


## 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.

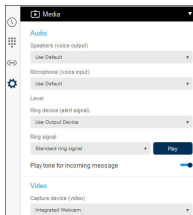
## SIGN IN

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 Media.



**My Presence Information**

Communicator

File Edit Contacts Calls Conversations Window Help

Available

Available Ctrl+Shift+A

Away Ctrl+Shift+Y

Busy Ctrl+Shift+B

Offline Ctrl+Shift+O

Search and Dial

My Contacts (44)

Arlan Lavo

Bob Harvatir

Chris Malgren

David Chamberlin

Gary Madin

Jen Kolter

Milind Ranae

Patricia Vena

Paul Vance

Chat

Call

Call from Phone

Video Call

Dialpad Window

Active Call

Active Chat

Add Contact

Search for Contacts

Preferences, Sign Out

Call Settings

Contacts

My Room

Communication History












Dialpad

Enterprise Directory

Web Content

Preferences

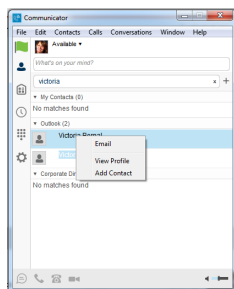
Contacts List

	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 your Contacts list.



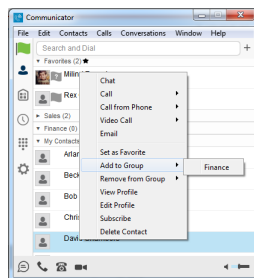
*Note: Remove the characters in the search box after your search. If any characters remain in the search box, your contacts will not display when you click on the Contacts icon.*

## ADD A CONTACT OR CONFERENCE

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

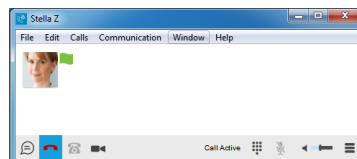
## CREATE A CONTACTS LIST GROUP

1. To create a group of contacts, click **+** near the top right corner of the main screen and select Add 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. Click on the contact to call.
2. Click **📞**. The call screen opens and the call is placed from your PC.



## PLACE A CALL FROM YOUR PHONE

1. Click on the contact to call.
2. Click **📞**. The call is placed from your desk phone.

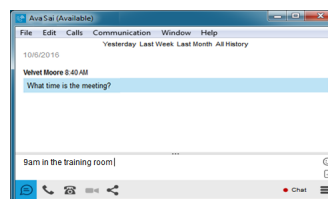
## PLACE A VIDEO CALL

1. Click on the contact to call.
2. Click **📺**. The call screen opens and the call is placed from your PC. The destination user must click on his/her video icon to accept your video call.



## CHAT WITH A CONTACT

1. Click on the contact to chat with.
2. Click **💬**. The chat window opens.

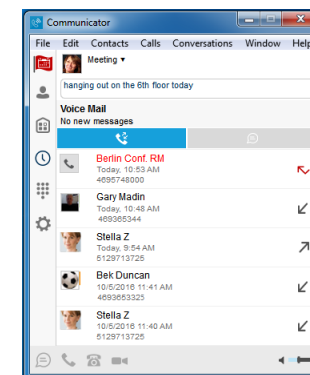


## VIEW THE COMMUNICATION HISTORY

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 Preferences 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.*