

Working With The One Ring Communicator

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Logging In

To log in to the One Ring Communicator enter the email address that assigned to your extension along with your password you selected during the configuration process..

Recover a forgotten password by clicking the 'Forgot my password' link. You will receive a password recovery link via email.

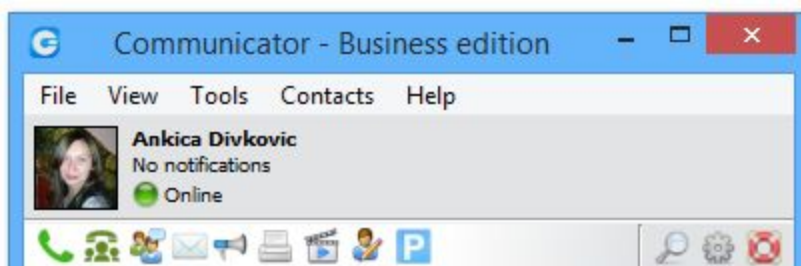
If you closed the Communicator screen without logging out, it may still be running. Go to bottom right corner of your screen, click on the up arrow, select to restore the Communicator window.



Getting Started

Within the Communicator, there are several standard settings to be aware of:

→ **User Image** - Change your avatar image by clicking on your current avatar. A new window will appear with avatar settings. Browse for the image from your computer and set the preferred image options.



→ **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 select their availability: "Online, Busy, Do Not Disturb, Away, or Offline". In My Settings -> Status, users can set personal messages or news and upload their profile picture.

Understanding The Toolbar



At the top of the Communicator window, several icons are displayed:

- **Phone** - Opens an additional window allowing the user to dial from the computer.
- **Voice Conference** - Enables a connection to a conference bridge.
- **Group Chat** - Allows you to set up invite contacts to a group conversation.
- **Voicemail** - View and listen to voicemail messages.
- **Channels** - This function enables the user to broadcast a message to specific departments.
- **Fax** - Offers the choice to send a fax or view received faxes.
- **Online Self Care**
 - ◆ **Email** - The email address assigned to the extension
 - ◆ **Password/PIN** - The PIN assigned to the extension (ex. This field accepts the extension's PIN (e.g.1981))
- **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 you wish to locate in the search panel.
- **Settings** - Opens a preferences window.
- **Help** - Redirects to additional support.

Phone



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



Video When a phone number is entered, click on the Video button to start a Video call.



Voicemail When you receive a new voicemail, this button will flash. Click to check your message.



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

Calling From Communicator


Communicator can place a call to any system destination including 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. Right clicking on a contact name offers more possible actions regarding the selected extension.

The user is then able to:

- Make a call from Communicator
- Chat with the selected contact
- Block the selected contact
- Call the selected contact On Available
- Check Voicemail
- Add the selected contact to 'Favorites'
- See a chat history with the selected contact

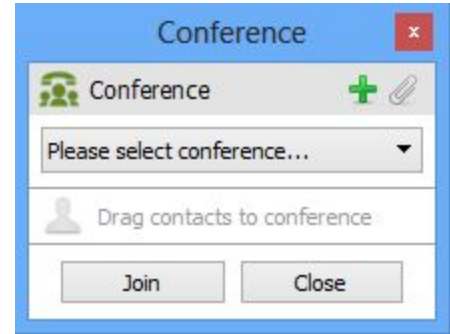
Placing Phone Calls

1. **Open Phone module** - Click on the Phone icon  to display the Phone module.
2. **Dial entering the phone number** - Use the Phone module dial keypad or keys on your keyboard to enter the phone number you want to dial. Click on the Dial icon to place a call.
3. **Dial 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 phone module area, and Release (Drop) the contact. Click the Dial button to place a call.
4. **Transfer options**
 - a) **Blind/transfer to a phone number:** Type the number and transfer the call to that number.
 - b) **Transfer to another ongoing call:** If a user has two or more active calls, they can transfer the calls from one to another. Take the following scenario: a Communicator user is talking to John Doe. He receives a call from Allison Smith while speaking to John Doe. The Communicator user is now able to add Allison Smith to the existing call with John Doe and all 3 participants will now be able to communicate with each other.
5. **Switch phone**
 - During a live call, you can use the Switch Phone button to initiate ringing across all registered devices so the user to continue the call on another device. A perfect example would be switching from your desk phone to your mobile when you need to leave your office but would like to continue your call.

Voice Conference

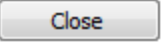
- Group Chat module area where the name of the module is shown.
- Plus sign used to invite a contact using his landline or mobile number.
- The attachment sign is used to attach the phone window.
- Select a box to choose from a conference room

✓ Development (2002)



- The Voice Conference module area where a contact is shown after Drag-and-Drop.
- To remove a contact from a Chat Group, click ✗

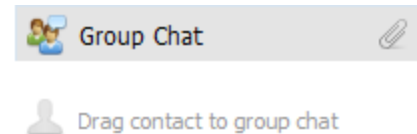
→ Click on  button to start the Voice Conference.

→ Click on  to close the Voice Conference.

Group Chat

1. Open Group Chat module

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



2. Group Chat with Drag and Drop





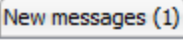
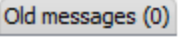
- With your mouse click and hold any contact from the contact list, then drag the selected contact from the Communicator list to the Group Chat module area, and Release (Drop) the contact. Repeat this action to Drag-and-Drop more contacts into the Group Chat.
- Click on the Start button to start a Group 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 PBXware window.
- Attachment sign is used to attach phone module to PBXware window.
- 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.

Voicemail

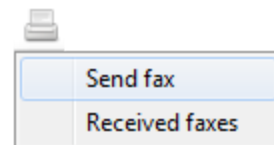
New Voicemail indication

- 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  tab to show new voicemail messages.
- Click  tab to show old voicemail messages.

Sending Fax

1. 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.

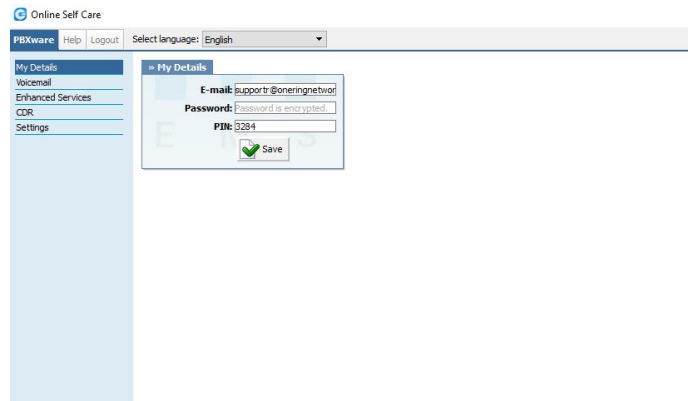
Additional information like comments and status can be entered also.

2. Incoming faxes

- Show list of all received and pending fax documents.
- Click  to **Refresh** the list of incoming faxes.
- Click  to **Download** the selected fax files to your hard drive.

Online Self Care

- **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))
- **Password/PIN:** The user password assigned to the extension



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.