

QUICK REFERENCE GUIDE

Clearspan Communicator Desktop Audio and Video for PC and Mac

Clearspan Communicator Desktop for PC and MAC offers a convenient, intuitive client interface for multimedia services. You can place and receive phone calls and video calls. It also integrates various features with the Clearspan Communicator server platform.

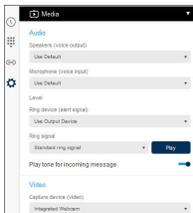
SIGN IN

1. When Clearspan Communicator starts up, the sign-in screen displays.
2. If you are signing in for the first time, you must enter the URL of the server, username, and password, which are supplied by your administrator. On subsequent logins, you can select your username from the drop-down list and enter your own password.
3. Click Sign in. If you want to run Clearspan Communicator or sign in automatically, you can change the Preferences by selecting .



AUDIO AND VIDEO

If you have any audio or video issues, check your Microphone, Speakers, and Webcam settings by selecting  and then choosing Audio/Video.



	Available
	Idle
	Busy
	Offline
	Pending
	Busy on a call
	Busy in a meeting
	Available on mobile only
	Available on desktop phone only
	Idle on mobile
	Busy on a call but not logged in

SEARCH FOR CONTACTS

You can search your personal directory and the enterprise directory.

1. In the Search and Dial field at the top of the screen, enter a name.
2. Right-click an entry in the search results to communicate with the contact or add the contact to a group, or set the contact as favorite.



Note: Remove the characters in the search box after your search. If any characters remain in the search box, your contacts will not display when you click on the Contacts icon.

ADD A CONTACT OR CONFERENCE

1. To manually add a contact or conference to your Contacts list, right click **+** near the top right corner of the Contacts screen and select New Contact.
2. Enter the name and contact information.
3. Click Save to add the entry to your Contacts list.

CREATE A CONTACTS LIST GROUP

1. To create a group of contacts, right click **+** near the top right corner of the main screen and select New Group.
2. Choose a name for the group. The group appears in your Contacts list, and you can add contacts under it.
3. To add a contact to a group, right-click the contact and select Add to Group.

PLACE AN AUDIO (PC) CALL

1. Place your cursor on the contact to call and click . The call screen opens.
2. (Or)Right click on the contact to call.
3. Scroll to Call, click the number or extension. The call screen opens and the call is placed from your PC.

PLACE A CALL FROM YOUR PHONE

1. Place your cursor on the contact to call and click . The call is placed from your desk phone.
2. (Or)Right click on the contact to call.
3. Scroll to Call from Phone, click the number or extension. The call screen opens and the call is placed from your phone.

PLACE A VIDEO CALL

1. Place your cursor on the contact to call and click . The call screen opens and the call is placed from your PC.
2. (Or)Right click on the contact to call.
3. Scroll to Video Call, click the number or extension. The call screen opens and the call is placed from your phone. The destination user must click on his/her video icon to accept your video call.

CHAT WITH A CONTACT

1. Double-click a contact from the Contacts list or search results.
2. Right-click one or more contacts from the Contacts list or search results and click the Chat menu item.

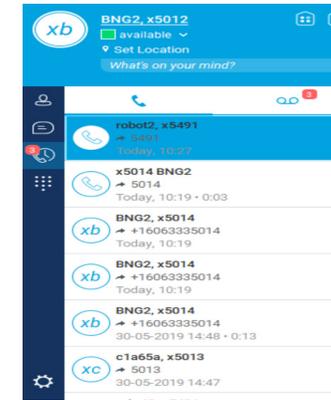


VIEW THE COMMUNICATION HISTORY

Click to view the Communication History. The chat tab in the history window contains the chat sessions history. The icons on the calls tab indicate status as follows:

- Completed call.
- Missed or diverted call.
- Outbound call.

Select an entry in the Communication History to place a call or start a chat session.



CONFIGURE PREFERENCES

1. To configure Preferences, select Options from the File menu, or click .
2. Select a category from the drop-down menu.
 - General: Language, Login, Notifications
 - Media: Audio and Video
 - Incoming Calls: Do not Disturb, Call Forwarding, Remote Office, Call Waiting, Clearspan Anywhere
 - Outgoing Calls: Automatic Callback, Highlight to Call, Block My Caller ID
 - Advanced: Troubleshooting, Proxy settings, Credentials

For more information about Clearspan Communicator, refer to the Clearspan Communicator User Guide for Desktop, which you can access using the Help menu.