

# Spectrum Enterprise Anywhere Connect Desktop User Guide

---

## Hosted Voice Enterprise

11/3/2016

**Published**

Version 1.4

© 2016, Charter Communications. All rights reserved.

## Revision History

Date	Revision	Author	Comments
8/4/14	1.0	April Diehl	Create Document
2/8/15	1.1	April Diehl	Update technical information
8/14/15	1.2	April Diehl	Removed reference to Full Directory Integration (Section 9)
11/2/16	1.3	Sian Pugh	Updated branding

## Table of Contents

---

<b>1</b>	<b>About Anywhere Connect for Desktop .....</b>	<b>4</b>
<b>2</b>	<b>Getting Started .....</b>	<b>5</b>
2.1	Installation.....	5
2.2	Sign In.....	5
2.3	Main Window .....	6
2.4	My Information .....	8
2.5	Communications Window.....	8
2.6	Start Chat.....	9
2.7	Make Audio or Video Call.....	9
2.8	Share Your Desktop.....	9
2.9	Active Communications.....	10
2.10	Select Audio Devices .....	10
<b>3</b>	<b>Contacts.....</b>	<b>11</b>
3.1	Add.....	11
3.2	Edit.....	11
3.3	Filters .....	12
<b>4</b>	<b>Presence .....</b>	<b>13</b>
<b>5</b>	<b>Chat .....</b>	<b>14</b>
5.1	Chat View.....	14
5.2	File Transfer.....	14
5.3	Group Chat .....	14
<b>6</b>	<b>Audio and Video Calls.....</b>	<b>16</b>
6.1	Make Call From Your Computer .....	16
6.2	Call From Phone .....	16
6.3	Answer Call.....	17
6.4	Contact Name Lookup for Incoming Calls.....	17
6.5	Missed Call or Communication .....	17
6.6	Full Screen in Video Call.....	17
6.7	Multiparty Sessions .....	17
6.8	Call Waiting.....	18
6.9	Call Transfer.....	18
6.10	Message Waiting Indication .....	18
6.11	Call Park and Retrieve .....	18
6.12	Call Pull.....	18
<b>7</b>	<b>Share Desktop .....</b>	<b>19</b>
<b>8</b>	<b>Search .....</b>	<b>20</b>
<b>9</b>	<b>Communications History.....</b>	<b>21</b>
<b>10</b>	<b>Preferences.....</b>	<b>22</b>
10.1	Credentials.....	22

10.2	General .....	22
10.3	Audio .....	22
10.4	Video .....	23
10.5	Proxy .....	23
<b>11</b>	<b>Call Settings .....</b>	<b>24</b>
11.1	Anywhere .....	24
11.2	Remote Office .....	24
11.3	Forward Calls .....	25
11.4	Do Not Disturb .....	25
11.5	Hide Number .....	25
11.6	Simultaneous Ring Personal .....	25
<b>12</b>	<b>Sign Out .....</b>	<b>26</b>
12.1	Sign Out of Anywhere Connect .....	26
12.2	Exit Application .....	26
<b>13</b>	<b>Multi-Device Support .....</b>	<b>27</b>
<b>14</b>	<b>System Requirements .....</b>	<b>28</b>
<b>15</b>	<b>Troubleshooting .....</b>	<b>29</b>
<b>16</b>	<b>Appendix A: Keyboard Shortcuts for Desktop .....</b>	<b>31</b>

## 1 About Anywhere Connect for Desktop

---

Anywhere Connect for Desktop is a native Windows and Mac client for Unified Communications, providing the following communication features:

- Instant Messaging and Presence
- Voice Calling (VoIP)
- Voice Calling (Desk phone)
- Video Calling
- Desktop Sharing
- Call Settings

## 2 Getting Started

This section contains the essential information for getting started with Anywhere Connect.

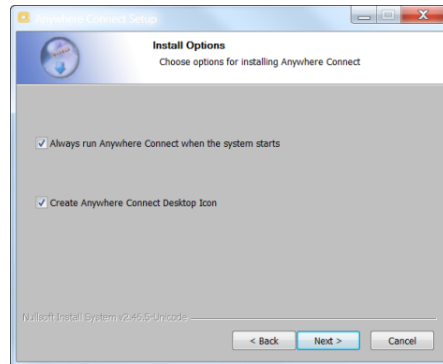
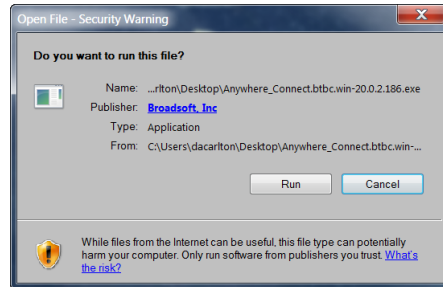
### 2.1 Installation

#### Windows

- Double-click the installer executable and follow the installation instructions.
- Launch Anywhere Connect.

#### Mac

- Double-click the disk image.
- Copy the application into the *Applications* folder.
- Launch Anywhere Connect.

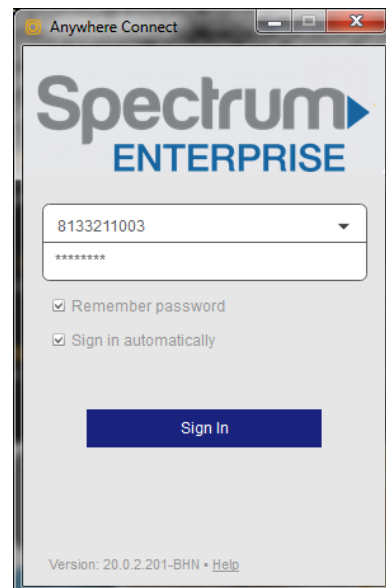


### 2.2 Sign In

When you first launch the application, you are prompted to sign in.

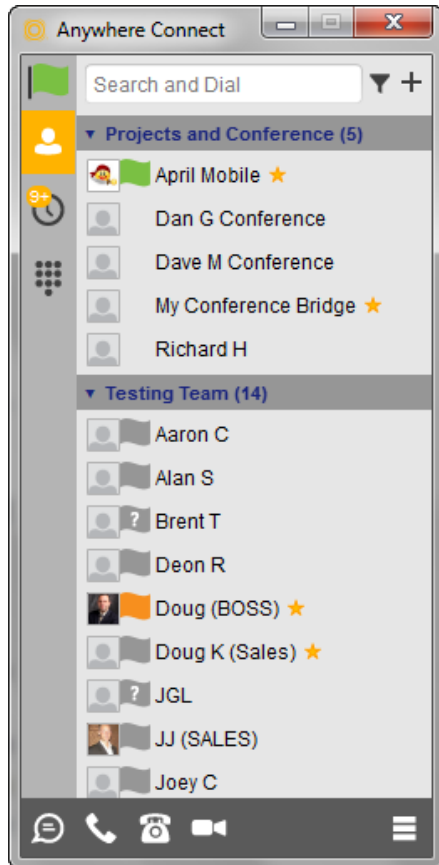
- 1) Enter your Hosted Voice user name and password.
- 2) Select whether you would like Anywhere Connect to remember your password.
- 3) Select whether you would like Anywhere Connect to sign you in automatically on subsequent launches.
- 4) Click **Sign In**.












**NOTE:** If you choose automatic sign in, you are automatically signed in and taken to the contact list upon subsequent Anywhere Connect launches. Otherwise, you are presented with the *Sign In* screen.



## 2.3 Main Window

When you start Anywhere Connect for the first time, your *Contacts* list is empty. Use the *search* field to find people and add them to your *Contacts* list. *Contacts* can also be added manually by clicking the **Add** button.



	<b>My Information</b> – View and update your information, for example, your presence, avatar, and location.
	<b>Contacts</b> – View your contacts.
	<b>Communications History</b> – View previous chats and calls.
	<b>Dial Pad</b> – Make calls.
	<b>Chat</b> – Start an instant message conversation with a selected contact.
	<b>Call</b> – Make an IP audio call to a selected contact.
	<b>Call from Phone</b> – Make a Click-To-Dial call from your desk phone (or secondary device).
	<b>Video Call</b> – Make a video call to a selected client (VoIP).
	<b>Menu</b> – Open Call Settings, Preferences, and Help.
	<b>Contact Filters</b> – Use for online, favorites, and conference contacts.
	<b>Add</b> – Add a contact, group, or conference.

## 2.4 My Information

- Click the avatar to update your status or location and enter free text.
- Double-click the avatar to upload a picture or use a right-click menu.
- Right-click the avatar to update your status.

### Presence

You can set your presence to one status indicated in the following table.

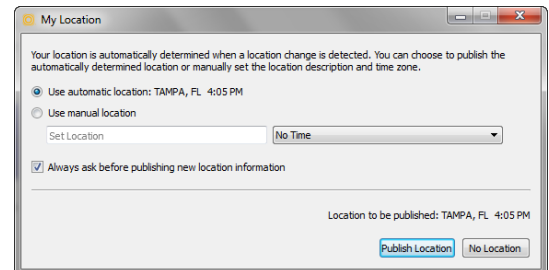
Icon	What does it mean
	The green presence icon indicates that the user is online and ready for communication.
	The yellow presence icon indicates that the user is online but has been idle or away from their computer for more than ten minutes.
	The red presence icon indicates that the user is busy and does not want to be disturbed.
	The grey presence icon indicates that the user is offline and the only available contact method is calling or chatting.
	This icon indicates that the contact is busy on a call. This is an automated presence status.
	This icon indicates that the contact is busy in a meeting. This is an automated presence status. The <i>Busy – In Call</i> status overrides the <i>Busy – In Meeting</i> status so this one is only seen if there is a meeting but no call.

Anywhere Connect can automatically update your presence to the following:

- *Busy – In Call*
- *Busy – In Meeting* (Windows only)

### Location

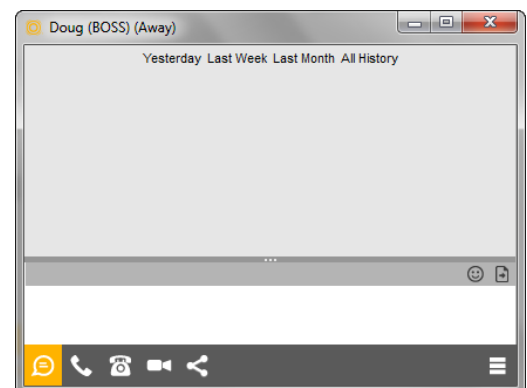
Your location is automatically determined by your public IP address; however, you can manually set the text to appear for your location and time zone using the location dialog box.



## 2.5 Communications Window

After starting communication with one or more contacts, a *Communications* window is displayed. From this window, you can perform the following actions:

- Escalate a chat to include audio, video, and desktop sharing
- End an audio or video call
- Open the dial pad
- Mute your microphone
- Adjust your speaker volume
- Place a call on hold
- Transfer a call

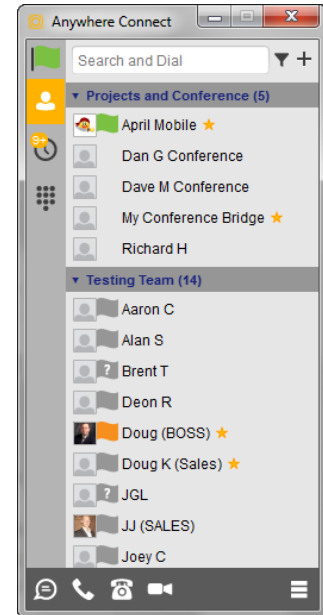




## 2.6 Start Chat

Start a chat using one of the following methods:

- Double-click a contact from the *Contacts* list or search results.
- Left-click one or more contacts from the *Contacts* list or search results and click the **Chat** button.
- Right-click one or more contacts from the *Contacts* list or search results and click the **Chat** button.
- On the *Communications History* list, double-click a chat entry.
- In a *Communications* window, click the **Chat** button.
- In a one-to-one chat, transfer files by clicking the **Send File** button in the *Communications* window or use the drag-and-drop method so that they are moved to the *Communications* window.



## 2.7 Make Audio or Video Call

Make an audio or video call using one of the following methods:

**NOTE:** Multiparty Video Chats are not currently supported. Video Dialing only allows One to One connections.

- Left-click one or more contacts from the *Contacts* list or search results and click the **Call**, **Call from Phone**, or **Video** button.
- Right-click one or more contacts from the *Contacts* list or search results and click the **Call**, **Call from Phone**, or **Video**.
- Enter a phone number in the *Search and Dial* field.
  - Press **ENTER** to start a VoIP call.
  - Click the **Call**, **Call from Phone**, or **Video** button.
- Open the dial pad, enter a phone number, and click the **Call**, **Call from Phone**, or **Video** button.
- On the *Communications History* list, double-click a call entry.
- In the *Communications* window, click the **Call**, **Call from Phone**, or **Video** button.
- When viewing a contact's profile, click the **Call**, **Call from Phone**, or **Video** button.

**NOTE:** If dialing a phone number that requires additional dual-tone multi-frequency (DTMF) tones (for example, a conference bridge), you can type the numbers on your keyboard while the *Communications* window has focus or open the dial pad in the *Communications* window.

## 2.8 Share Your Desktop

Share your desktop by following these steps:

- 1) Click the **Share Desktop** button.
- 2) Click the **Start** button after the share preparation has completed.

**NOTE:** To share your desktop, you must enter your web collaboration credentials in *Preferences* → *Credentials*. For more information, see section [14 Preferences](#). You can participate in desktop sharing sessions by another user even without having your own sharing credentials.

**NOTE:** Only available with Anywhere Connect – Enhanced and Premium

## 2.9 Active Communications

Active communications appear at the top of the *Contacts* list in the main window. This area provides an easy view to see the people with whom you are communicating. The following is also available in this area:

- Double-click an active communication to bring this *Communications* window to focus.
- See who has sent you a chat message, but only after you accept the chat session. Before the chat session is established, the chat items are not visible in active communications but a history badge is visible.
- End a call.
- Mute your microphone.
- Place a call on hold.

## 2.10 Select Audio Devices

If you have multiple audio devices available for your microphone or speakers, select the preferred audio device before starting a call.

### Windows

- 1) Click the Anywhere Connect logo in the main window title bar.
- 2) Select *Preferences*.
- 3) Select *Audio*.
- 4) Set a playback device (speakers).
- 5) Set a recording device (microphone).
- 6) Click **OK**.

### OS X

- 1) Select *Anywhere Connect* from the main menu.
- 2) Select *Preferences*.
- 3) Select *Audio*.
- 4) Set a playback device (speakers).
- 5) Set a recording device (microphone).
- 6) Click **OK**.

If “Use default” is selected, then Anywhere Connect uses the default device set in the operating system preferences. For Windows, if “Default Communication Device” is defined, it is selected over the “Default Device”.

## 3 Contacts

---

Contacts are the people with whom you communicate and, in most cases, you see their presence and share your presence with them. There are three types of contacts.

- *Contacts* – Actual people with whom you communicate
- *Conferences* – Audio or video conference bridges that you use to communicate with others
- *Groups* – Containers of contacts and/or conferences

### 3.1 Add

When you sign in for the first time, there are no contacts on your contact list. Add a new contact at any time by selecting the *Add Contact* item from the menu or choose the **Add Contact** button from the main window.

In the *Add Contact* dialog box, enter the contact's information and then click **Add Contact**. By default, your presence information is always shared with a new contact if an Extensible Messaging and Presence Protocol (XMPP) address is provided.

If you are accepting contacts via a buddy request, you may see the contact card after accepting the buddy request.

However, you can always share your presence information later by selecting *Subscribe* on the menu for that contact on the contact list (right-click the contact or arrow button). Note that the contact must accept your subscription request for you to establish the presence relationship successfully.

The newly added contact appears on your contact list.

Add a conference contact by clicking the same button you did for *Add contact* and choosing the *Add conference* menu option. A conference contact is a special contact used for conference bridges to avoid remembering PIN codes and conference number, for example, recurring conferences. Just create a contact for the weekly conference, add a conference bridge number and PIN, and join the conference just by right-clicking the contact or choosing it and clicking the **Call** button.

Choose the *Add group* menu option to add a new group to the contact list.

### 3.2 Edit

Edit a contact by selecting the contact first. After you select the contact, right-click anywhere in the area of the selected contact and a menu of options appears. This basic principle is the same for normal contacts, conference contacts, and groups.

- *Unsubscribe* removes the presence relationship between you and that contact. This means you do not see the contact's presence information and your contact does not see yours. To re-establish the presence relationship, select *Subscribe*. An unsubscribed contact remains on the contact list and is always shown without an icon. Any contact that is not presence-enabled is shown in the same way.
- *Remove* removes the contact from your contact list.
- *View Profile* opens the *Contact Information* dialog box where you can add, edit, or remove information. This works for both normal and conference contacts.
- For groups, choose the *Edit* menu option to rename a group.

### 3.3 Filters










You can filter contacts in two ways:

- Use the *filter* field to search by contact name. The contact list is filtered in real time as you type.
- Alternatively, use the filter icons in the top bar to display only specific types of contacts such as favorites, conference contacts, or online contacts.

## 4 Presence

For each contact you have subscribed to, you can see their presence. Similarly, your contacts can see your presence on their contact list.

Presence means that your friends are able to see whether you are available to communicate, for example, “I’m busy” or “I’m available”.

Icon	What does it mean?
	The green presence icon indicates that the user is online and ready for communication.
	The yellow presence icon indicates that the user is online but has been idle or away from their computer for more than ten minutes.
	The red presence icon indicates that the user is busy and does not want to be disturbed.
	The grey presence icon indicates that the user is offline and the only available contact method is calling or chatting.
	The question mark indicates that a subscription is pending and the contact has not yet approved sharing their presence.
	This icon indicates that the contact is busy due to a call. This is an automated presence status.
	This icon indicates that the contact is busy due to a meeting. This is an automated presence status. The <i>Busy – In Call</i> status overrides the <i>Busy – In Meeting</i> status so this one is only seen if there is a meeting but no call.
	This icon indicates that the contact is only available on mobile Anywhere Connect.
	This icon indicates that the contact is only available on a compatible desktop phone, not Anywhere Connect.

The avatar in this version is not completely in real time. The avatars are retrieved at login, when the contact is added, and when the contact comes online.

Double-click the avatar to change it. A File Explorer view opens.

If you see an error message at the top of the *Main* window “XMPP Unavailable”, it means that the XMPP connectivity has been lost for chat and presence; however, you can still make calls. You should contact support.

Have the Outlook calendar automatically change your presence to *Busy – In Meeting* by enabling this in the *Preferences* → *General* tab.

The presence update is only triggered by appointments and meetings that are either accepted by the user or made by them. All day meetings do not trigger a presence change to *Busy – In Meeting*.

The XMPP address of a contact cannot be changed. Instead, you must delete the old address and create a new one.

Location in presence is done based on the IP address that the machine is using. The IP address is mapped to a physical location. Change the location manually by clicking the avatar and then the location icon to go to the manual location and change the view.

## 5 Chat

---

### 5.1 Chat View

When you initiate a chat, the *Chat* window opens. Chatting with a contact is possible only when you are both online. If your contact initiates a chat, you see a pop-up notification in the bottom right-hand corner of the screen. If you close the *Chat* window and open it again, sent chat messages are shown in the window as chat history.

When the chat opens, you see the contact's information at the top of the screen. If you want to use the whole area for writing, you can press the background of the information or the top bar. You can contract or expand the information of the contact during the chat and you can leave it open or closed depending on your preference.

At the top of the message area, there are four links: Yesterday, Last week, Last month, and All history. From these links, you can load history from your local storage and different time frames. You can delete the history using the drop-down menu.

In the text field, you can add a smiley emoticon. Smiley emoticons can also be added by manually entering the corresponding characters that represent that particular emoticon. You can send text by pressing **ENTER**.

To enter a line break in the *text* field, you can use the following key commands:

- CTRL+ENTER (COMMAND+ENTER on Mac)
- SHIFT+ENTER
- ALT+ENTER

Use either one of the short commands, CTRL+C or CTRL+V, or right-click the selection for a menu to copy or paste the text to or from the *Chat* window.

### 5.2 File Transfer

File transfer functionality is accessible only through the *Chat* window.

- 1) To open the *File Selection* dialog box, click the **Send File** button on top of the *text* field.
- 2) Select the file to be sent from the dialog, and then click **Open**. You can also drag and drop a file into the *Chat* window.
- 3) Once the file offer is issued and during its transfer, you can cancel the transfer (at any time) by clicking **Cancel**.
- 4) Accept an incoming file transfer by clicking the **Accept** button.
- 5) Reject the file transfer offer by clicking the **Decline** button.

After the file transfer has completed, the received files can be opened or viewed in the file manager by using the *Click to open* and *Show* in folder links.

### 5.3 Group Chat

Start a group chat by “multi-selecting” and right-clicking the main window contact list or through the Conference menu in the *Communications* window. More people can be added later to the chat by drag-and-drop or by using the Conference menu. Only the owner can add more participants.

A group chat works the same way as a one-to-one chat. All messages from anyone are sent to everyone else. All contacts need to be online to be able to participate in a group chat. You cannot invite an offline contact or a contact that is not on a device that supports group chat. This does not affect the group chat in any way.



A group chat history is saved and is available to view later in the *Messages* tab of the main window.

In the *text* field, the contacts' names appear in different colors to easily distinguish between who is writing.





Only the newest chat room messages are stored on the server. One-to-one chat messages are only saved locally.

Deleting a chat room is not supported.

Chat rooms can be moderated by the owner. Use the right-click menu options to remove a participant from your chat room. If needed, the removed participant can join later. The removal also applies to desktop share sessions.

## 6 Audio and Video Calls

The following table describes additional *Communications* window icons and explains what you can do with them, for voice and video calls.

Icon	What you can do
	You can enter additional digits using the dial pad at any time during the call (for example, to insert a conference number). The dial pad is movable and can be dragged around the <i>Video Call</i> screen to a location you set.
	Mute your microphone by clicking the mute icon.
	Adjust the volume bar to adjust the volume. Dragging it all the way to the left mutes your speakers. This is shown by a small red cross in front of the volume bar.
	Use this icon to access the Call Options menu. In the Call Options menu, you can find different actions to use for a call depending on your settings.

In the *Options* menu, there are the following options:

- Transfer a call to a third party.
- Put the call on hold. Note that if you hold the call, the other party cannot “un-hold”. This freezes a video call to the last frame of the video feed. In both voice and video calls, this is communicated to all parties by a notification appearing in the middle of the screen.
- Hide your own video.
- Add participants to the call.

Dial a number in the combined *Search and Dial* field to make a call. Once you type your numbers, Anywhere Connect searches for contacts on both the local contact list and the enterprise directory.

Choose your video size from the *Preferences* and the *Video* tab. Your selection is used by default for future video calls. The available sizes are automatically presented based on your camera. The selected video size can be modified automatically depending on your CPU load and changing network conditions to optimize the video quality.

### 6.1 Make Call From Your Computer

Select a contact from your contact list to start communication and click the desired communication button. Type a phone number in the *Search and Dial* field at the top of Anywhere Connect window (search or communicate), to communicate with someone who is not on your contact list.

### 6.2 Call From Phone

The second option to communicate in the row of communication buttons is the **Call from Phone**. When you click this button, the desk phone instantly starts ringing and the call is established from your desk phone.

For remote calls initiated using the Anywhere Connect, you can also have mid-call controls such as hold/resume, transfer, and add participant.



### 6.3 Answer Call

When someone is calling you, you see a pop-up notification on your screen. You can choose to answer, silence the incoming call, and then open a chat session with the caller, reject the call, or silence the incoming call by closing the popup notification window. If you silence the call, the ringtone is silenced but the caller does not see anything on their end. You can answer or reject the call after silencing it only if you have chosen the chat option. If you close the incoming call pop-up notification to silence an incoming call, then you do not have an option to answer or reject it any more.

If you reject the call, it causes the line to sound busy at the caller's end and they know that you rejected the call.

When someone is calling you with a video, you see the same pop-up notification; however, the options are answer with video, answer as voice only, silence and chat, reject, or silence (by closing the popup window). If you decide to answer as voice only, the call is voice only.

### 6.4 Contact Name Lookup for Incoming Calls

Whenever the incoming call does not have a calling name associated with it, Anywhere Connect can perform a local contact search. If the number matches one of the contacts on the Anywhere Connect contact list, the name is shown on the incoming call screen along with the alert.

Whenever you retrieve your call logs/history and the call log does not have a calling name associated with it, Anywhere Connect does a lookup in the local contacts and populates the name if a match is found.

### 6.5 Missed Call or Communication

When you have one or more missed calls or other types of communications, there is a notification on the left-hand side of the navigation pane in the main window. Clicking the icon takes you to the missed communication in the *Communications History* view.

### 6.6 Full Screen in Video Call

Full screen mode can be activated by clicking the **Full Screen** button or by double-clicking anywhere on a video.

Exiting full screen mode is done by pressing the **ESC** key or the **Windows** button. Exiting full screen makes the video call go back to its original state (even if there was resizing of the window previously before going full screen).

In a full-size window, you can see a similar *Options* menu at the top. It has the same functionality as it does in the normal view. When you move the mouse, the top bar and lower communication buttons appear on top of the video.

### 6.7 Multiparty Sessions

You can have many participants in a call, in an ad hoc multiparty call. Add more participants by dragging and dropping them on to the *Communications* window or by selecting the Conference menu item via the *Communications* window menu button. By choosing the menu item, you can also add participants with just a telephone number.

You can start ad hoc multiparty sessions by either selecting multiple contacts on the contact list or starting a chat, by calling with them, or by expanding a one-to-one session into a multiparty session by dragging and dropping a contact into the *Communications* window.

**Note:** In an ad hoc session, the room used is temporary, so it's deleted once the session ends (that is, when the last participant leaves).

## 6.8 Call Waiting

You can have one active call at any one time if you receive a new incoming call and accept it. The existing call is put on hold and you can change between these two calls by using the **Hold** and **Unhold** buttons.

## 6.9 Call Transfer

Blind call transfer is available in the *Communications* window; choose the Transfer Call menu item to transfer the call to someone else. Attended call transfer is also available in the same window, first call someone to check if the called party can take the incoming call and then transfer the incoming call to the desired called party.

## 6.10 Message Waiting Indication

The Message Waiting Indication (MWI) service allows you to receive a notification for a waiting voice mail or video mail. By clicking on the message icon in the upper right-hand corner of the main window, Anywhere Connect calls the predefined mailbox number to allow the user to listen to the voice mail or view the video mail.

Missed calls are indicated by an icon in the main window. Missed video and audio calls are indicated with a different icon. Note that the MWI icon is in the same place when it indicates a new voice mail.

## 6.11 Call Park and Retrieve

Call Park is particularly suited for shared environments where one person can answer the call, park it, do something else for a while and continue the call from another device or let somebody else continue the call.

Transfer an ongoing VoIP call to a Call Park server and then retrieve it when needed. An ongoing call can be parked against your own number or another number (an extension). Call Retrieval works in the same way, the parked call can be retrieved from your own number (an extension) or another number (an extension) to provide flexibility for who is picking up the parked call.

A parked call is visible on your desktop in the active communications area so that you can easily retrieve it, but only for the duration of the Call Park announcement. After the announcement is over, the parked call disappears from the active communications area (since the triggering call is disconnected). After the call disappears from the active communications, the user has to remember the extension to which the call has been parked to retrieve it using the main window menu (or feature access code), unless the call was parked to the one's "own" extension. If the call is not retrieved after a certain time, then the server calls the parking user.

## 6.12 Call Pull

Call Pull allows you to pull an ongoing call from one of your devices to another one where the Call Pull feature is used. Call Pull can also be used with feature access codes (FAC), in this case, \*11. In this release, user interface support has been added to the desktop so that an end user does not have to remember feature access codes.

**NOTE:** Only available with Premium Feature packs

## 7 Share Desktop

---

To share your desktop:

- 1) In the main window, select a contact and click the **Share Desktop** button.
- 2) In the *Communications* window, click the **Share Desktop** button. This does not yet start the “share” but instead sets up connections to the server.

Once the server connection is set up, a **Play** button appears to start actually sharing your desktop.

- 3) To stop sharing, click the **Stop** icon. You are prompted to confirm the stopping of the “share”. While sharing, all other communications mechanisms are also available, except for video calling and file transfer.
- 4) To hide or unhide the *Chat* view, click the **Chat** button in the *Communications* window.

If you are using dual monitors, the client should share the primary monitor. If you have been sharing different monitors, make sure that you want to share the primary monitor. You can check the primary monitor in the operating system settings.

You can also remove desktop share participants. They are also removed from the group chat at the same time. If needed, the removed participants can join later.

**NOTE:** Only available with Enhanced and Premium Feature Anywhere Connect

## 8 Search

---

Anywhere Connect supports a search of the enterprise directory. This takes place in the same *search* field that is used for both a local and presence-enabled contact list search.

Anywhere Connect automatically searches the local contacts and presence-enabled contact list in addition to the enterprise directory at the same time. As soon as there are results from the enterprise directory, these results are shown on a separate list in the main window. Additionally, there may be other search result groups from other search sources such as Outlook.

Search results are displayed differently depending on the results of the contact list and directory search:

- If Outlook search is enabled, there are more result groups.
- If there are no results for a certain search source (local contacts, Outlook, or telephony directory) that group is different in the user interface (UI).

The enterprise directory searches for the first name and last name. By default, it waits for 1.5 seconds before it sends the search request to the server to minimize unnecessary load on the server.

Typically when adding a contact using directory search results, there are phone numbers and first names in addition to last names available. In addition, the Extensible Messaging and Presence Protocol (XMPP) address and other fields are imported when found to allow presence and chat.

Outlook integration (search and calendar integration) on Windows requires one of the following versions installed on the desktop:

- Outlook 2007
- Outlook 2010

Outlook search also works when several Outlook accounts are in use, but only one account is used at a time (default selected, which can be changed in Outlook).

Additionally, other related considerations are as follows:

- The client searches for contacts and calendar entries in the default Outlook account. The account is set to the default via *File* → *Info (left pane)* → *Account Settings* → *Account Settings* → *Data Files*. Select an account and mark it as “Set as Default”. After making this change, sign out and sign back in to the client and it now searches that account for contacts and calendar entries.
- The client searches the Outlook contacts only on the local machine (that is, the *Outlook Address Book*). There is no Exchange server lookup performed. In addition, all directories in Outlook are searched for contacts, even deleted folders. The Contacts directory can also have multiple levels of subfolders.

Every minute, Anywhere Connect reads Outlook appointments. If there is an appointment running at the current time, then the presence is shown as *Busy – In Meeting*. Overlapping appointments are also handled. Following are some examples of Anywhere Connect operation with Outlook when time is 9:10 A.M.

- There is meeting “A” 9 A.M. through 10 A.M. Presence is shown as *Busy – In Meeting*.
- Presence is explicitly changed to *Available* at 9:15 A.M. Presence is shown as *Available*.
- In the next minute, Anywhere Connect again reads the appointments and sees that “A” meeting is running; however, the presence was already explicitly marked as

*Available* and presence is not shown as *Busy – In Meeting* but *Available*.

- There is an overlapping meeting “B” 9:30 A.M. through 10:30 A.M. Presence is shown as *Busy – In Meeting* when the time is 9:30 A.M.

When deleting a meeting that is currently ongoing in Outlook, the presence status remains as *Busy – In Meeting* until the next time Outlook appointments are checked (once every minute) and after that, presence is shown as *Available*. This change may be instantaneous or it may take a minute depending on how close the timer is to being triggered.

The Outlook Object Security model was introduced in Outlook 2007. It has been tested with Outlook 2010 and Outlook 2007. For Outlook versions prior to 2007, the *Allow/Deny* pop-up window seen in previous releases should not be triggered. However, those versions are not officially supported. For Outlook 2013, the behavior should be similar to 2007 and 2010. However, more tests are needed for this before official support for Outlook 2013 can be declared.

The presence update is only triggered by appointments and meetings that are either accepted by the user or made by them. All-day meetings do not trigger a presence change to *Busy – In Meeting*.

## 9 Communications History

---

The fourth icon from the top in the main window on the left-hand side of the navigation pane displays your messaging history. Double-clicking a conversation on the list opens it in a new window.

Anywhere Connect saves a call history for placed, received, and missed calls. The call history makes it easy for you to redial and call back when you have missed a call or you want to easily dial a contact with whom you have recently spoken.

Double-click on a name in the list to call back directly (this calls back the same way you previously spoke, for example, if you were in a video call, double-clicking starts a new video call). Double-clicking an incoming call item from presence-enabled contacts opens a chat window, from which a call can also be made.

To clear the missed chat indicator, you need to open the missed chat.

The *Communication History* can be cleared by using the right-click menu from the **Communication History** button on left-pane. The menu provides options to clear “All missed”, “Clear missed chats”, and “Clear missed calls”.

## 10 Preferences

---

Preferences provide access to available settings for Anywhere Connect. Follow these steps to access *Preferences*.

### Windows

- 1) Click the Anywhere Connect logo in the main window title bar.
- 2) Select *Preferences*.

### OS X

- 1) Select Anywhere Connect from the main menu.
- 2) Select *Preferences*.

## 10.1 Credentials

### Web Collaboration

Web collaboration credentials will need to be manually entered and can be viewed and edited. This is required to ensure desktop share works.

**NOTE:** Only available with Enhanced and Premium Anywhere Connect

## 10.2 General

### Language

Select your language and then click **OK** or **Apply** and the change takes effect immediately.

### Log In

Enable or disable automatic sign-in when starting the application.

### Confirmations

Usually there is a confirmation pop-up notification each time you remove a contact or call history record. By selecting one or all of the check boxes, you disable the confirmations when deleting information. Here you can also control whether there always is a pop-up notification for publishing location information. Typically, this is shown at login.

### Logging

Logging is only used for troubleshooting.

## 10.3 Audio

### Playback Device (Speakers)

Choose a headset, PC-integrated speakers, or external speakers for audio output. Your external playback device is selected by default (if you have one connected).

### Recording Device (Microphone)

Choose a headset microphone, PC-integrated microphone, or external microphone for voice during calls. Your external recording device is selected by default (if you have one connected). You can also choose automatic gain control and test your recording device.

### Ring Signal

Select the audio device and ring signal that is played when you receive an incoming call. The same signal is used for both voice and video calls. You can also select your own ring signal.

### **Sounds**

Select which events cause a notification sound. To disable the sound, uncheck the check box. Select a sound event and then click **Play** to hear the sound.

## **10.4 Video**

### **Capture Device**

Select a camera that you want to use for video calls. Your external web cam is selected by default (if you have one connected).

### **Video Size**

Select one of the available sizes. Note, however, that higher sizes require more bandwidth and a more capable central processing unit (CPU).

## **10.5 Proxy**

Select how to handle HTTP proxies. By default, the system settings are used but you can also choose not to use an HTTP proxy or to use Anywhere Connect proxy settings.



## 11 Call Settings

---

Anywhere Connect supports the following service management features allowing supplementary services to be managed using the native *Anywhere Connect Call Settings* window:

- Anywhere\*
- Remote Office\*
- Call Forwarding
- Do Not Disturb
- Hide Number (Calling Line Identification Presentation [CLIP]/Calling Line Identification Restriction [CLIR])
- Simultaneous Ring Personal\*

You can also use the call settings with a *Main Window* toolbar on the top of the window, if this feature is enabled. When enabled, this feature allows Do Not Disturb, Remote Office, and Call Forwarding to be managed in the main window using single clicks or right clicks.

**\*NOTE:** Only available with Premium Feature packs

### 11.1 Anywhere

Anywhere simplifies communications for on-the-go users and remote users by extending the features of a desk phone to any other fixed or mobile device, regardless of the network or handset manufacturer. Callers dial one number and can reach you on any phone the user chooses. A desk phone, cell phone, and/or a soft phone may ring simultaneously.

Enjoy voice call continuity with the ability to move live calls from one device to another without hanging up.

Add locations (numbers) that can be used in the service via the **Add New Location** button. Use the *Alert all locations simultaneously* check box to activate parallel ringing.

The *Diversion inhibitor* check box prevents a call ending up as a voice mail, which can be problematic in, for example, conference call situations.

Select *Answer Confirmation* to receive a separate audio prompt when answering a call from that number (location). It may be useful in cases where, for example, mobile numbers are being used to prevent incoming calls going to mobile voice mail since the call will be ended without going to voice mail if the answer confirmation is not provided.

Select the *Call Control* check box to enable the server platform to provide mid-call services such as Call Transfer and Conferencing for that number (location).

**NOTE:** Only available with Premium Feature packs

### 11.2 Remote Office

This service allows the use of any phone as the office phone from a charging and numbering perspective. For instance, a hotel room phone can be used as the office phone.

Enable Remote Office by clicking the Edit icon and specify a phone number to be used as the Remote Office number.

**NOTE:** Only available with Premium Feature packs

### 11.3 Forward Calls

Enter a number to which your calls should be forwarded. Different variants of call forwarding are supported, such as forwarding always, forwarding when busy, and forwarding when you cannot answer or when you are unreachable.

### 11.4 Do Not Disturb

When you activate this service, all calls are typically blocked by the server and sent to voice mail. Enable this service by clicking the *Enable* check box.

### 11.5 Hide Number

You can hide or display your number when calling or communicating with other parties or contacts. Hide your number by clicking the *Enable* check box. To show your number, set this to *Disable*.

### 11.6 Simultaneous Ring Personal

Add up to ten additional numbers or Session Initiation Protocol Uniform Resource Identifier (SIP-URI) addresses that you would like to ring in addition to your primary number when you receive a call. In addition, specify whether you want answer confirmations. This service is an older variant of Anywhere.

**NOTE:** Only available with Premium Feature packs

## 12 Sign Out

---

Signing out of Anywhere Connect sets your status to “Offline” for your contacts and displays the *Sign In* screen.

### 12.1 Sign Out of Anywhere Connect

To sign out, follow these steps.

#### Windows

- 1) Click the Anywhere Connect logo in the main window title bar.
- 2) Select *Sign Out*.

#### OS X

- 1) Select *Actions* from the main menu.
- 2) Select *Sign Out*.

### 12.2 Exit Application

To exit the application completely, follow these steps.

#### Windows and OS X

Close the *Sign In* window.

#### Windows

- 1) Select the Anywhere Connect logo in the main window title bar.
- 2) Click **Exit**.

#### OS X

- 1) Select Anywhere Connect from the main menu.
- 2) Select *Quit Anywhere Connect*.

**NOTE:** Closing the main window (not the *Sign In* window) does not exit the application but rather minimizes the application to the system tray (Dock). This allows you to continue to receive calls and messages without having the *Contact List* window appearing on the desktop.

## 13 Multi-Device Support

---

Anywhere Connect supports users with multiple devices, according to the XMPP specifications. This is comprised of several features:

- Chat invitations sent to a user are received in all devices. Before the session is accepted, messages are sent to all devices and once answered, the chat messages go to the device that has sent a reply message.
- One can retrieve one's own presence notifications when another client updates the user's presence. The client stores this information and updates its own presence so that it is the same as the higher priority status it received, (that is, when the received status update is manual). If the received presence update is not manual, it does not react to the received update; it only notes it.
- Accepting a sharing presence invitation in one client is also recognized by another client, and both clients start receiving presence updates.
- A new presence subscription made in one client is recognized in another. If the contact blocks the "invitation", there are presence notifications from the server to all of the user's clients that indicate that the subscription was terminated and this information is shown to the user. If the client receives two presence authorization requests from two or more devices for the same user, it only shows one request to the user.
- Removing a contact from the contact list in one device is recognized in another client and the contact list is updated (that is, the contact is removed) in the other client as well.

If a user has many devices, each device has the same status when shown to the end user. In addition, the contacts on the contact list always see the same status with updates shown in the following priority order:

- Busy
- Online
- Away
- Offline

This means, for example, that if one client publishes a *Busy* status and another client publishes another status, contacts see the user as *Busy*. Compatible devices such as desk phones are able to show presence in the same way.

## 14 System Requirements

---

System requirements are as follows:

- Operating system: Mac OS 10.7 Lion, Mac OS 10.8 Mountain Lion, Mac OS 10.9 Mavericks, Windows Vista, Windows 7, or Windows 8 (Classical view only).
- The installation footprint is approximately 125 megabytes (MB).
- For voice calls, a sound card, speakers, and a microphone or a headset are required.
- For video calls, a web cam is required.
- A minimum 1 GB random access memory (RAM) is required.
- Minimum 1 gigahertz (GHz); however, 1.5 GHz is recommended, Pentium 4 at a minimum, dual core CPU is recommended for video calls at a minimum.
- Open Graphics Library (OpenGL) 1.5 or higher is recommended.

For high-definition (HD) video, the following is recommended:

- HD camera
- HD resolution support in display
- Pentium Quad Core or equivalent
- 2 GB RAM

## 15 Troubleshooting

---

### **Why can't I chat with contacts from Yahoo?**

Chatting with users in other domains is possible, but depends on the domain. For instance, BroadCloud supports Google federation but not Yahoo. However, group chat is not supported in Google federation, so the group chat option with those contacts is shown in gray.

### **Why can't I change the avatar?**

Double-clicking the avatar should open a File Explorer view to select a file. If your XMPP connection is lost, changing the avatar does not succeed. A lost XMPP connection is indicated in the main window's top notification area.

### **My contacts are all offline and my client's status bar says "XMPP unavailable". What does this mean?**

It means that the XMPP connectivity has been lost for chat, as well as for presence; however, you can still make calls. You should contact support.

### **Why am I offline?**

If you have selected "Offline" status, you are shown as offline to others. Another possibility is that you may have lost your Internet connection. In this case, the client does not log out, but rather enters an offline mode where a contact list is available but communication is not possible.

### **Why can't I have more video resolutions available?**

You can choose your video resolution from *Preferences* and the *Video* tab. Your selection is used by default for future video calls. The available resolutions are automatically presented based on your camera.

### **Why can't I change my user name and password?**

User name and password editing is not supported in the client. To edit your user name or password, contact Spectrum Enterprise support.

In the preferences, the client only supports changing desktop sharing credentials.

### **Why does my all day calendar entry not trigger *Busy – In Meeting* presence status?**

All day meetings do not trigger a presence change to *Busy – In Meeting*.

To trigger the presence update, the meeting must be self-generated or accepted (tentative or fully accepted). The presence update is only triggered by appointments and meetings that are either accepted by the user or made by them.

### **Why aren't all my group chat messages saved?**

Only the newest chat room messages are stored on the server.

### **Why aren't all my chat messages available in my other devices?**

All 1-1 chat messages are saved, but only locally, so they are not necessarily available in your other devices. Incoming messages are sent to all devices; however, the ones that you send are only stored in the device that you are using to send the message.

### **Why can't I change the XMPP address of a contact?**

This is not supported in this release.

**Why does my location show an incorrect address?**

It is done based on the public IP address that the machine is using. The IP address is mapped to a physical location. You can also manually change the location by clicking the avatar and changing the location icon.

**Why can't I start desktop sharing?**

To share your desktop, you need to have valid credentials, either by manually entering desktop sharing credentials in the *Preferences* → *Credentials* window, or by using auto-provisioning to enable the desktop sharing menu items and icons. However, you can participate in desktop sharing sessions even without any sharing credentials.

**NOTE:** Only available with Anywhere Connect Enhanced and Premium

## 16 Appendix A: Keyboard Shortcuts for Desktop

---

The following table lists the currently supported keyboard shortcuts. You can use these keyboard shortcuts to quickly perform frequently used actions.

Shortcuts for Windows	Shortcuts for Mac	What does it do?
CTRL+Q	Cmd-Q	This quits the application.
CTRL+F4	Cmd-W	This closes the selected window (except for a contact card and the <i>About</i> windows).
CTRL+C	Cmd-C	This copies selected text from Anywhere Connect to the clipboard.
CTRL+V	Cmd-V	This pastes text from the clipboard to the location selected using the cursor in Anywhere Connect.
Enter	Enter	When in the <i>Communications</i> window, this sends a chat message (if the <i>Chat</i> view is visible). When in the contact list, this opens a chat with the selected contact. When in the <i>Communications History</i> , this opens a communications session with the contact or address related to the selected item. This opens a chat if the item was chat and a call if the item was a call.
CTRL+,	Cmd-,	This opens <i>Preferences</i> .
CTRL+?	Cmd-?	This opens the Help.
CTRL+A	Cmd-A	This selects all text in the <i>Chat</i> view.