups that allow you to monitor a set of lines in a Call Pickup group, for example if you are a personal assistant who needs to have access to your manager's line.

## 1.1 Using this End User Guide

This guide will help you get up and running with Integra PC Communicator Desktop as soon as possible.

- Chapter 2 sets out what you will need to use Integra PC Communicator Desktop, including the requirements for your PC or laptop.
- Chapter 3 explains how to download Integra PC Communicator Desktop.
- Chapter 4 describes how to log on to Integra PC Communicator Desktop.
- Chapter 5 describes how to use Integra PC Communicator Desktop to check that your audio and video equipment is working correctly.
- Chapter 6 describes how to make calls using Integra PC Communicator Desktop.
- Chapter 7 describes how to answer an incoming call.
- Chapter 8 describes how to access your Integra PC voicemail account directly from Integra PC Communicator Desktop.
- Chapter 9 describes how to access the extensive Help pages available with Integra PC Communicator Desktop.
- Chapter 10 provides some basic troubleshooting information, and describes how to generate Diagnostics Logging.

Once you have downloaded Integra PC Communicator Desktop, you will have access to extensive Help pages that will guide you through all the features that the softphone offers.

If after referring to this guide and the Help pages you're still having problems with downloading and using Integra PC Communicator Desktop, then please contact your administrator.



## 2 What you will need

Your Windows PC or laptop must have the following capabilities for you to use Integra PC Communicator Desktop.

Processor	Intel Pentium 4 Processor, or, preferably, Intel Core 2 Duo or equivalent
Memory	Minimum: 1 GB RAM Recommended: 2 GB RAM
Hard Disk Space	50MB
Operating system	Windows XP Service Pack 3 Windows Vista Microsoft Windows Vista Service Pack 1, 32-bits and 64-bits architecture Microsoft Windows 7
Connection	IP network connection (broadband, LAN, wireless)
Sound Card	Full duplex, 16-bit, or use USB headset
Video Card	DirectX 9.0c support

You will need both speakers and a microphone to make and receive calls. You can use any of the following combinations. However, we would recommend using a headset for optimal voice quality.

- Dual-jack multimedia headset
- Bluetooth multimedia headset
- USB multimedia headset
- External speakers and microphone
- Built-in speakers and microphone
- USB phone.

If you want to make video calls, you will also need a webcam. Integra PC Communicator Desktop works with most USB video cameras. You can still receive video calls if you do not have a camera on your PC but obviously won't be able to send video to the caller without one!

You will need a web browser – either Internet Explorer 8+ or Firefox – and the phone number and password for your Integra PC account.

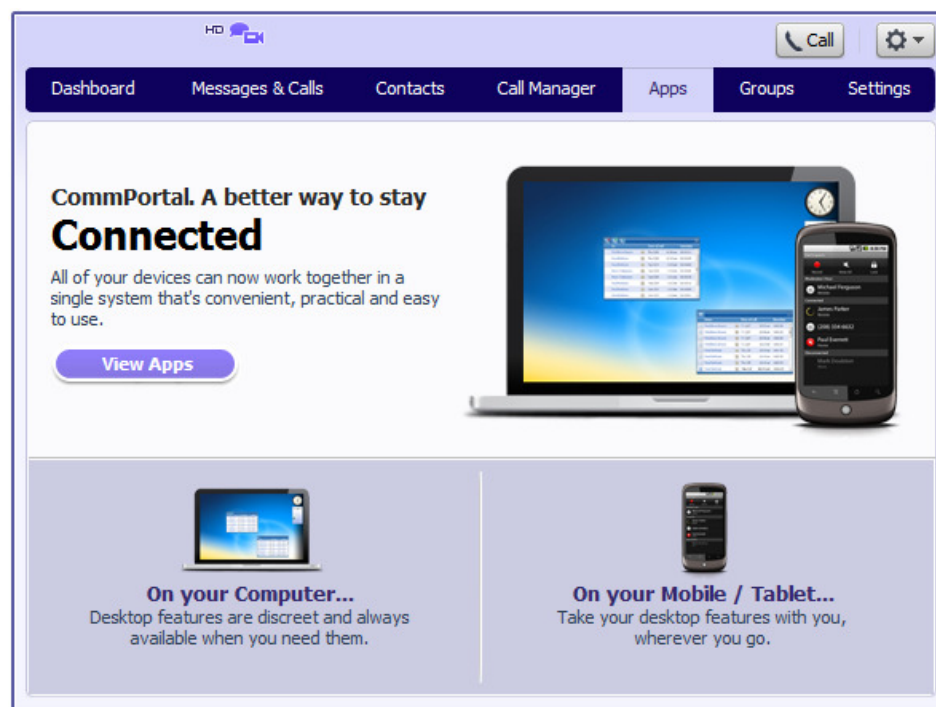


## 3 Downloading Integra PC Communicator Desktop

To download Integra PC Communicator Desktop:

- Log on to your Integra PC account by pointing your browser at <http://hostedvoice.integra.net>.
- Enter your phone number and password.
- Select the *Apps* tab.

Figure 2: Integra PC Apps tab



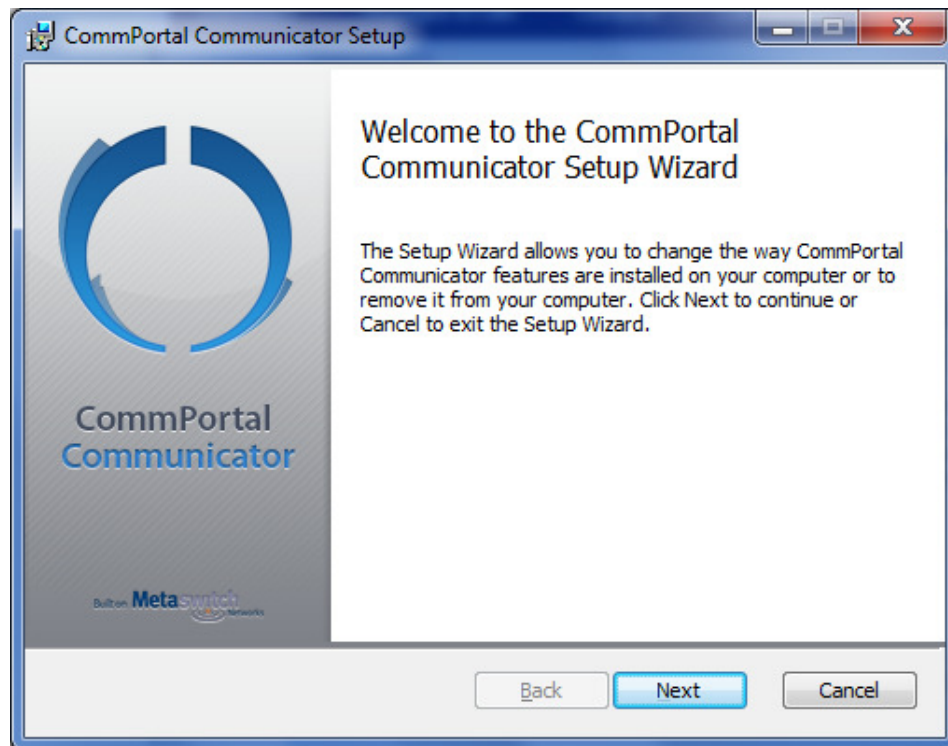
- Click the *View Apps* button.



Figure 3: Integra PC Communicator Desktop Download screen



- Select *Communicator* from the menu in the left-hand side panel.
- Click the *XP/Vista/Windows 7* link to download the installation package.
- A pop-up will appear on your screen. Press *Run* to start installing Integra PC Communicator Desktop.
- You may then see a security warning. Press *Run* to continue with the installation.
- You will then see a pop-up asking you to choose the language for Integra PC Communicator Desktop. If you are not using the default language, use the drop-down to select your language from the list of available languages.
- The Integra PC Communicator Desktop Setup Wizard will then launch. This will guide you through the installation of Integra PC Communicator Desktop.

**Figure 4: Integra PC Communicator Desktop Setup Wizard**


- Click *Next* to start the wizard.
- Accept the End User License Agreement.
- Confirm the location on your computer where the files will be installed.
- Use the checkboxes to select whether
  - a shortcut to Integra PC Communicator Desktop is installed on your desktop
  - the softphone is launched when Windows starts (recommended)
  - a short cut should be created in Quick launch.
- Press *Install* to complete the installation.
- On the final screen, check or uncheck the box depending on whether you want to launch Integra PC Communicator Desktop immediately, and press *Finish*.



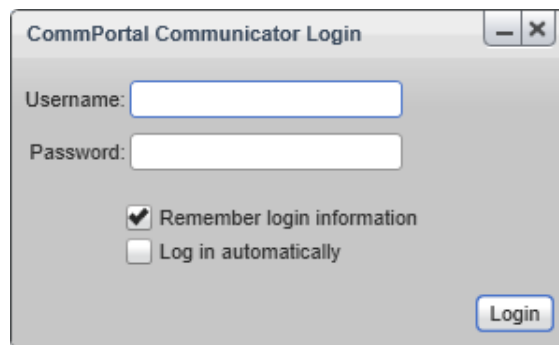
## 4 Logging on to Integra PC Communicator Desktop

You will log on to Integra PC Communicator Desktop using the same phone number and password that you use to access your Integra PC account.

To log on to Integra PC Communicator Desktop:

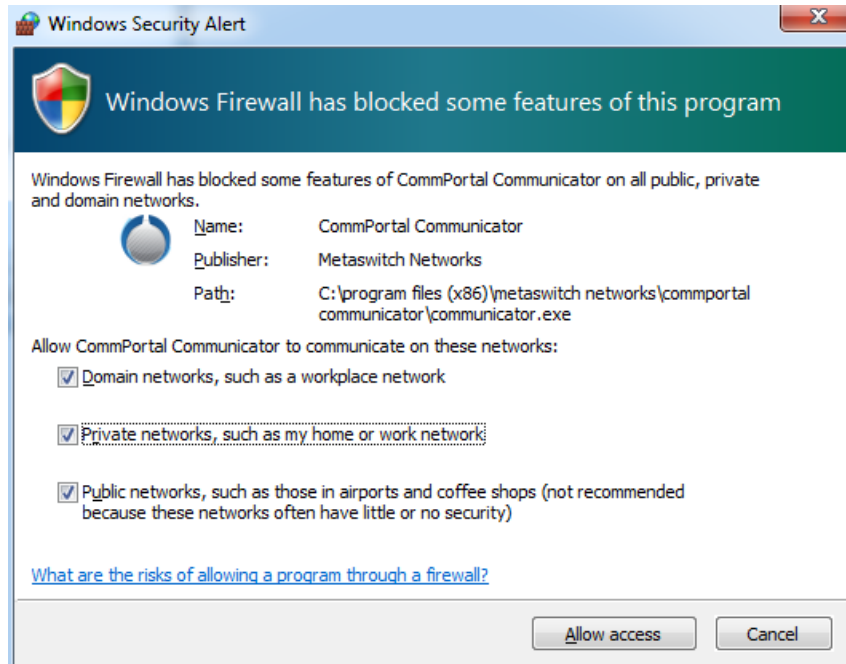
- If you chose not to launch Integra PC Communicator Desktop immediately when downloading it or when starting Windows, start the app by clicking on the  icon in your System Tray, or using the Windows Start button and selecting Integra PC Communicator from the list of programs.

**Figure 5: Integra PC Communicator Desktop Login screen**



- Enter the phone number you use to access Integra PC in the *Username* field.
- Enter the password you use to access Integra PC in the *Password* field.
- Check the boxes for *Remember login information* and *Login automatically* so that you do not need to log in each time Integra PC Communicator Desktop starts up.
- If you are using Windows 7, you may see the following warning about your firewall settings the first time that you log in to Integra PC Communicator Desktop.

**Figure 6: Firewall Warning**



- Tick all the boxes that apply.
- We recommend that you select all the network options, for example if you are using a laptop and may also want to use your softphone when accessing public networks.
- Click *Allow access* to save your settings.
- Integra PC Communicator Desktop will now start.

We recommend that you now follow the instructions in chapter 5 to ensure that your audio and video equipment is connected and configured correctly.

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## 5 Configuring and checking your audio and video equipment

You should ensure that your audio and video equipment is configured correctly before you start using your Integra PC Communicator Desktop softphone.

You can use options on the softphone itself to run various checks to ensure that your equipment is working properly.

### 5.1 Choosing your audio and video equipment

First, you should decide which devices you want to use for audio calls.

We recommend that you use a headset or separately attached microphone when making and receiving calls using Integra PC Communicator Desktop because this will give the best audio quality. However, you can also use inbuilt speakers and microphone if you have these on your computer.

If you wish to, you can configure two sets of audio devices which can then be quickly switched between by pressing the **Speakerphone** button in the main Integra PC Communicator Desktop UI.

Integra PC Communicator refers to these as Headset Mode and Speakerphone Mode, because typically the first mode is configured to use a headset and the second, if required, is configured to use external speakers and/or an external microphone.

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*If you will always use the same set of audio devices, you should configure these as the devices to use in Headset mode (even if in fact they are not a headset!). This is because “headset mode” is the mode that Integra PC Communicator will use by default.*

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For video calls, you can use either an external video camera or a built in camera if you have one.

### 5.2 Configuring your audio and video equipment

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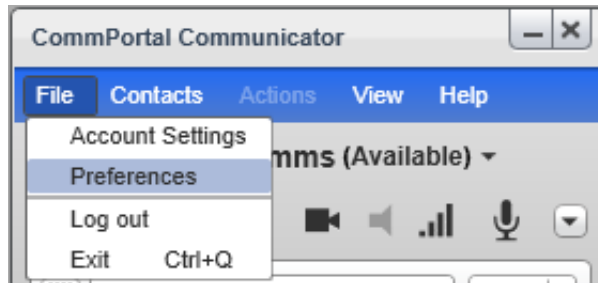
*Before continuing, make sure that any external audio or video devices that you wish to use are correctly plugged in to your computer.*

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You should now follow the steps described below to ensure that Integra PC Communicator is correctly configured to use your chosen devices.

- On the Integra PC Communicator Desktop UI, open the *File* menu on the top-left.
- Click *Preferences*.

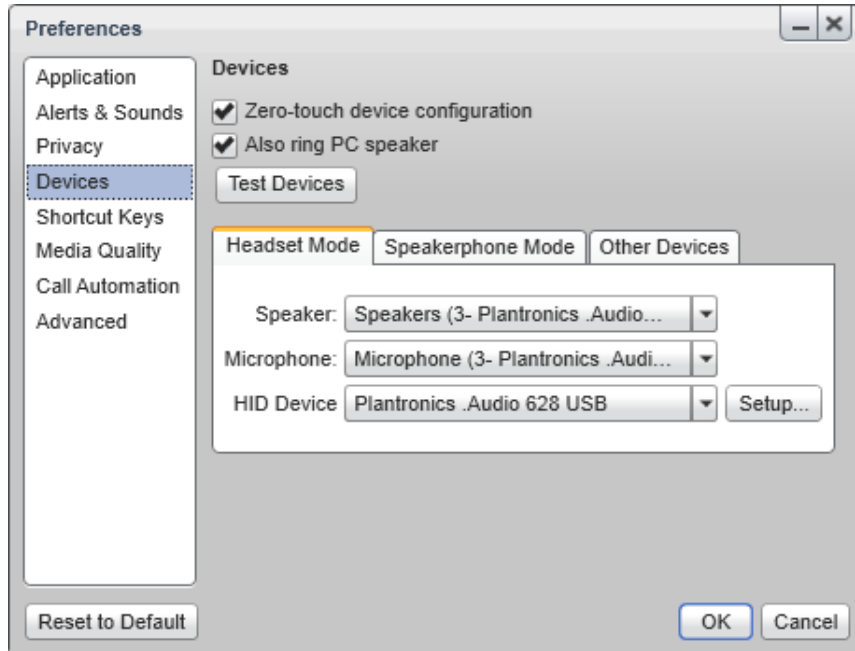
Figure 7: Integra PC Communicator Desktop Preferences option



- On the screen that now appears, click *Devices* from the menu on the left hand side.

You will now see the Devices screen.

Figure 8: Integra PC Communicator Desktop Devices screen



- Use the *Headset Mode* tab to select the equipment that you want to use as your primary audio device(s). As described above, this may not actually be a headset but you should still configure your primary equipment on this tab.
  - If the displayed Speaker and Microphone are not correct, use the drop-down to select a different one.
  - If you are using a headset, make sure that the correct headset is selected in both the *Speaker* and *Microphone* fields.
  - If you are using audio equipment that is connected to your computer using its USB ports and the selected device is Human Interface Device (HID)-compliant, the HID Device field specifies that device.



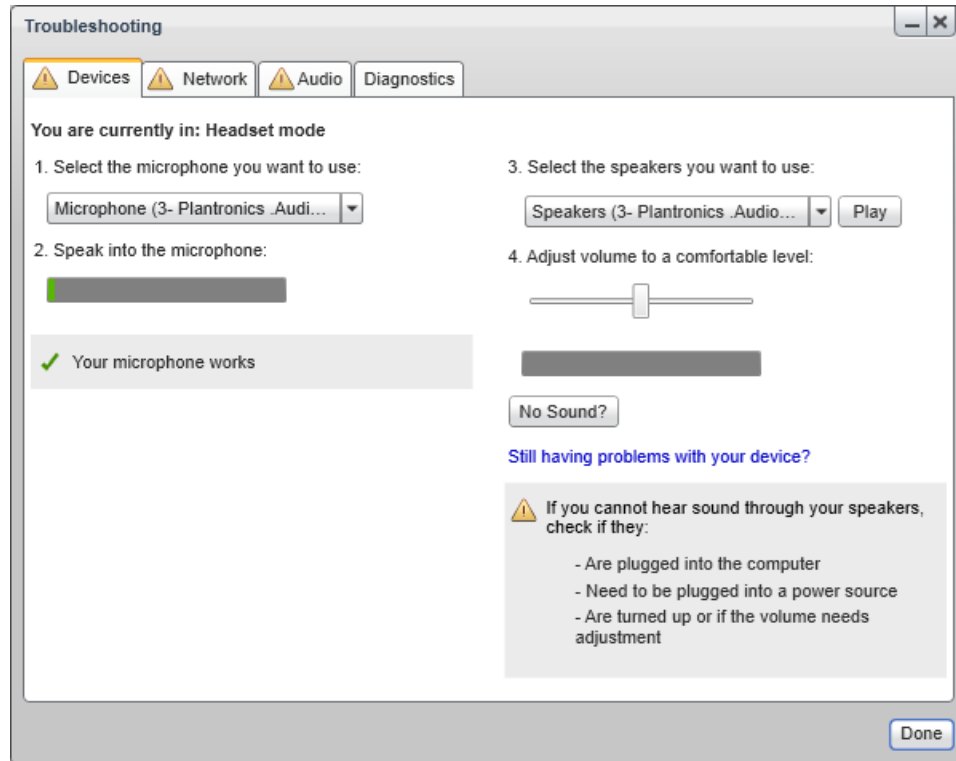
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- Click *Setup* to assign functions to the device. For example, you can set the green button on the device so that it answers an incoming call.
  - If you want to be able to switch to a second set of audio devices by pressing the Speakerphone button in the UI, use the *Speakerphone Mode* tab to select the devices that you want to use in speakerphone mode.
    - If you don't wish to use speakerphone mode at all, you can Select *None* for each of these options.
  - Use the *Other Devices* tab to set up the following optional equipment.
    - If you want to make video calls, check that the correct camera is shown, or use the drop-down to select a different camera model. This field appears only if your softphone includes video functionality.
    - If you want an additional device to ring when you receive an incoming call, for example because although you are using a headset for audio you also have a speaker on your computer that you would like to ring, use the *Ring On* field to select the device where you want to hear the phone ringing.
  - Tick the *Zero-touch device configuration* checkbox so that if you change any of your audio or video devices, this will automatically be detected and used by your softphone.
  - Click **OK** to save your changes.

## 5.3 Testing your audio equipment

You should now check that your audio equipment is working correctly.

- Open the *Devices* page again.
- Click the *Test Devices* button.
- The *Troubleshooting* page will now open.

Figure 9: Testing your audio equipment



- Test your microphone.
  - Ensure that the correct microphone is selected. If you are using a headset, check that it is plugged in and has not been muted (most headsets have a mute button on the headset cable).
  - Speak into the microphone.
  - You should see confirmation that your microphone works.
    - If your microphone is not working, you will see an error message and some helpful suggestions for resolving the problem.
- Test your speakers.
  - Ensure the correct speakers are selected. If you are using a headset, check that it is plugged in.
  - Press *Play*.
  - Use the slider to adjust the volume. If you are using a headset, you will also probably have a volume control on the headset cable.
  - If you cannot hear anything, click the *No Sound?* button for some helpful suggestions for resolving the problem.

- If none of these suggestions resolves your problem, you can click the *Still having problems with your device?* link to launch the Diagnostics Logging screen.
- Once you have confirmed everything is working correctly, click *Done*.



## 6 Making calls with Integra PC Communicator Desktop

You are now ready to use your Integra PC Communicator Desktop softphone to make calls.

### 6.1 Making an audio call

There are several different ways to make a call using Integra PC Communicator Desktop. The behavior described here is the default behavior. You can make some changes to the way in which Integra PC Communicator Desktop places calls using the *Preferences* menu, as described in section 6.3.



- Type a phone number into the main dial box on the softphone and press the **Call** button.
  - You can use the keyboard on your computer, or press  to bring up a dial pad on the softphone itself, to enter the number.
- To call someone on your *Contacts* tab:
  - Start typing the contact's name in the search box.
    - As you type, Integra PC Communicator Desktop will suggest appropriate contacts.
    - Double click on a contact to add them to the dial box.
    - Press the **Call** button
    - This will place a call to the number configured as the contact's primary phone number.
  - Find the contact on the *Contacts* tab, and do one of the following:
    - double-click on the contact's name.
    - Their name will now appear in the main dial box. Press the **Call** button to make the call.
    - As above, this will place a call to the number configured as the contact's primary phone number.
    - right click on the contact's name and select *Call* from the menu that appears.
    - If the contact has more than one phone number configured on your Contact list, you can use the  arrow to display all the numbers and select the one you want to use. The call is placed immediately.

Figure 10: Calling a contact with more than one phone number



## 6.2 Making a video call

If you have a camera on your computer, you can make a video call. (If you do not have a camera, you can still receive video calls if the caller is sending video.)


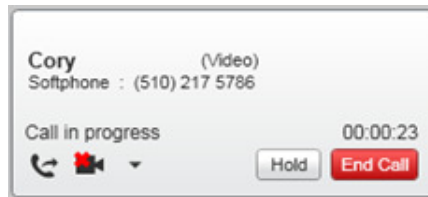
- To make a call where video is sent as soon as the call is connected:
  - When you have entered the name or number of the person you are calling in the dial box, rather than pressing the **Call** button, use the drop-down arrow alongside it and select *Video Call*.
  - If you have right-clicked on a contact to make the call, select *Video Call*.
- To send video when you are already in an audio call:
  - Click the  video icon in the call panel.
  - A red cross will appear on the video icon, as illustrated below.
  - Click on the video icon again to stop sending video.

Figure 11: Making a video call

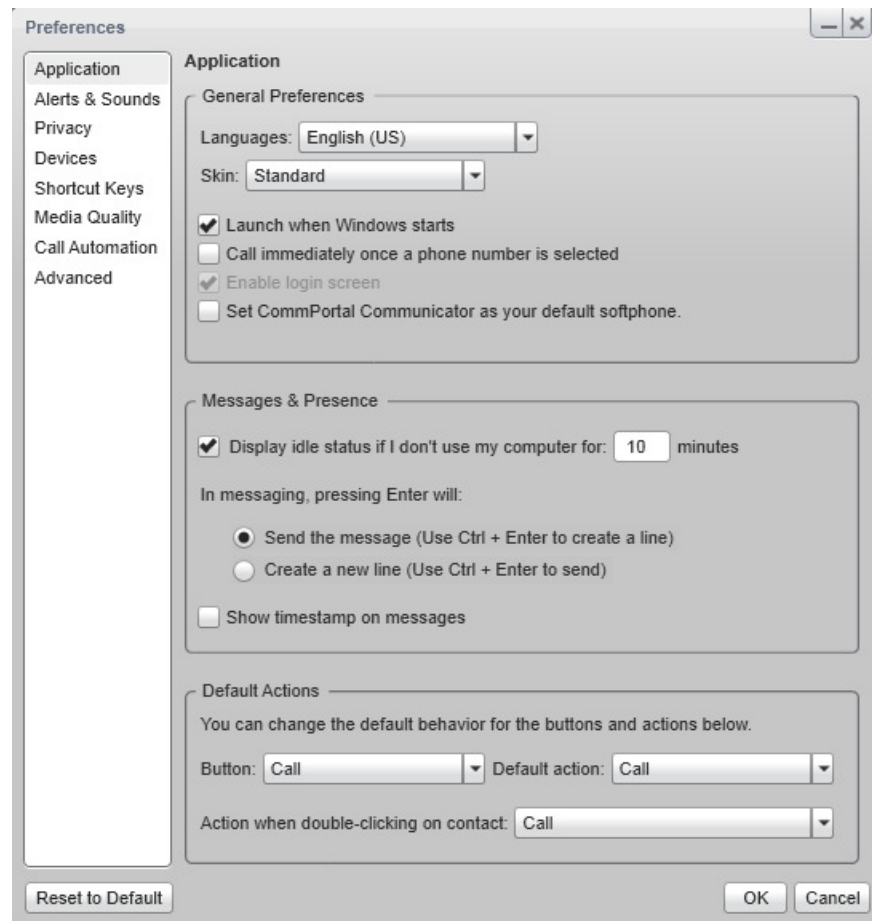


## 6.3 Setting your call preferences

You can make changes to how your Integra PC Communicator Desktop softphone is set up to make calls. For example, you may want to change the configuration so that the softphone makes a call immediately you select a phone number, or to always place a video call.

- Open the *File* menu, and select *Preferences*.
- You will now be on the *Application* page.

Figure 12: The Application Preferences menu





- On the *General Preferences* panel:
  - If you want the softphone to start dialing as soon as you have selected a phone number or contact, rather than having to press the **Call** button or double click on a contact:
    - Tick the *Call immediately once a phone number is selected* checkbox.
    - This will place a call to the contact's main phone number if they have more than one number configured.
- On the *Default Actions* panel:
  - To change the default action of the **Call** button (which is to make an audio call when it's pressed):
    - Ensure that the **Button** field is showing *Call*.
    - Use the Default action drop-down to select *Make a video call* (so that video is sent immediately on a call) or *Start a conference* (so that every call is a conference call).



- To change the default action of the **Transfer** button (which is to make an immediate call transfer when it's pressed):
  - Use the drop-down to ensure that the **Button** field is showing *Transfer*.
  - Use the Default action drop-down to select *Call First* (if you want to call the person you are transferring the call to so that you can check they are prepared to take the call).
- To change the default action when double-clicking on a contact (which is to place a telephone call):
  - use the drop-down to select *IM* (so that you send an Instant Message to your contact ) or *E-mail* (so that you send an e-mail to your contact).
- When you have made all your changes, click **OK** to save your changes and return to the main softphone UI.

# 7 Receiving a call through Integra PC Communicator Desktop

To receive a call, your Integra PC Communicator Desktop softphone must be running.

- You can minimize your softphone to your taskbar or system tray and still be able to receive a call.
  - To minimize your softphone to your taskbar, press  on the top-right of your softphone.
  - To minimize your softphone to your system tray, press  on the top-right of your softphone.
- You must not close the softphone (by pressing File and then Exit, or Ctrl Q).
- If the softphone is closed or you do not answer it, the call will be sent straight to your voicemail account (if you have one).

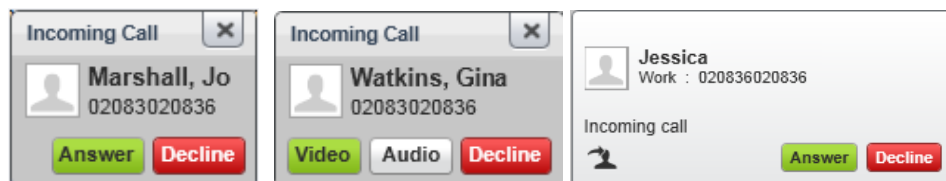
When you have an incoming call:

- You will hear the sound of a telephone ringing through one or more of your chosen audio devices (see audio device selection in chapter 5.)
- You will see the call panel on your softphone, showing information about the call, for example who is calling and whether it is an audio or video call.
- You will also see the Call Alert box on your desktop, unless you have configured your *Preferences* to suppress incoming call alerts.


## 7.1 Answering a call

You can answer an incoming call using the Call Alert box or the Call Panel on the softphone UI.




**Figure 13: Receiving a call**



- Click the **Answer** button to answer the call.
- If the caller is making a video call to you, you have the option to choose to answer the call as an audio or video call.
  - Click **Audio** to accept the call as an audio call. You will not be able to see the caller's video.

- Click **Video** to accept the call as a video call.
  - The video window will open on your computer. You will see the caller in the large window and yourself in the small window if you have video calling configured.
  - Depending on your call settings, you may need to click the video icon in the call panel to start sending your video (as described in 6.2).
  - You will be able to see the video being sent by the caller, even if you can't send your own video.
- Click **Decline** to send the caller directly to your voicemail.
- If you are viewing the softphone UI rather than the Call Alert box, click  to forward the call without answering it – you will be prompted to enter the number of the person you want to forward the call to.

When you are in a call, you can use icons on the softphone UI to carry out various actions.

- Click  to transfer the call – you will be prompted to enter the number of the person you want to forward the call to.
- Click  to start, or stop, sending video.
- Click  to start a conference call or record the call.
- Press **Hold** to put the call on hold.
- Press **End Call** to hang up.

You can use the *History* tab on the Integra PC Communicator Desktop UI to see a list of the calls you have made and received.

- Use the drop-down to either display *All* your calls, or filter on *Missed*, *Received* or *Dialed*.

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## 8 Accessing your voicemail

The Integra PC Communicator Desktop UI uses the following icon to indicate when you have unread voicemails in your Integra PC account.

**Figure 14: Integra PC Communicator Desktop Voicemail indicator**



The number in the red circle shows how many unread voicemails you have.

- Click on the icon to go straight to the *Messages & Calls* tab on your Integra PC account and see your messages.



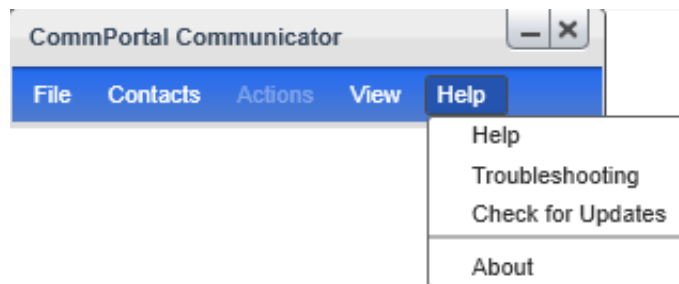
## 9 Accessing Integra PC Communicator Desktop Help

Integra PC Communicator Desktop has an extensive, in-built Help menu that you should use to discover how to make the most of your softphone.

The Help also includes some troubleshooting information, including answers to the most frequently asked questions.

You can access the Help pages by clicking on *Help* in the top menu bar, and then selecting *Help*.

**Figure 15: Accessing Integra PC Communicator Desktop Help pages**







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# 10 Troubleshooting

Integra PC Communicator Desktop has its own troubleshooting section within the Integra PC Desktop UI. You can access this by going to the *Help* menu and selecting *Troubleshooting*. On this screen, you can

- check that your audio and video equipment is working correctly
- run tests on your network connection and the quality of the audio
- generate diagnostics logging (when requested by your Support Desk).

## 10.1 Fixing common problems

There are a number of things that you can try to resolve common problems when you are using Integra PC Communicator before you contact your Support Desk. If these checks do not resolve the problem, contact your Support Desk.

### 10.1.1 Cannot log on or start Integra PC Communicator

If you are having difficulty logging on to and starting Integra PC Communicator:

- Check that you are logging on using the main phone number you use to access your Integra PC account: you cannot log on to Integra PC Communicator using the number of a secondary mailbox on that account.
- Check that you have an internet connection.
- If you are able to log on to Integra PC Communicator Desktop but see an error message in the client indicating that there might be a problem with your internet connection, use the *Network* tab on the Troubleshooting page and select *Test Network Connection* to run a test on your internet connection. You should take a note of the values that appear on the Connection Test screen to pass on to your support desk.

### 10.1.2 No audio and/or video

If you get no audio and/or video when making calls, you should carry out the following checks within the Integra PC Communicator Desktop UI:


- Check that your audio and any video equipment is configured correctly, as described in section 5.3.
- Use the *Audio* tab on the Troubleshooting page and select *Test Audio Quality* to run a test on the quality of the audio. You should take a note of the values that appear on the *Audio Test Quality* screen to pass on to your support desk.

If this does not resolve the problem, you can use the following instructions to check that your audio equipment is configured correctly within Windows.

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*These instructions apply to a Windows 7 computer:*

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- Right click the  speaker icon in the system notification area to the bottom right of your computer screen.
- Select *Playback devices*.
  - On the *Playback* tab, check that your chosen audio equipment appears in the list of devices.
    - If a device isn't listed, check that it is connected to your computer and right click the empty area below the listed devices and select *Show disabled devices* – the device should then be listed.
    - Some models of headset may by default appear as another 'Speakers' device. To avoid confusion, you should rename the headset by clicking on it, selecting *Properties* and entering an alternative name. You can also use this menu to change the icon that is displayed.
  - Make sure the correct audio device is selected as the Default Device.
    - If you are only using your speakers for audio, select your speakers as the Default Device.
    - If you are also using a headset and want all audio to go through your headset, apart from Integra PC Communicator Desktop ringing for an incoming call, select your headset device.
  - To set the Default Device, press the arrow next to the *Set Default* button and choose the *Default Device* option.
  - If the "Set Default" item is still not grayed-out
    - press the arrow again
    - choose *Default Communications Device*.
- Check that your speakers are functioning correctly.
  - On the *Playback* tab, right-click on the speaker.
  - Select *Properties*.
    - On the *Levels* tab, check that the volume is not set to zero and the speaker isn't muted, where mute is indicated by a red crossed circle on the button to the right of the volume.
    - Check that you don't have anything plugged into the 3.5mm headphone socket on your PC or docking station (as this will mute the PC speaker).

### 10.1.3 Poor Quality Audio or Video

If you get poor quality audio or video when making calls, this is most likely due to a poor network connection.

- Wired connections will generally offer much better connectivity than wireless, so if you have a choice and are using a wireless connection, you should switch to wired.
- If you have a laptop with a wired connection **and** a wireless connection, try turning off the wireless to check that Windows is not using it by preference.
- If you are on a home wireless network and are a long way from your WiFi Access Point, you may be able to improve network connectivity by moving closer.
- If you are on a corporate network, contact your network administrator for assistance.

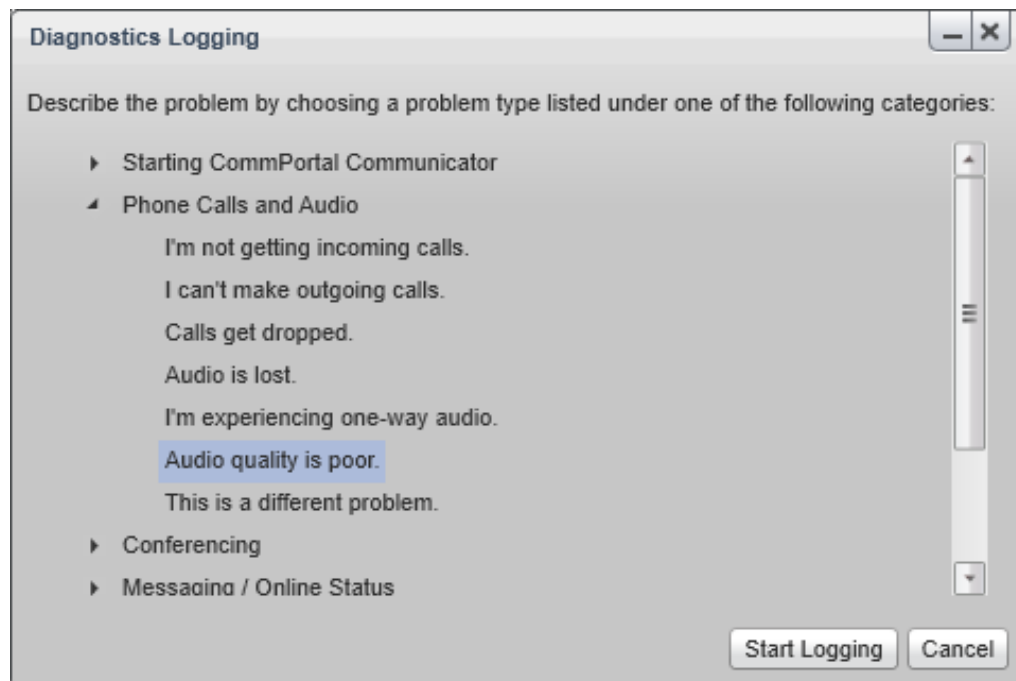
## 10.2 Generating Diagnostics Logging

If you report a problem with Integra PC Communicator Desktop to your Support Desk, you may be asked to generate some diagnostics in order to help the support staff resolve the issue.

To generate Diagnostics Logging:

- On the *Help* menu of the Integra PC Communicator Desktop UI, select *Troubleshooting*.
- Open the *Diagnostics* tab.
- Click *Start Logging*. The *Diagnostics Logging* screen appears.
- Find the menu item that most closely describes the error you are seeing, and use the ▸ expand it.

Figure 16: Diagnostics Logging screen



- Select the specific error and click *Start Logging*.
- You will see a message confirming that logging has started.
- Click *Finish* to close the *Diagnostics Logging* screen and return to the *Diagnostics* page.
- Click *Send Report*.
- Click *Done* to close the window and return to the softphone UI.

The diagnostics will then automatically be sent on for further analysis.

# A Quick reference information

**Table 1: Quick reference information**

Your phone number

Your extension

Code to dial an external number

Access your phone settings online

Conferencing phone number

Conferencing moderator code

Conferencing participant code

Conferencing moderator web access

<http://hostedvoice.integra.net>

Remote access to call forwarding  
number

Your administrator

Your administrator's phone number