



# Product Description



## Aastra BluStar for PC 3.1

Aastra BluStar for PC expand the BluStar Ecosystem to deliver high-quality audio, HD video and access to a set of Unified Communications & Collaboration (UCC) features like rich presence information from a single client on the desktop. The application is directly integrated with Aastra's communication servers.

## Contents

<b>1</b>	<b>Introduction to BluStar for PC .....</b>	<b>3</b>
<b>2</b>	<b>Functionality .....</b>	<b>5</b>
2.1	<i>BluStar for PC at a glance .....</i>	<i>5</i>
2.2	<i>User interface .....</i>	<i>5</i>
2.3	<i>Video communication and conferencing .....</i>	<i>6</i>
<b>3</b>	<b>Integration with Aastra BluStar Server .....</b>	<b>7</b>
3.1	<i>Overview BluStar Server .....</i>	<i>7</i>
3.2	<i>Presence Integration .....</i>	<i>8</i>
3.3	<i>Hard phone control (CTI – Computer Telephony Integration) .....</i>	<i>9</i>
<b>4</b>	<b>System Architecture .....</b>	<b>10</b>
<b>5</b>	<b>Integration .....</b>	<b>11</b>
5.1	<i>Session Border Controller (SBC) for accessibility .....</i>	<i>11</i>
5.2	<i>Microsoft Office Integration .....</i>	<i>11</i>
5.3	<i>Microsoft Lync 2013 Integration .....</i>	<i>12</i>
<b>6</b>	<b>Configuration .....</b>	<b>13</b>
<b>7</b>	<b>Licensing .....</b>	<b>13</b>
7.1	<i>Lync Integration .....</i>	<i>13</i>
<b>8</b>	<b>Documentation .....</b>	<b>13</b>
<b>9</b>	<b>Supported Languages .....</b>	<b>13</b>
<b>10</b>	<b>System Requirements .....</b>	<b>13</b>
10.1	<i>Supported Aastra communication servers .....</i>	<i>14</i>
10.2	<i>Client Requirements .....</i>	<i>14</i>
10.3	<i>Supported &amp; tested headsets .....</i>	<i>14</i>
10.4	<i>Supported web cameras .....</i>	<i>15</i>
10.5	<i>Supported systems for Integration .....</i>	<i>15</i>
<b>11</b>	<b>Capacity and Limitations .....</b>	<b>15</b>
<b>12</b>	<b>Acronyms .....</b>	<b>16</b>

## 1 Introduction to BluStar for PC

Aastra BluStar for PC is a powerful Unified Communications & Collaboration (UCC) client for Windows-based PCs. It integrates directly with Aastra's communication servers.

BluStar for PC delivers high-quality audio, HD video and access to a set of UCC features from a single client on your desktop. Its intuitive interface unifies voice communications with video, collaboration, directory look-up, flexible search options and journaling, as well as voice conference. The direct integration with Aastra's communication servers provides the benefits of reduced infrastructure complexity and secures high performance call functionality. By unifying all communication needs into one single client, the user can choose their preferred communication method depending on the situation, even remotely outside of the corporate network.

### **User-friendly and intuitive user interface**

The client's intuitive user interface facilitates ease of use and is designed to connect people in the best way, depending on their working needs. It helps users work together more effectively - for example, on-the fly video communication with remote workers, road-warriors and teams working on the same project. The client provides the user with the right information and communication options at the right time. The combination of icon tabs and context sensitive options capture the essence of client's simplicity, where the user can easily toggle between tabs and features. Key functions and user settings are always accessible.

### **Presence information and directory consolidation**

BluStar for PC helps to increase productivity significantly by providing the user with rich information about other user's presence status. Before placing a call, you can see the presence status, line state and calendar information of all other online users. With the BluStar presence feature, you can easily control your own communication status.

All these services are provided for the entire BluStar Ecosystem by the BluStar Server.

### **BluStar for PC highlights**

- Intuitive interface facilitates ease of use
- SIP softphone for high-quality voice communications
- Powerful audio processing – echo cancelation, automatic gain control, supported codecs: G.711, G.722
- HD video communications – peer to peer, H.264 AVC
- Up to 4 party video conferencing with BluStar 8000i or BluStar for Conference Room as anchor device
- Contact integration – AD, LDAP, personal Outlook contacts and Aastra BluStar CMG
- MS Office Integration and Lync plug-in
- “Call-to” links support and Hotkey dialing
- Video-based “Application Share” feature
- Instant Messaging based on MSRP capability of Aastra's communication servers
- Session Border Controller (SBC) support - enabling remote access
- Channel adaptation based on quality of network connection
- Call control integration with Jabra and Plantronics headsets

#### Together with the BluStar Server

- Hard phone control (CTI) for voice calls
- Consolidated presence information
  - BluStar users' presence status (Available, Busy, Do not disturb)
  - Communication server line-state (Free, Busy, Forwarded)
  - Outlook/Exchange calendar presence
  - Lync presence federation
- Consolidated directory
  - High performance director access via LDAP
  - Synchronization with existing directories
  - load reduction on productive directories (Active Directory, Exchange)

#### **Aastra BluStar Ecosystem**

BluStar for PC is an essential part of Aastra's Unified Communication & Collaboration portfolio – the BluStar Ecosystem. BluStar takes business communications to a new level across a choice of devices, providing a consistent user experience by using video as the key mode of communication. BluStar productivity enhancing tools provide more choice and flexibility to answer the increasingly diverse communication needs of today's modern enterprise. For a BluStar user it is possible to use video across all BluStar devices connected to the same communication server.

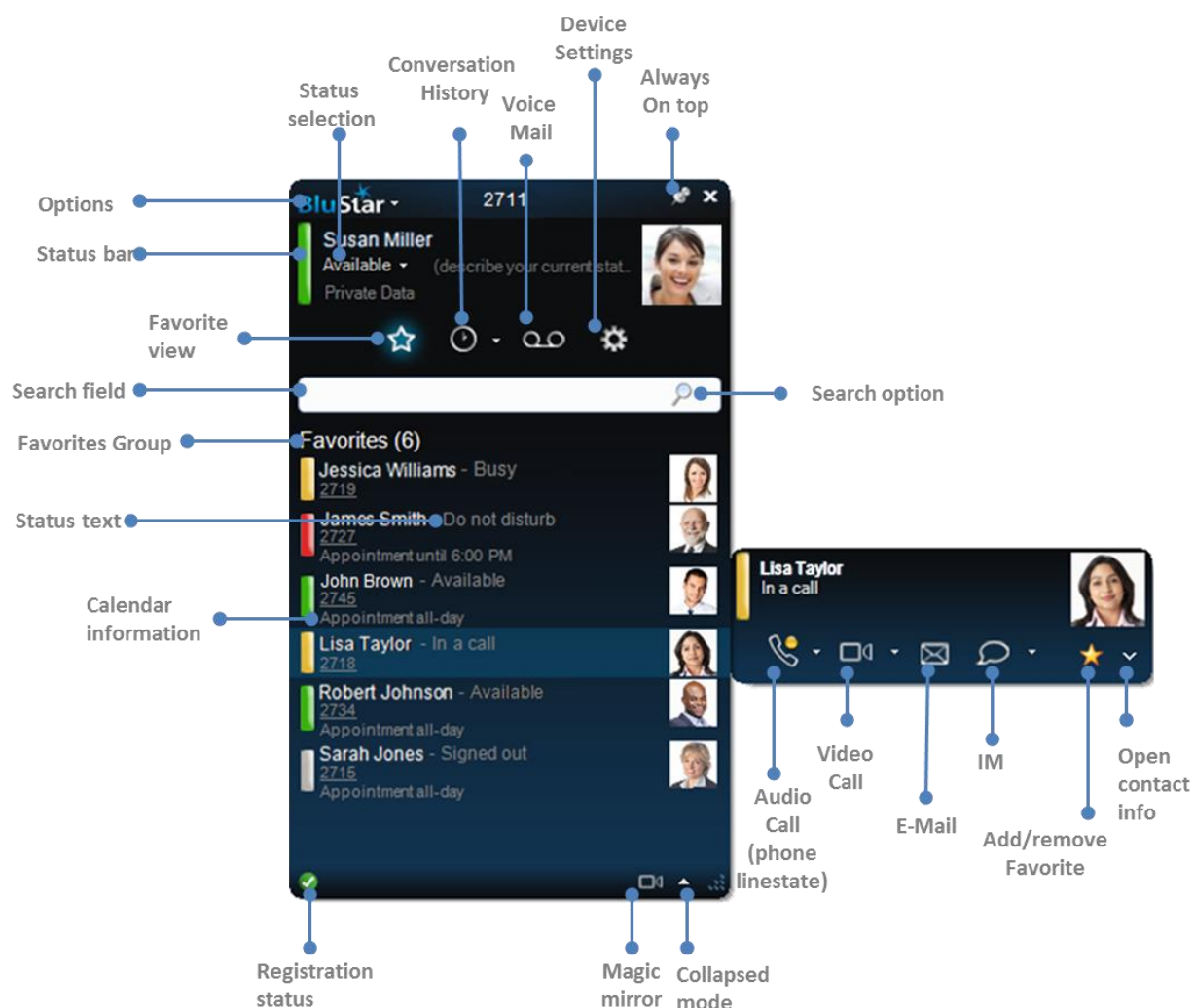
## 2 Functionality

### 2.1 BluStar for PC at a glance

BluStar for PC has an intuitive user interface that facilitates ease of use. The client is designed to provide the user with the right information and options at the right time.

### 2.2 User interface

The combination of icons, tabs and context sensitive options capture the client's simplicity and the user can easily toggle between tabs and features. Key functions and user settings are always accessible. The client is configurable to meet the user's personal needs, e.g. set ring signals and specify what directories to search in or devices to use for outgoing calls.



#### **Favorite tab:**

Displays groups and favorite contacts

#### **Conversation history tab:**

Displays the call log with time stamps for outgoing, incoming and missed calls


#### **Voice mail tab:**

If a voice mail number is stored, a click-to-call function for listening to voice mails is available

### Device tab:

Audio control settings before or during a call (microphone and playback)

### Feature tab:

depending on configuration, the button  (Features) will appear in the tool bar of BluStar for PC. The individual feature-buttons within this tab can be labeled individually by entries in the configuration files.

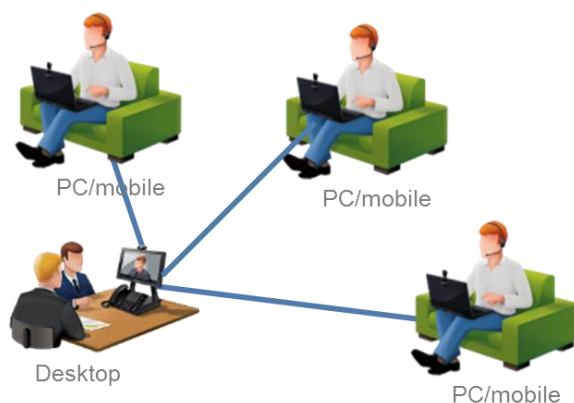


## 2.3 Video communication and conferencing

Together with Aastra's communication servers, the BluStar for PC client supports peer-to-peer video communication in HD quality with other BluStar Video devices and up to 4-party conferences, initiated by a BluStar conferencing device (BluStar 8000i or BluStar for Conference Room).

BluStar for PC supports channel adaptation based on quality of network connection.

It supports video transmit and receive rates in the range of 2304 to 128 kbit/s and dynamic channel adaptation in order to adjust requested bandwidth based on network performance. With the additional flexibility of asymmetrical bandwidth support for transmit and receive directions, it is capable of adjusting to most network connection topologies and automatically get the best achievable video result. These advanced video features help users enjoy the best user experience that the network connection allows. (Support for asymmetric bandwidth adaptation may vary depending on support from the Aastra communication server used).





## 3 Integration with Aastra BluStar Server

### 3.1 Overview *BluStar* Server

The Aastra BluStar Server is providing centralized services and interfaces for the entire BluStar Ecosystem. The BluStar Server will aggregate presence information from different sources and provide them to all subscribed BluStar components and clients.

Integrated with all BluStar devices, like the BluStar 8000i Desktop Media phone, BluStar for iPhone and BluStar for iPad as well as BluStar for PC, BluStar Server facilitates collaboration between mobile, remote and headquarters' employees through presence awareness.

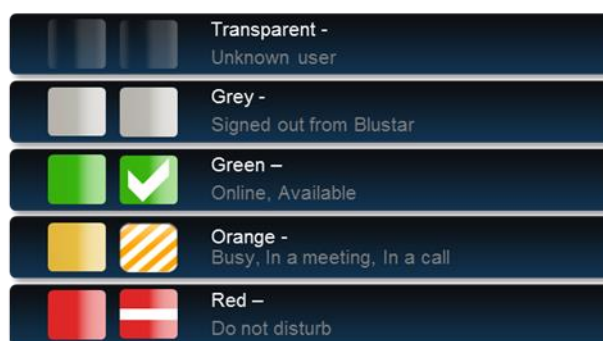
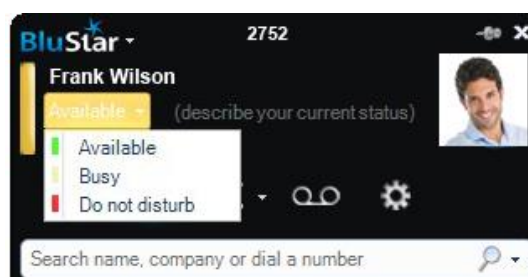
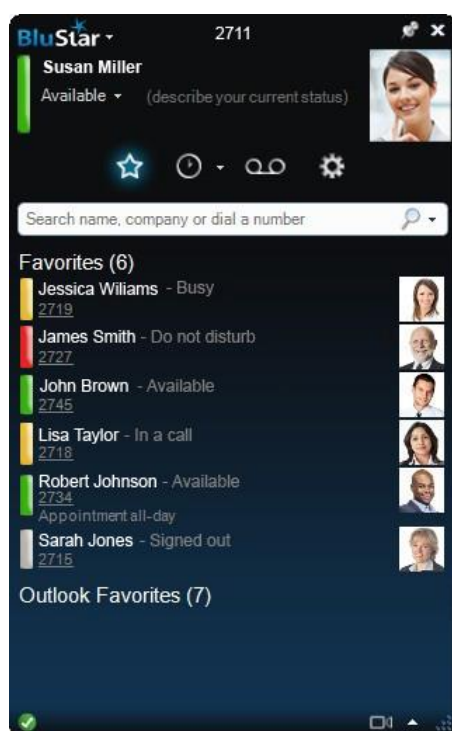
Feature set provided by BluStar Server:

- Interface to MX-ONE, Aastra 5000, Aastra 400 for line state and hard phone control for analog, digital, SIP extensions and DECT terminals (using CSTA) also in environments with different communication servers
- Hard phone control via CTI server capability (using CSTA)
- Outlook/Exchange calendar interface for presence aggregation
- Lync presence federation
- User presence handling via BluStar endpoints (manage personal presence state)
- Presence presentation to subscribed end points via SIP/SIMPLE
- Directory consolidation and LDAP access for different endpoints
- Web-based administration interface – management, configuration, administration
- VMware support

## 3.2 Presence Integration

BluStar Server is a core element of the BluStar UCC solution providing instantly rich presence information collected from different sources as communication server line states or calendar appointments.

BluStar for PC helps to increase productivity significantly by providing the user with rich information about other user's presence status. Before placing a call, you can see the presence status, line state and calendar information of any other online user. Through the Favorite list you can easily make a list of the users that are most important for you to have easy and efficient access to. With the BluStar Personal presence feature, you can also easily control your own communication status (Available, Busy, Do-not-disturb).



Color/symbol definition

### Features:

- Presentation of presence status in your client (BluStar Server is required)
  - Aggregated Presence status (green, orange or red)
  - Set and present your Personal BluStar Presence (Available, Busy, Do not disturb)
  - Line State (SIP, analog, digital, DECT and BluStar endpoints)
  - Outlook/Exchange calendar presence (read & aggregate presence)
  - Other users Personal BluStar presence
  - Forwarding status of own extension
  - Presence Status in MS Office applications (Office integration)

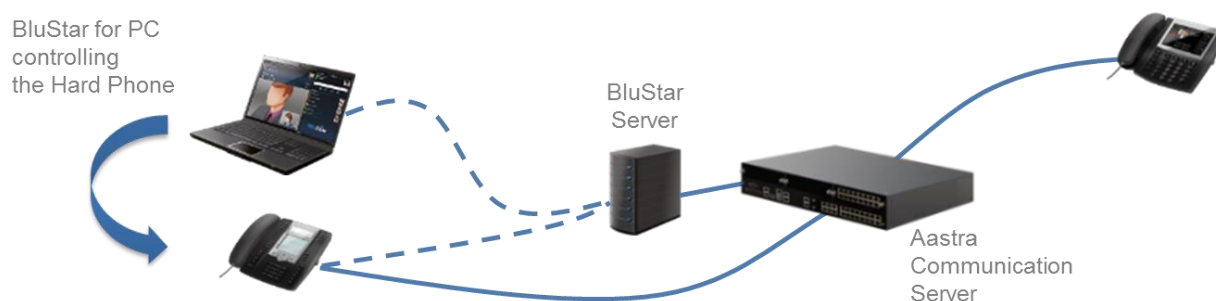


### 3.3 Hard phone control (CTI – Computer Telephony Integration)

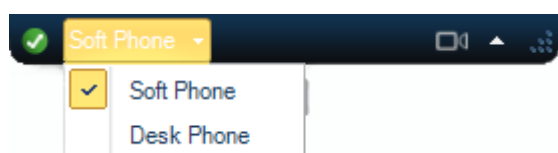
Depending on configuration, BluStar for PC can be used not only as soft phone, but also to control the hard phone connected with your user account on the communication server utilizing the CTI interface of the BluStar Server and the CSTA-Interface of the Aastra communication server. In this mode BluStar for PC can be used for voice calls only.

Typical use cases for hard phone control are:

- Privacy Reasons if no handset/headset is connected to PC
- Terminal Server environments
- Poor sound device on PC
- Personal preference for use of desk phone



It is possible to switch between hard phone control and soft phone mode by using a drop down menu in the bottom line of the client.



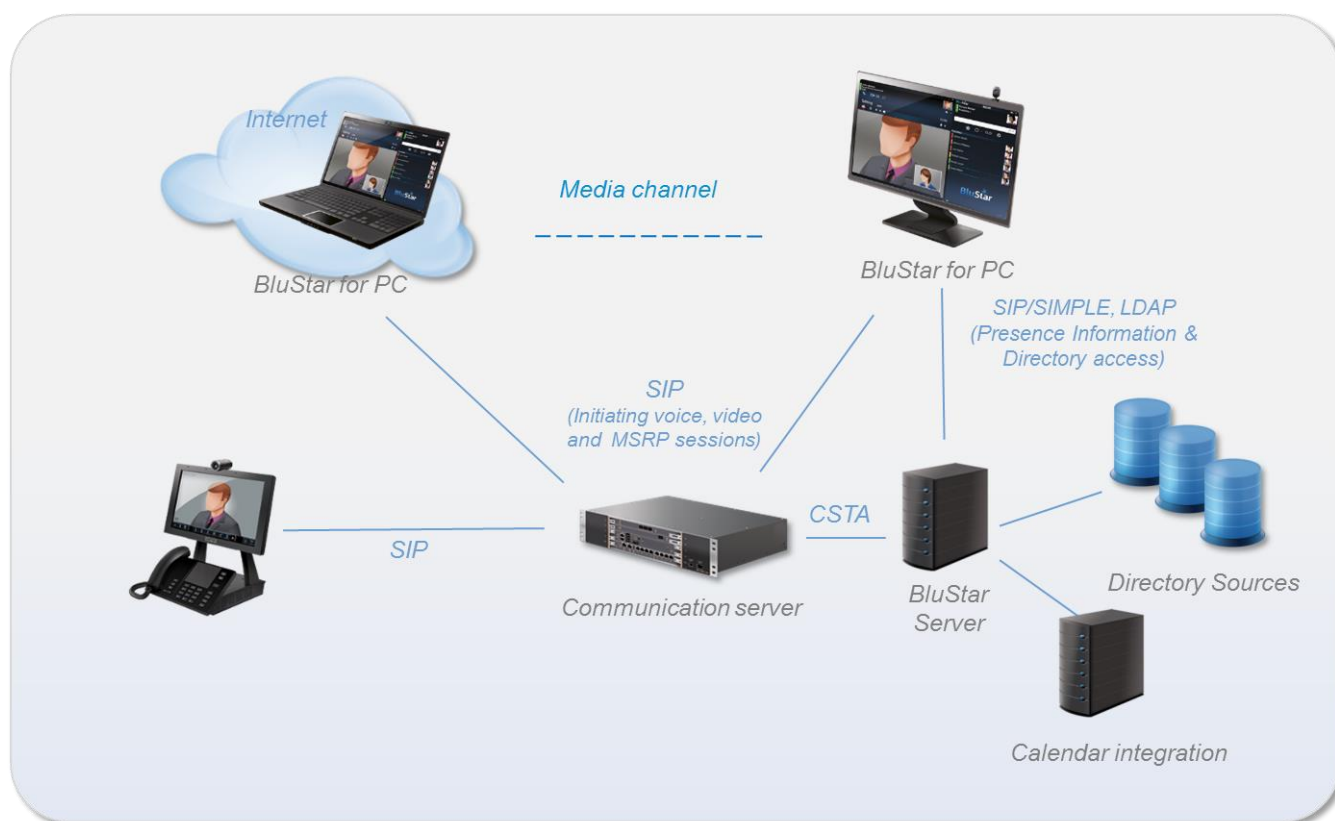
*Switch between soft phone and hard phone control*

## 4 System Architecture

The BluStar for PC is a SIP-based softphone with a rich set of UCC features that connects directly to the communication server. Signaling and media rely on the device having data connectivity to an IP network and can operate on private or public IP networks.

At start up, the clients register with the communication server using SIP and require a user license on the server. Media (RTP) between the client and the terminating end point is routed directly between endpoints (direct media), while signaling is routed and negotiated using SIP via the communication server. In some cases (when the remote end point is located on PSTN or is not a RTP capable terminal (i.e. analog phone)) media termination will be done through the communication server or in a PSTN gateway.

The BluStar for PC can connect to one or multiple (max 5) LDAP directory sources as well as local Outlook contacts.



## 5 Integration

### 5.1 Session Border Controller (SBC) for accessibility

The BluStar for PC client supports connectivity through a Session Border Controller (SBC) to provide the user with the same voice and video functionality from anywhere without being connected to the corporate network. The client can use an SBC by either configuring an outbound proxy or use the full DNS host name of the communication server in the SIP URI and make sure to use an official host name that can be resolved by the public DNS servers outside of the office network. The outbound proxy can be set from the User account tab under the Options menu.

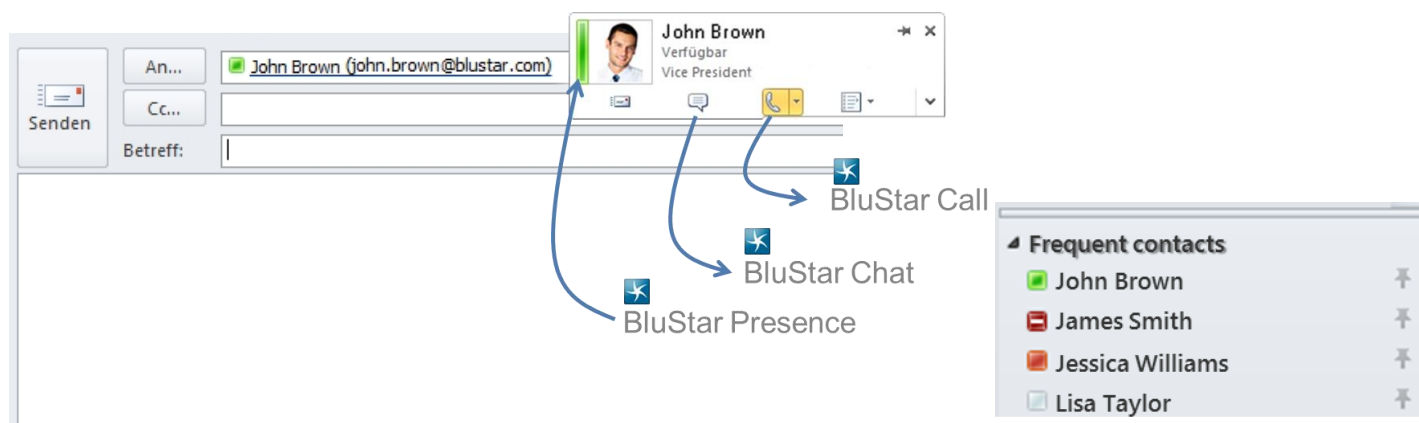
A local cache mechanism is used to store directory entries, so searching can be done locally rather than communicating with the external directories. This allows the ability to search even if a connection to the external directory could not be established.

The BluStar for PC is verified with Ingate SIParator 5.0 version: 4.9.2.

### 5.2 Microsoft Office Integration

BluStar for PC can be defined as default IM provider in MS Office environments.

The BluStar Server provides presence information for all the “Favorites” configured in the users BluStar for PC client. When integrated with MS Office all presence information from the users BluStar Favorites will be available and displayed in real time in all Office applications supporting presence indicators.



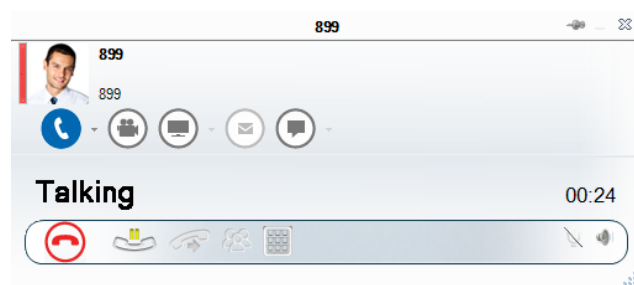
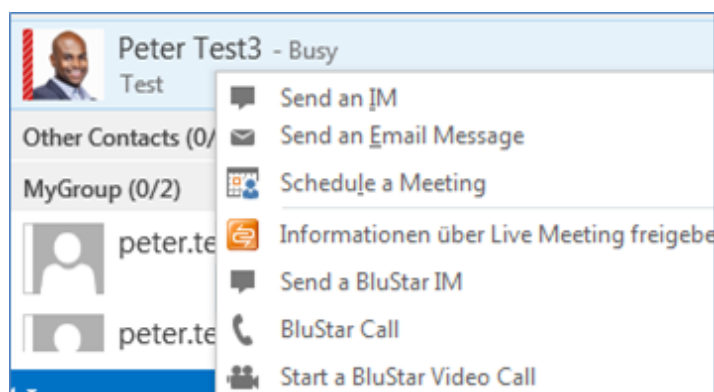
You can see the presence state of your “Frequent contacts” directly in the Outlook application next to the name. In addition you can use the Office/Exchange contact card to start BluStar calls, BluStar chat sessions or even BluStar video calls. The Office integration is a client based integration on the local PC.

### 5.3 Microsoft Lync 2013 Integration

The Microsoft Lync 2013 integration enables the user to initiate calls through BluStar for PC from the Lync application. By right clicking on a contact in the contact list and selecting to *Start a BluStar for PC Audio / Video Call*. With the Lync integration, the call control comes from BluStar for PC and Aastra's communication server.

Using Lync plug-in to make a BluStar call via context menu will open a new call window to handle the call once it is established.

By using the Lync plug-in the Lync client is defined as preferred tool for Presence and Instant Messaging, while BluStar is to be used to provide Aastra Enterprise Voice capabilities to the client. The BluStar client can be used in both modes, as softphone for audio and video calls or in CTI mode to make voice calls based on an Aastra hard phone.



Lync integration can also be extended by using the BluStar Server based Lync integration to federate presence information between Microsoft Lync and the Aastra communication server.

## 6 Configuration

A system configuration file is required to denote the address and login credentials for connection to a configuration server.

The configuration file can be used to configure system settings and defaults by a system administrator before installing BluStar for PC in the system environment and later to configure the client like any other SIP device via the communication server.

## 7 Licensing

BluStar for PC licensing is managed in the Aastra communication server.

Please check the ordering information and Aastra Plan model of the selected communication server regarding BluStar for PC licenses.

The CSTA licensing in the Aastra communication servers is included in BluStar licensing. No further CSTA licenses are required.

BluStar for PC CTI mode is part of the BluStar for PC license.

BluStar Server license for connection to the Aastra communication server is included in the BluStar for PC license.

For BluStar Server Lync federation an additional system license is required in the Aastra communication server.

### 7.1 Lync Integration

The Lync Plug-in is integrated part of the BluStar for PC.

On server side, the Lync federation requires an additional system license.

## 8 Documentation

The BluStar for PC on-line help (Quick User Guide) is included as part of the application.

The BluStar for PC Installation and Configuration guide is available in the installation package of the software and/or in the Aastra communication servers CPI library.

## 9 Supported Languages

Aastra BluStar for PC user interface supports the following languages:

Brazilian Portuguese, Dutch, English, French, German, Italian, Russian, Spanish and Swedish.

Aastra BluStar for PC on-line help supports:

Dutch, English, French, German, Italian, Russian, Spanish and Swedish.

Aastra BluStar for PC technical documents will only be available in English.

## 10 System Requirements

For the latest information regarding requirements and compatibility information, please refer to the release notes and Aastra InfoChannel: <https://infochannel.aastra.com/>.

## 10.1 Supported Aastra communication servers

- Aastra 400 R3.1
- MX-ONE 5.0 SP5

The available functionality in the BluStar clients will be determined by the capabilities of the Aastra communication server it is connected to. For further information please consider the documentation of the selected platform.

## 10.2 Client Requirements

### Recommended hardware for softphone capabilities:

- CPU: Intel Pentium 4 1,4GHz or equivalent
- RAM: 1 GB (Win 7 / 32); 2 GB RAM (Win 7 / 64)
- Hard Disk: BluStar for PC requires 100MB disk space + .NET Framework 4 (additional disc space required for log files)

### Recommended hardware for video capabilities:

- CPU: Intel Core 2 Duo, 2.1 GHz or equivalent
- RAM: 2 GB
- Hard Disk: BluStar for PC requires 100MB disk space + .NET Framework 4 (Additional disc space required for log files)
- Accelerated DirectX9 graphics

### Recommended hardware for HD Video capabilities:

- CPU: Intel Core i5, 2,5 GHz equivalent
- RAM: 2 GB
- Hard Disk: BluStar for PC requires 100MB disk space + .NET Framework 4 (additional disc space required for log files)
- Accelerated DirectX9 graphics

### Software:

- Windows 7, 32 & 64 bit Service Pack 1
  - Enterprise Edition
  - Ultimate Edition
  - Professional Edition
- Windows 8 and 8.1
- Lync 2013 (Lync 2013 version 15.0.4454 and higher)
- Microsoft Office Outlook Contacts 2007, 2010 (32 & 64 bit) and 2013
- MS Office integration with Microsoft Office Outlook 2010 and 2013

## 10.3 Supported & tested headsets

BluStar for PC supports most USB headsets. During our tests following devices have been verified:

- Jabra Biz 2400 USB
- Jabra PRO 9470, 9465, 9450, 930
- Jabra GO 6470, 6430
- Jabra GN2000 USB
- Jabra UCVOICE series
- Logitech clearchat
- Plantronics Savi (400 & 700 Series) – UC wireless
- Sennheiser PC-36 USB headset



#### **10.4    *Supported web cameras***

Web camera requirements:

- Directshow compatible
- Minimum resolution: 160 x 120 at 15 to 30 fps
- Color format YUY2 or I420

BluStar for PC supports most USB web cameras. During our tests following devices have been verified:

- Creative webcam Live! socialize HD
- Logitech webcam B990 HD
- Logitech webcam PRO 9000 II
- Microsoft Lifecam studio
- Creative webcam Live! InPerson HD
- Creative Optia AF webcam

#### **10.5    *Supported systems for Integration***

- Microsoft Lync 2013 (Lync 2013 version 15.0.4454 and higher)
- Microsoft Office Outlook Contacts 2007, 2010 (32 & 64 bit) and 2013
- MS Office integration with Microsoft Office Outlook 2010 and 2013

### **11    Capacity and Limitations**

The BluStar for PC has the following limitations:

- 100 search hits is the maximum number of directory results displayed
- 3 participants can be presented in conference window in BluStar for PC (voice conference)
- Number of call log entries: max. 200 and max 3 month

## 12 Acronyms

AD	Active Directory
AEC	Automatic Echo Canceling
AGC	Automatic Gain Control
BAS	BluStar Application Server
CMG	Collaboration Management Suite
DNS	Domain Name System
DTMF	Dual Tone Multiple-Frequency
HD	High Definition
LAN	Local Area Network
LDAP	Lightweight Directory Access Protocol
PSTN	Public Switched Telephone Network
RFB	Remote Frame buffer Protocol
RFC	Request For Comments
RTP	Real-time Transport Protocol
SBC	Session Border Controller
SDP	Session Description Protocol
SDK	Software Development Kit
SIP	Session Initiation Protocol
SP	Service Pack
UCC	Unified Communication and Collaboration
XML	eXtensible Markup Language

---

© 2014 Aastra Telecom Schweiz AG. All rights reserved.

This document contains proprietary information, which is protected by copyright. No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, or by any information storage and retrieval system, or translated into another language, without the prior written consent of Aastra Telecom Schweiz AG, Solothurn, CH.

#### **NOTICE**

The information in this document is subject to change without notice. AASTRA MAKES NO WARRANTY OF ANY KIND WITH REGARD TO THIS MATERIAL, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. AASTRA shall not be liable for errors contained herein, neither for incidental nor for consequential damages in connection with the furnishing, performance, or use of these materials.

Aastra Telecom Schweiz AG