

This is the status line.

When talking to a correspondent it shows the correspondent phone number and name.

The link icon shows the status of the registration to the SIP server, green when registered, orange when registering and red when registration failed.

You can double click on this icon to unregister/register to the SIP server.

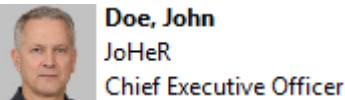
The headset icon shows the status of the audio, green when the audio is connected.

You can double click on this icon to connect/disconnect the audio and right-click to show a menu to control input/output audio volume.

The handset icon shows the status of the call, green when talking to a correspondent.

You can click on this icon to pick-up up a ringing call or put a call on/off hold, double click to hang up and right-click to show a menu to control the call.

You can also leave your cursor over any of these icons to have more information about the registration, the audio or the call.



When the you are talking to a correspondent, it shows the correspondent picture, name, company and title.

The picture and the information are retrieved from directories, from Outlook or from a LDAP server.

When the correspondent is not found in any directory, a phone picture is shown with the correspondent phone number and name when available.



This is the status bar.

From left to right the status bar is compound of:

Status

You can click on it to switch between Available and Do Not Disturb.

You can double right click on it to quickly switch between Available and Do Not Disturb.

Leaving the cursor over it shows the time when the status was last changed.

Latency

The icon shows the latency between the application and the SIP server.

The icon has 3 levels of latency: (green, orange, red)

Leaving the cursor over it shows the time when each 3 levels were last reached.

Voicemail

When the SIP server supports voicemail, it shows the number of unread messages in your voicemail.

You can click (or double right click) on it to call the voicemail. (when the voicemail number has been configured in the settings)

Leaving the cursor over it shows the time when the number of unread messages last changed.

Missed

This shows the number of missed incoming calls.

You can click on it to show the list of missed calls, to call back or to clear the list.

You can double right click on it to quickly clear the list.

Leaving the cursor over it shows the time when the list was last cleared.

Record

The icon shows the recording status with the total recording time.

You can click on it to start/stop recording or to browse the list of recordings.

You can double right click on it to quickly start/stop recording.

Leaving the cursor over it shows the time when the recording was started.

You can start recording anytime, the recording will automatically start when there is a call and pause when there are no more calls.

Input

You can click on it to summon a window that will show the audio input volume in real-time and let you amplify it or add sounds effects.

You can double right click on it to quickly mute the audio input.

Leaving the cursor over it shows the gain value in decibels.

Output

You can click on it to summon a window that will show the audio output volume in real-time and let you amplify it or switch to speaker.

You can double right click on it to quickly switch to speaker.

Leaving the cursor over it shows the gain value in decibels.

Keypad

You can click on it to summon a window with a keypad.

The keypad is used to send DTMF over the call (to an IVR for example).

You can click on the keys or use the keyboard to send digits. If you press alphabetic keys they are converted to their corresponding digits.

You can also hold the control key to show the alphabetic keypad instead of the digit keypad.

Compact

You can click on it to switch to/from compact mode.

In compact mode the application window is smaller and stays on top of your desktop.

From	Time
901 Bloggs, Fred	0:00:26

This is the incoming call list.

You can click on the arrow icon to minimize or restore the list.

You can control-click on the arrow icon to move the list up or down.

There are 2 columns:

From
This is the caller phone number and name.
The text is in bold when the caller is an identified user from a local directory.

Time
This is the elapsed time since the call has been answered (or since the call is ringing)

There are 3 colors that show the priority of the call:

Green
The call priority is low, you are talking to the caller.

Orange
The call priority is medium, the call is on hold and you should process it when you are ready.

Red
The call priority is high, the call is ringing and you must process it as soon as possible.

Using the mouse:

You can double click on a ringing call to answer it.

You can double click on an answered call to put it on/off hold.

You can drag a call and drop it on a user in a directory to initiate a blind transfer.

You can drag a call and drop it on another call, or on a called user in the directory, to initiate an attended transfer.

You can right click on a call to show a menu with all the available actions including the possible transfers.

Using the numeric keypad: (NumLock OFF)

You can press Insert on a selected ringing call to answer it.



You can press Insert on a selected answered call to put it on/off hold.

You can press Delete on a selected call to hang it up.

You can press Add on a selected answered call to show the transfer menu.

You can press the arrow keys to select another call.

You can press Clear (the 5 key) to switch between the call list and the directory.

→ To	Time	
 600 Doe, John	0:00:57	↑
 601 Random, Tom	0:00:51	↓

This is the outgoing call list.

You can click on the arrow icon to minimize or restore the list.

You can control-click on the arrow icon to move the list up or down.

You can shift-click on the arrow icon to show or hide the outgoing call bar.

There are 2 columns:

To
This is the callee phone number and name.
The text is in bold when the callee is an identified user from a local directory.

Time
This is the elapsed time since the call has been answered (or since the call is ringing)

There are 3 colors that show the priority of the call:

Green
The call priority is low, you are talking to the callee.

Orange
The call priority is medium, the call is on hold and you should process it when he is ready.

Red
The call priority is high, the call is ringing and you must process it as soon as possible.

Using the mouse:

You can double click on an answered call to put it on/off hold.

You can drag a call and drop it on a user in the directory to initiate a blind transfer.

You can drag a call and drop it on another call, or on a called user in the directory, to initiate an attended transfer.

You can right click on a call to show a menu with all the available actions including the possible transfers.

Using the numeric keypad: (NumLock OFF)

You can press Insert on a selected answered call to put it on/off hold.

You can press Delete on a selected call to hang it up.

You can press Add on a selected answered call to show the transfer menu.

You can press the arrow keys to select another call.

You can press Clear (the 5 key) to switch between the call list and the directory.



This is the outgoing call bar.

When there is a ringing call you can click on the phone icon to answer it, you can also click on it to hang up the active call.

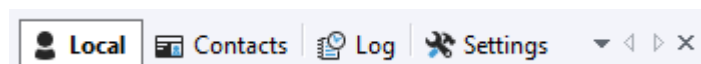
When there is no ringing or active call you can click on the phone icon to show the last phone numbers called.

You can enter a phone number and press Enter or click on the phone icon to start dialing.

You can use the up/down keys to recall the last dialed phone numbers.

The input box supports an auto completion list filled with the last dialed phone numbers.

You can press F4 anywhere in the application to jump directly to this input box.



These are the different tabs you can switch to.

You can reorder the tabs by dragging them.

When there are many tabs you can scroll them by clicking on the left/right arrows.

You can close the current page by clicking on the cross.

You can click on the down arrow to show the page menu.

Using the page menu:

You can add new or closed pages.

You can change the tabs design and location.

You can reset the layout.

You can lock/unlock the layout.

The default tabs are:

Local

This is the directory of the local users.

This local directory is managed by you or imported from a LDAP server.

Contacts

This is the directory of the external contacts.

This contacts directory is imported from the Outlook contacts or/and from a LDAP server.

Log

This is the daily call log.

Settings

This is the settings window.

Extra pages can be added using the page menu:

Directory


This is a new directory page.


You can add new directories with local or external users, then add or import users.


Online


This is the online web settings page. (this page is only available if an Online URL is configured in the settings)


This online web settings page is a web browser displaying a remote web settings page at the IP PBX or the ITSP.


>  Bloggs, Fred


>  **Doe, John**


 Company: JoHeR


 Title: Chief Executive Officer


 Phone: 600


 Mobile: 0602020202


 Home: 0102020202


 Voicemail: 802

 E-mail: john.doe@joher.com

 XMPP: john.doe@joher.com

 Web: http://www.joher.com

>  Public, Harry

>  Random, Tom

This is a directory of users.

Each user can have multiple information such as: Company, Office, Department, Title.

Each user can have multiple contacts such as: Phone, Mobile, Home, Voicemail, E-mail, XMPP, Calendar, Web.

The Phone contact icon and the user icon changes to match the presence status of the phone.

The XMPP contact icon changes to match the status of the user. The user name is in bold when the user is online.

The Calendar icon changes to match the status of the user calendar.

Using the mouse:

You can double click on a user to call him.

You can double click on a callable contact (Phone, Mobile, Home, Voicemail) to call it.

You can double click on an e-mail contact to send an e-mail.

You can double click on a XMPP contact to write a message.

You can double click on a web contact to view the website.

You can drag a call from the incoming/outgoing call list and drop it on a user (or a callable contact) to initiate a blind transfer.

You can drag a call from the incoming/outgoing call list and drop it on a called user (or a called contact) to initiate an attended transfer.

You can right click on a user or a contact to show a menu with all the available actions.

Using the numeric keypad: (NumLock OFF)

You can press Insert on a selected user (or a callable contact) to call him and/or to put his call on/off hold.

You can press Delete on a selected user (or a callable contact) to hang up his call.

You can press Add on a selected user (or a callable contact) to directly show the transfer menu.

You can press the arrow keys to select another user (or contact).

You can press Clear (the 5 key) to switch between the directory and the call list.

This is the directory search bar.

You can click on the icon to select the search type: Last Name, First name, Word, Company, Office, Department, Title, Phone, Mobile, Home, E-mail.

The input box supports an auto completion list with all the matches.

The directory automatically scrolls and selects the user that matches your search each time you enter a new character.

The background color of the bar will change to green if there are users who matches your search and to red if no users matches.

You can press Escape to clear the search.

You can press F3 anywhere to jump directly to this input box.

You can move the bar to the top or bottom of its page by dragging it.

Users: 12

This is the directory tool bar.

You can click on the first icon to show the directory menu.

You can click on the second icon to select the default contact for every user in the directory.

You can click on the third icon to filter the information and contacts shown for every user in the directory.

You can click on the last icon to show a help menu with the meaning of the presence and call icons.

You can move the bar to the top or bottom of its page by dragging it.