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1 About MobileConnect for Desktop

MobileConnect 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
- Vonage Call Settings

2 Getting Started

This section contains the essential information for getting started with MobileConnect.

2.1 INSTALLATION

Your service provider provides the download of the installer.

**Windows**

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

**OS X**

- Double-click the disk image.
- Copy the application into the Applications folder.
- Launch MobileConnect.

2.2 SIGN IN

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

1) Enter your Vonage MyVoice user name (phone number) and password.
2) Select whether you would like MobileConnect to remember your password.
3) Select whether you would like MobileConnect 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 MobileConnect launches. Otherwise, you are presented with the Sign In screen.

After logging in, a pop-up dialog may appear informing you about emergency calls. You may also see a banner in the Main window related to emergency calls. Depending on your service provider settings, emergency calls may not be allowed. In this case, calling an emergency number displays a pop-up dialog. A notification message in the Main window may also display.
2.3 MAIN WINDOW

When you start MobileConnect 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. MobileConnect uses tabs for new chat sessions.

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.

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

MobileConnect can automatically update your presence to the following:

- Available (desk phone)
- Available (mobile)
- Away on mobile
- Offline and busy in call

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 new tab is displayed for chat. The call window is also integrated with the Main window chat tab by default. You can separate a tab on to a different Communications window by dragging and dropping it outside of the Main window. 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
- Toggle between speaker and headset

If you are using several monitors, MobileConnect opens the Communications window as well as notifications on the same monitor as the Main window. MobileConnect limits the number of active communications to spare resources. The limit is 20 active communications on Windows and on OS X. If the maximum is reached, the main window's top section warns user with the following message: “The maximum amount of communication windows has been reached. Please close some to open new ones.” If an incoming call is answered while this warning is shown, the client closes the chat session that has the longest time since its last activity.
2.6 START CHAT

Start a chat using one of the following methods:

- Double-click a contact from the Contacts list or search results.
- 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.
- Send an email by right-clicking on a contact from the Contacts list or search results and select the Email menu option. The contact must have an e-mail address defined for this feature.

2.7 MAKE AUDIO OR VIDEO CALL

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

- 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) Select the application to share or the entire screen of a particular display and click the Start Sharing button.

NOTE: To share your desktop, you must enter your web collaboration credentials in Preferences Credentials. For more information, see section 13 Preferences. You can participate in desktop sharing sessions by another user even without having your own sharing credentials.
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 call window is shown in the Active Communications area in the Main window (where the call can be fully controlled in the desktop client). It reduces the number of communications windows; however, a separate call window can still be opened using an Active Communications menu. 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.
- Merge two calls or transfer by dragging and dropping calls onto each other.
- Transfer a call.
- Make conference calls.
- See call recordings.
- Park and retrieve calls.
- Set audio device to headset or speaker.

2.10 MY ROOM

My Room is an always available and permanent room you can use to chat with anyone that joins. If it is included with your service, in your room, you and your attendees can click the Call or Video button to have MobileConnect automatically dial in to the conference and enter the appropriate entry codes. If a conference bridge is not specified, you can initiate an N-way call in your room. MobileConnect dials out to all participants and takes everyone off hold after the last attendee answers. You can invite others to your room by dragging and dropping them from the Contacts list into the My Room Communications window. Others join your room by right clicking your name on their Contacts list and selecting Join Room. You can also export the attendee list using the related participant menu available via the options icon (three dots). In My Room calls, the owner can also see active speaker info with the Mute/Unmute icon.

2.11 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 Vonage 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 Vonage 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 MobileConnect 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”.

Note that on OS X it is recommended to disable “Use ambient noise reduction” in System Preferences to reduce echo.
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

There is no hard coded limit on the number of contacts. The more contacts are added the more memory and processing is needed. The more contacts are added, the more difficult it is to find people without searching. Live search can be used instead of a very large local contact list while keeping memory and processing requirements to a minimum.

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, depending on the service provider settings.

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 base 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.
- Delete 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”.

<table>
<thead>
<tr>
<th>Icon</th>
<th>What it means</th>
</tr>
</thead>
<tbody>
<tr>
<td>🌿</td>
<td>The green presence icon indicates that the user is online and ready for communication.</td>
</tr>
<tr>
<td>🌿</td>
<td>The yellow presence icon indicates that the user is online but has been idle or away from their computer for more than ten minutes.</td>
</tr>
<tr>
<td>🔴</td>
<td>The red presence icon indicates that the user is busy and does not want to be disturbed.</td>
</tr>
<tr>
<td>⏳</td>
<td>The grey presence icon indicates that the user is offline and the only available contact method is calling or chatting.</td>
</tr>
<tr>
<td>🤔</td>
<td>The question mark indicates that a subscription is pending and the contact has not yet approved sharing their presence.</td>
</tr>
<tr>
<td>📢</td>
<td>This icon indicates that the contact is busy due to a call. This is an automated presence status.</td>
</tr>
<tr>
<td>📢</td>
<td>This icon indicates that the contact is busy due to a meeting. This is an automated presence status. The Busy – In Call status overrides the Busy – In Meeting status so this one is only seen if there is a meeting but no call.</td>
</tr>
<tr>
<td>📚</td>
<td>This icon indicates that the contact is only available on mobile Communicator.</td>
</tr>
<tr>
<td>📚</td>
<td>This icon indicates that the contact is only available on a compatible desktop phone, and not Communicator.</td>
</tr>
<tr>
<td>📚</td>
<td>This icon indicates that only the mobile client is online and in the away status. This was a Preview feature in Release 21.5.0.</td>
</tr>
<tr>
<td>📚</td>
<td>This icon indicates that the user is in a call but is not logged in to XMPP (presence and chat). This was a Preview feature in Release 21.5.0.</td>
</tr>
</tbody>
</table>

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 your service provider.

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. BroadSoft is working with the mapping provider to improve the accuracy of the 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.

It is also possible to chat with users in other domains. BroadCloud also supports Google federation. Group chat is not supported in Google federation, so the group chat option with these contacts is shown in gray.

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.

5.4 CHAT RECORDING

Chats can also be recorded; in this case, the client shows a recording indicator. Note that there are no end-user controls for chat recording.

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.

<table>
<thead>
<tr>
<th>Icon</th>
<th>What you can do</th>
</tr>
</thead>
<tbody>
<tr>
<td>🎬</td>
<td>Add or remove video from the call.</td>
</tr>
<tr>
<td>🎤</td>
<td>Mute your microphone by clicking the mute icon.</td>
</tr>
<tr>
<td>📺</td>
<td>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.</td>
</tr>
<tr>
<td>☑️</td>
<td>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 and your service provider.</td>
</tr>
</tbody>
</table>

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.
• Put the call on hold. Note that if you hold the call, the other party cannot “unhold”. 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.

• Adjust the bar to adjust the volume. Dragging it all the way to the left mutes your speakers.

• Enter additional digits using the dial pad at any time during the call (for example, to insert a conference number). The dial pad is not movable.

• Toggle between the audio headset and speakers.

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

When establishing a call to a contact, you can choose several ways to call. Select the contact you wish to call and press the Call icon. This calls the default number. If you right-click on the contact you wish to call, you can choose the number to call from a right-click menu. There can be several phone numbers available in the menu. The work phone is the default and top most number is followed by mobile and other numbers. This also applies to the transfer and conference windows. However, in certain cases the transfer/conference default number can differ from other call options in other menus.

You can also call circuit-switched network numbers such as Global System for Mobile Communications (GSM); however, this depends on the service provider network you are using; there is no technical limitation.

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 MobileConnect 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. This depends on your service provider configuration as other devices may also ring.

For remote calls initiated using the MobileConnect, 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, MobileConnect can perform a local contact search. If the number matches one of the contacts on the MobileConnect 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, MobileConnect 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, either in a My Room or 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.

In contrast to using My Room, which uses your permanent chat and collaboration rooms and conference bridge, you can start ad hoc multiparty sessions by either selecting multiple contacts on the contact list and 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. In an ad hoc session, the room used is a temporary one that is deleted once the session ends (that is, when the last participant leaves). Voice conferencing does not use a bridge but instead uses the Vonage N-Way Calling supplementary service in a sequential fashion.

If the XMPP service is not available, then ad hoc multi-party calls are not available.

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, MobileConnect 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 Vonage 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.

6.13 CALL RECORDING CONTROLS

You can use call-recording controls in this release. Depending on your service provider’s configuration, call recording can be initiated when a call starts or dynamically during a call (and start, stop, pause controls may be available). Additionally, there is an audio indication that call recording is ongoing as well as a visual indication. Feature access codes can also be used to control call recording when enabled in the configuration. Recorded calls are accessed outside of MobileConnect; you cannot view them using the client.

6.14 HEADSET SUPPORT

You can control incoming and ongoing calls from a compatible headset. The feature set supported depends on the headsets, however, at a minimum answering and hanging up are supported. The following headsets have been tested, although other devices should also work.

- Plantronics Voyager Edge UC
- Plantronics Savi 700 series
- Plantronics Blackwire C3xx, C4xx, C5xx, and C7xx
- Plantronics Calisto 620
- Plantronics Voyager Legend UC
- Logitech H570e Mono
- Logitech BCC950
- Logitech Conference Cam Connect
- Jabra Biz 2300/2400
- Jabra Speak 510
- Jabra Pro 930 (wireless)
- Sennheiser SC 230/260
- Sennheiser SP 20
- Sennheiser MB Pro1 UC
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.

Desktop sharing works the same way in both My Room and the ad hoc sessions. For participants without MobileConnect, use the separate Desktop Share Invitation link available by right-clicking the My Room button.

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. You may have to provide desktop share credentials manually. If you are first in a video call and then start share, your own video is not shown due to limited space available, but you can make it visible using the Main window menu in the bottom right-hand corner by selecting “Show Own Video”.

Only one person can share at any one time in a session. Only one share at a time is supported if you have sessions with many users at the same time. Share passing is only supported in My Room. Participants do not have to take any action to accept share invitation. It is automatically accepted. The same also applies to share passing. That is, the owner does not have to take action for participant to start sharing.

As a participant, you can also zoom in and out during the share. As the share owner incoming message toasters are suppressed during share, but the missed message badge is incremented and the incoming message sound is played when enabled.

7.1 GUEST CLIENT

Previously it was not possible to join a full My Room session with a web browser. Guest client allows you to do that.

This feature is especially intended for users outside of the company. Generate separate invitations for guest users using My Room right-click menu items as described in the previous section. My Room invitations are generated using separate menu items and are intended for Communicator users.

Guest users can join a session with audio in the web browser by requesting a callback using the provided dial-in number and conference PIN as well as use group chat and sharing inside the web browser. However, guest clients do not have private chat possibility and they can see the chat history of messages that occurred after they joined the session. The invitations persist until reset via a separate right-click menu item. Individually accept each joining guest participant. Not doing this in a predefined period of time results in the invitation becoming obsolete and guests not being able to use the link to join.

After dismissing a guest user from share and chat, the audio/video portion can remain.
The following OS and browser combinations are supported:

- Latest Chrome on Windows (Windows 7, Windows 8 [Classic], and Windows 8.1 [Classic]) and OS X (10.8 and 10.9)
- Internet Explorer 11 on Windows (Windows 7, Windows 8 [Classic], and Windows 8.1 [Classic])
- Safari 7 on OS X (10.8 and 10.9)

For more information on guest client usage, see Appendix B: *Guest Client Usage*.

### 8 My Room

My Room is started by clicking on the My Room icon on the left-hand side of the navigation pane. My Room is started automatically using your permanent chat room. Add more participants by dragging and dropping them into the Communications window or the Conference menu, or they can join your room by right-clicking your name on their contact list and choosing the Join room menu option. Once people have joined the chat room, they can click on the Call button of that window to join the conference. The room owner can also share their desktop.

To use the full functionality of My Room (desktop sharing, conferencing, and chat combined), you need to manually enter your desktop sharing credentials, your conferencing number, and your PIN in the Preferences Credentials window. Only the owner of the room can share the desktop or add more participants. This applies to both My Room and any ad hoc sessions.

1) To see a Context menu, right-click the My Room icon on the left-hand side of the navigation pane.
2) To modify credentials and conference bridge information, select Configure to go to the preferences. If your service provider has automatic provisioning enabled, then this menu item is not present.
3) Select Copy invitation to copy an invitation link to the operating system clipboard. Paste this link, for instance, to meeting invitation e-mails to allow MobileConnect participants to join the conference in one click from, for example, Outlook or Office applications.

The link has two parts, one for MobileConnect users, and another one for users with some other client. The invitation also contains a link to the desktop sharing session as well as a dial-in number and PIN for users who do not have MobileConnect. The desktop share link allows anyone to join a desktop share session from a standard web browser. In addition, the MobileConnect group chat session is supported with the web collaboration session.

For more information on desktop sharing, see section 7 *Share Desktop*. Desktop sharing works the same way for both My Room and the ad hoc sessions.

My Room uses your permanent chat room, permanent collaboration room, and conference bridge (audio or video). My Room is the only way to use the permanent rooms. Any other multiparty communications, such as selecting multiple contacts, and right-clicking for a conference call, or dragging and dropping for a one-to-one chat, is done using ad hoc rooms. Ad hoc rooms are deleted once the session is over.

All My Room sessions start as chats but call and/or share can be added to the session while in progress. File transfer and video conferencing are not supported in My Room or ad hoc sessions.
8.1 VOICE AND VIDEO COLLABORATION

With the purchase of a Premier Plus seat a voice and video collaboration bridge is added to your service automatically and can be used through the MobileConnect app. A unique phone number is assigned per organization to utilize the bridge. Each Premier Plus user is assigned a unique conference id. This will keep your conversation separate from others in the organization. You can reach the bridge seamlessly from any device. Contacts outside your organization can dial in using the phone number and pin. The bridge supports up to 30 audio participants and 15 video. (Video participants must be a part of your organization)

9 Search

MobileConnect 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.

MobileConnect 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 Lightweight Directory Access Protocol (LDAP) or Outlook.

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

- If LDAP search (Corporate directory) or Outlook search are enabled, there are more result groups.
- If there are no results for a certain search source (local contacts, Outlook, LDAP, or Vonage 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.

LDAP search (Corporate directory) needs to be enabled by your service provider. In addition, you need to manually provide your LDAP credentials in the Preferences Security tab. LDAP search results are provided in the corporate directory group in the search results.

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

- Outlook 2010
- Outlook 2013
- Outlook 2016

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.
MobileConnect

- 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, MobileConnect 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 MobileConnect 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, MobileConnect 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.

10 Full Enterprise Directory

MobileConnect allows for the browsing of an entire Vonage enterprise directory.

To view the Vonage enterprise directory, click the Directory button on the left-hand side of the navigation pane (if available). This feature depends on the service provider configuration so it may not be visible in all clients.

11 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. MobileConnect 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”.

MobileConnect for Desktop User Guide
12 Security Classification

MobileConnect supports security classifications, which are typically used in government deployments where users are divided into security clearance categories. The security classification is displayed based on the security classification of all session participants. The security classification is displayed in chat as well as audio and video calls. Security classification has to be set by your service provider; the client checks the assigned security classification at login.

For calls, the security classification can be changed during a call by a user and it works with supplementary services such as Call Transfer and Conference.

For chat, the security classification is displayed but cannot be changed.

13 Preferences

Preferences provide access to available settings for MobileConnect. Follow these steps to access Preferences.

Windows and OS X
1) Click the Preferences logo in the Main window left pane.
2) Select the desired view from the drop-down.
   or
Windows and OS X
1) Go to the MobileConnect accessibility menu.
2) Select Preferences.
3) Select the desired view from the drop-down.

13.1 GENERAL

Language
Select your language then click OK or Apply and the change takes effect immediately. Note that the number of languages depends on your service provider.

Login
Enable or disable automatic login when starting the application and control the remember password feature as well as enable the Update Password feature.

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

Accessibility
Enable pop-up errors allows MobileConnect error pop-ups to be shown in addition to the usual error text shown at the top of the Main window.

Enable ToolTips is enabled by default. For accessibility, screen reader/VoiceOver reads all ToolTips, which may be frequent and hence disturbing. For this reason in accessibility cases, it is recommended to disable ToolTips.
13.2 MEDIA

Audio

Output Device (Voice Playback)
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).

Input Device (Voice Recording)
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.

13.3 MICROPHONE

Ring Device (Alert Signal)
Select the audio device that is played when you receive an incoming call.

Ring Signal
You can select your own ring signal. The same signal is used for both voice and video calls. You can also select an icon to play a tone for incoming messages. To disable the tone, uncheck the icon. Select a sound event and then click Play to hear the sound.

13.4 VIDEO

Capture Device (Video)
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).

Click Test Call to make a test call to test voice quality.

13.5 EXTENSIONS

Select how incoming add-in requests are handled, whether they are automatically accepted or not or if incoming requests are allowed at all.

13.6 ADVANCED

Logging is used for troubleshooting. You may be asked by Vonage to turn on logging and then send a log file directory contents. You can choose basic logging or more detailed logging to be enabled. Detailed logging may consume memory resources so it is not recommended to have it enabled for a long period of time. You can also clear the logs and open the logging folder.

14 Call Settings

MobileConnect supports the following service management features allowing supplementary services to be managed using the native MobileConnect Call Settings window:
• Vonage Anywhere
• Vonage 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.

14.1 VONAGE ANYWHERE

Vonage Anywhere allows service providers to offer fixed-mobile convergence (FMC) services today without additional equipment.

**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.

Vonage 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).

14.2 VONAGE 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.
14.3 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.

14.4 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.

14.5 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.

14.6 SIMULTANEOUS RING

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 Vonage Anywhere.

14.7 CLICK-TO-CALL (HIGHLIGHT TEXT)

MobileConnect for Desktop introduced support for Click-to-Call using highlighted text and global keyboard shortcuts. Users can highlight text anywhere in the desktop machine to make a call and define the default call type used for making the call using the shortcut defined in Preferences. On OS X, you must define the shortcuts on your own using the instructions provided in Preferences. The order in which key combinations are pressed may be significant in some cases if the operating system has reserved some key combinations for other purposes.
14.8 OUTLOOK ADD-IN

The Outlook Add-in for MobileConnect provides integration between MobileConnect Desktop and Microsoft Outlook. With this add-in, you can have Microsoft Outlook display MobileConnect contact presence and invoke MobileConnect functions like Chat, Call from Computer, Call from Phone, and Video Call from within Outlook. The following platforms are supported:

- Microsoft Outlook 2007, Microsoft Outlook 2010 (32 and 64-bit), Microsoft Outlook 2013 (32 and 64-bit), and Microsoft Outlook 2016 (32 and 64-bit)
- Microsoft Windows 7, Microsoft Windows 8, Microsoft Windows 8.1 and Microsoft Windows 10

**NOTE:** The current version of this add-in cannot be used if you have Microsoft Office Communicator, Microsoft Lync, or Skype installed. You must uninstall these products if you want to use this add-in. During Office/Outlook 2013 installation, the installer installs Lync by default. You must uncheck Lync and then proceed with the installation.

The following third-party components must be installed for the add-in to function correctly:

- Microsoft .NET Framework 4 Client Profile
- Microsoft Visual Studio Tools for Office (VSTO) 2010 Runtime
- These components are downloaded and installed by the installer if they are not found. They should not be uninstalled, as the add-in cannot functional correctly. Additionally, for Outlook 2016 and the OL2016 plugin, there are further considerations:
  - OL2016 plugin can only be installed by an administrator.
  - If an administrator installs for all users and a normal user starts using the OL2016 plugin, MobileConnect needs to start before Outlook.
  - For logging to work normally, MobileConnect needs to start before Outlook.
  - Every logging level change requires a restart of both MobileConnect and Outlook for changes to take effect. This should be quite rarely needed.
  - If Outlook is closed while MobileConnect is running, MobileConnect needs to be restarted as well for the Outlook UI to behave as expected.
  - MobileConnect lists connected components as extensions, if connected is NO or if component version number is something other than 10.2.1.29, or both presence GW and add-in are not listed, an error has occurred. Component is visible under Options — Add-ins — UI, which displays registered and working add-ins on top, below stopped or non-working ones.
  - If both are listed and show connected is YES, but the Outlook UI does not work, restart both apps.

**NOTE:** MobileConnect must be installed with administrator privileges in C:\Program Files OR the C:\Program Files (x86) folder.

Log files for the Add-in are located in the MobileConnect log directory. You can open the folder via Preferences — Advanced by clicking on the Show logs button. Outlook Add-in logging is turned on when MobileConnect logging is enabled.
14.8.1 Windows Registry Entries for Outlook Add-in

<table>
<thead>
<tr>
<th>Path</th>
<th>Key</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>HKEY_CURRENT_USER\Software\BroadSoft\CommunicatorOutlookPlugin</td>
<td>wnd</td>
<td>Keeps Outlook applications window reference</td>
</tr>
<tr>
<td>HKEY_CURRENT_USER\Software\BroadSoft\OutlookPlugin</td>
<td>LoggingLevel</td>
<td>Logging level for Outlook plugin components. Its value as per Communicator options -- Advanced logging selection as follows: Basic logging on: 0x00000003 Detailed logging on: 0x00000005 Both off: 0x00000000</td>
</tr>
<tr>
<td>HKEY_CURRENT_USER\Software\BroadSoft\InstalledBrandedBTC</td>
<td>Example,</td>
<td>These keys affect where the plugin is searched for when starting and where log files are written.</td>
</tr>
<tr>
<td></td>
<td>Outlook\PluginPath, CompanyName, ProductName</td>
<td></td>
</tr>
<tr>
<td>HKEY_LOCAL_MACHINE\Software\Microsoft\Office\Outlook\Addins\Communicator or Add-in for Outlook</td>
<td>LoadBehavior</td>
<td>0x00000003, based on this value Outlook loads the add-in dll.</td>
</tr>
<tr>
<td>HKEY_LOCAL_MACHINE\Software\Microsoft\Office\Outlook\Addins\Communicator or Add-in for Outlook</td>
<td>Description</td>
<td>Communicator add-in for Outlook.</td>
</tr>
<tr>
<td>HKEY_LOCAL_MACHINE\Software\Microsoft\Office\Outlook\Addins\Communicator or Add-in for Outlook</td>
<td>FriendlyName</td>
<td>Communicator add-in.</td>
</tr>
<tr>
<td>HKEY_LOCAL_MACHINE\Software\Microsoft\Office\Outlook\Addins\Communicator or Add-in for Outlook</td>
<td>Manifest</td>
<td>$INSTDIR\plugins\Outlook\OutlookBitness\UC-Outlook-addin.vsto\ystolocal</td>
</tr>
<tr>
<td>HKEY_CURRENT_USER\Software\IM Providers</td>
<td>DefaultIMApp</td>
<td>Communicator</td>
</tr>
<tr>
<td>HKEY_CURRENT_USER\Software\IM Providers\Communicator</td>
<td>UpAndRunning</td>
<td>0x00000002</td>
</tr>
<tr>
<td>HKEY_CURRENT_USER\Software\IM Providers\Communicator</td>
<td>FriendlyName</td>
<td>BroadssoftIMApp</td>
</tr>
</tbody>
</table>

14.8.2 Windows Registry Entries for Outlook Add-in

Outlook Add-in installation is integrated with the MobileConnect installation. There is a check box in the installer to enable Outlook Add-in installation. If Outlook is upgraded, the Outlook Add-in must be re-installed, since the Add-in uses different files depending on the Outlook version.

14.8.3 Presence in Outlook

The Outlook Add-in displays the presence of a contact in Outlook. Presence information is retrieved from MobileConnect and is displayed as an icon next to the contact in e-mails and calendar appointments. The following is an example of an e-mail with the To, From, and Cc fields showing presence for various contacts. A contact’s presence can be Available, Away, Busy, or Offline.
14.8.4 Contact Actions in Outlook

Right-click on an e-mail in your Inbox and call or chat with the sender using MobileConnect. You have the option to Chat, Call (from Computer), Call from Phone, or Video Call as shown in the following figure.

**NOTE:** Some of these options may not be available for all contacts. The chat option is only applicable to contacts that are in MobileConnect. Call options are applicable to all contacts as long as they have a valid phone number.

These contact actions are also available on a Contact Card as shown in the following figure.
You can call any of the multiple phone numbers present in the Outlook contact card. This feature is available from received mail context menu, flagged mail context menu, and Contact’s context menu. You can also call the selected phone number via Call, Call from Phone, and Video Call.

See the following figure for an example of how to make the call from a received mail context menu.

![Figure showing call from received mail context menu]

See the following figure for an example of how to make the call from the contact item context menu.

![Figure showing call from contact item context menu]

**NOTE:** This section is only applicable if you use Microsoft Exchange with Outlook. You do not need to configure the SIP address for SMTP-based accounts (for example, Google Mail).

In order for the Outlook Add-in to integrate with MobileConnect, you must set a SIP address for each contact. The SIP address for a contact in Outlook must match the SIP URI, Instant Messaging and Presence (IM&P) address, or Email field in MobileConnect. This is usually done by your Microsoft Exchange or Active Directory administrator.

You can check if a SIP address has been configured for contacts by looking at the Outlook properties for a contact. In Outlook 2010, open a Contact Card and then click on the View more options button as shown in the following figure.
Then select the *E-mail Addresses* tab. It should have a SIP address in the list of E-mail addresses as shown in the following figure.

If the SIP address is missing, you can try to update the Address Book from the server as shown in the following figure.
Additionally, when adding contacts from Outlook to MobileConnect, the IM address field can be populated in Outlook so that the presence feature can work directly on the MobileConnect side as the information is imported to the MobileConnect contact card.

15 Vonage Hub

15.1 INTRODUCTION

Vonage Hub integrates with MobileConnect and allows you to be more efficient and productive using various integrations with other applications such as:

- Google: Mail, Calendar, Drive, Tasks
- Office365: Mail, Drive, OneDrive, O365Tasks
- Twitter
- Salesforce
- Outlook mail and calendar
- Box
- Concur
- Team One

You can use these applications without leaving MobileConnect to avoid scattered communications and fragmented workflows. A contextual gadget is available on the right-hand side of the desktop Main window to provide you with a timeline of communications, e-mails, accessed attachments and files, locations, tasks, and meetings you have had with a particular contact, providing you with an aggregated view on notifications and interactions across various applications. You can also filter information stored in various applications based on context such as people, topic, and information type.

In the Desktop Main window, you can also view integrated applications such as Google Drive or Gmail. See the following figure for an example. Contacts are in the left, real-time communications in the middle, and application integration on the right. The icons for enabled integrated applications are in the hub banner of the bottom left-hand side. Clicking on one of the application icons opens data from that application onto the Main window in place of the contact list.
Desktop Main Window

BroadSearch is available for all apps to search for content inside that app.
Before you start using Vonage Hub, you must select your applications:

- Click the Hub button to access the Hub service.
- Select applications for the micro-app view and the contextual pane from Settings.
- Upon first login, all applications will be disabled.

To authorize, enable, and configure an application:

1) Click on the slider next to an application. A browser window opens asking for the user’s application credentials (for example, Gmail).
2) Authorize Vonage Hub to link to the selected application.
3) Contextual information (Call Information check box) and notifications (Notifications check box) are selected by default.
4) Hovering over an application in Settings shows your e-mail address followed by a Logout link and the Notifications check box.
5) You can enable/disable notifications by checking/unchecking the Notifications check box.
6) Once notifications for an application are enabled, an application icon and a notification count appear at the bottom of the Main window.

15.2 HUB BANNER (MICRO-APP) VIEW

Vonage Hub banner in the Main window provides quick access to favorite applications, such as Gmail, Google Calendar, Google Drive, Twitter, and so on. You can take quick actions on these applications directly from Hub’s banner view. Each micro-app in the banner is enabled by a centralized authentication process described in the previous section.

Each enabled micro-app is auto-refreshed with a built-in notification mechanism that keeps track of updates such as new e-mails, upcoming calendar events, and so on, so that you always have the most up-to-date information. Some example applications are listed in the following subsections.

15.2.1 Google Calendar

Displays upcoming calendar events:
- Today
- This Week

Quick Actions are available when hovering over a calendar entry, including:
- Accept
- Decline
- Tentative
- Launch in browser (actual Google Calendar)
- Open email in MobileConnect, by selecting the email sender, subject, or body the email will display in the center pane. Once opened you have the ability to respond to the email.

The Notification counter shows the number of upcoming events in 30 minutes.
15.2.2 Gmail
Displays e-mail filters based on:
- All
- Archived
- Unread
- Today
- Inbox

15.2.3 Google Drive
- Displays Google Drive’s Recent, Unread, and Shared with me files.
- Quick Actions include “Launch in Browser”.
- The Notification counter indicates unviewed files.
- Share – Displays the link to the document share and an option to email and invitation.
- Add to favorites
- Download file
- Move to trash
- Upload – This function allows you to upload a file or a folder of files to Google Drive.

15.2.4 Google Tasks
- Task List Dropdown
- Today
- Active
- Completed

Quick Actions provide a one-click option to take action on a task.
- Delete
- Edit
- Change Due Date
- Mark Complete

15.2.5 Microsoft Office 365 Mail and Outlook.com
Provides a filtered view of the user’s Office 365 Mail or Outlook.com content. All content is dynamically refreshed based on receiving new e-mails or deleting them.
- All
- Unread
- Today
- Inbox

Quick actions provides a one-click option to take action on an e-mail. Mark as read/unread

15.2.6 Microsoft Office Calendar
Provides a filtered view of the user’s Office 365 Calendar objects. All content is dynamically refreshed based on updates, so any new calendar events will appear as it’s received. Canceled meetings will also disappear dynamically.
- Today
- This Week
Quick Actions provides a one-click option to take action on a calendar object.
- Accept
- Decline
- Tentative
- Launch in Browser

15.2.7 Twitter

Displays filters for your Twitter home view, My Tweets, Retweets, and Mentions. Quick Actions are available by hovering over a tweet on the list, including:
- Retweet
- Favorite
- Launch in browser
- Mentions
- Like

15.2.8 SalesForce

Provides a filtered view of the user’s Salesforce objects.
- Account – the dropdown filter allows the opportunities to be filtered based on account.

Quick Actions – Provides a one-click option to take action on an opportunity
- Add a note to the opportunity
- Update stage
- Launch in browser

15.3 CONTEXTUAL GADGET

Contextual intelligence helps find and filter relevant information to enhance your productivity.

Whether on a call or in a chat session, your data is filtered to reflect the relevant content that is associated with the person you are communicating with. For example, if you are on a call with a customer, the contextual pane shows all the recent e-mails that you have sent to the customer, e-mails the customer has sent to you, or e-mails that you have both been included on. If you are in a group chat with multiple people you can now search for email, documents and meetings for all participants in the chat.

For example, you are in a Vonage Hub chat with remote user B, and you can see in the contextual pane information shared between both users such as e-mails, files in cloud storage, and so on.

The BroadSearch engine is available for all apps, providing instant refinement of information shared with a remote user; it instantaneously executes its algorithm based on every character entered in the search field. For example, with Gmail, it searches the e-mails matching the search string.

It also inherits the search string and performs an auto-search when applications are switched.
15.3.1 Gmail

Shows recently shared e-mails and attachments between the user and a remote user in communication. E-mails can be viewed from the Emails or Attachments filters.

Provides same quick actions when hovering over an e-mail as in micro-app:

- Mark As Read
- Archive
- Delete E-mail
- Launch in browser (actual Google Gmail)

15.3.2 Gmail and Google Drive Files

Google Drive and Gmail attachments are filtered in respective tabs. The Drive tab lists Google Drive files shared between you and the remote user. The Gmail tab shows Gmail attachments shared between you and the remote user.

15.3.3 Twitter

Twitter feeds are listed under the Social filter, showing recent tweets of the remote user. The mechanism of fetching a remote user’s Twitter handler is based on the Google Contacts custom field.

15.3.4 Google Calendar

A filter with upcoming meetings is provided. Additionally, it is possible to schedule a meeting. If you are in a group chat with multiple people you can now schedule a meeting for all participants. Same Quick Actions are available as in the micro-app:

- Accept
- Decline
- Tentative
- Launch in browser (actual Google Calendar)
16 Sign Out

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

16.1 SIGN OUT OF MOBILECONNECT

To sign out, follow these steps.

**Windows**
1) Click the Vonage logo in the main window title bar.
2) Select *Sign Out*.

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

16.2 EXIT APPLICATION

To exit the application completely, follow these steps.

**Windows and OS X**
Close the *Sign In* window.

**Windows**
1) Select the Vonage logo in the main window title bar.
2) Click *Exit*.

**OS X**
1) Select Vonage from the main menu.
2) Select *Quit MobileConnect*.

17 Multi-Device Support

MobileConnect 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.

18 System Requirements

System requirements are as follows on native desktop:

• Operating system: Mac OS 10.9 Mavericks, Mac OS 10.11 El Capitan, Windows 7, Windows 8/8.1, or Windows 10 (Classical view only).
• The installation footprint is approximately 125 megabytes (MB) on OS X and 215 MB on Windows.
• For voice calls, a sound card, speakers, and a microphone or a headset are required.
• For video calls, a web cam is required.

Minimum system requirements for respective operating systems need to be fulfilled, with the following additions:

• A minimum of 2 GB random access memory (RAM) is required.
• A minimum 1.5 GHz CPU is recommended. A 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
  • Quad Core x86 or equivalent at a minimum
  • 2 GB RAM
  • For HD video 4 GB or RAM is required

VDI environments are not supported.

19 Troubleshooting

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 your service provider.
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 your service provider.

In the preferences, the client only supports changing LDAP and 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. BroadSoft is working with the mapping provider to improve the accuracy of the 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. Your service provider settings dictate if auto-provisioning is enabled or not.

Why can't My Room participants share the desktop?
Only the owner of the room can share the desktop. This applies to both My Room and ad hoc sessions.

Why is the Outlook Add-in disabled?
If the context menu does not show add-in menu items, this could be due to the Outlook Add-in disabled by Outlook for slow loading. This happens primarily in Outlook 2013. In such cases, enable this add-in by selecting the Outlook menu — File — Info — Manage Add-Ins — Communication Add-in — Always enable this add-in from the displayed menu (as shown in the following figure).
Why is presence not showing in the Outlook Add-in?

If the presence indicator icon is not shown in Outlook, verify any of the following software is installed:

- Microsoft Office Communicator (OCS)
- Microsoft Lync/S4B
- Skype version 6.1 or above

Uninstall each one found and restart Outlook and the MobileConnect client.

NOTE: During Office/Outlook 2013 installation, the installer installs Microsoft Lync by default. You must uncheck Microsoft Lync (as shown in the following figure) and then proceed with the installation.

Why are Outlook Add-in IM buttons sometimes are grayed out in the quick contact page, even though the user is logged in?

Sometimes IM buttons are grayed out on the contact page. When mouse over it, it shows the message “To use this feature, sign in to an instant messaging program”.

This seems to be a Microsoft issue, and the workaround to solve is to restart Outlook.

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.

<table>
<thead>
<tr>
<th>Shortcut for Windows</th>
<th>Shortcut for Mac</th>
<th>What it does</th>
</tr>
</thead>
<tbody>
<tr>
<td>CTRL-arrow down</td>
<td>Cmd-arrow down</td>
<td>This decreases the volume.</td>
</tr>
<tr>
<td>CTRL-arrow up</td>
<td>Cmd-arrow up</td>
<td>This increases the volume.</td>
</tr>
<tr>
<td>CTRL-space</td>
<td>CTRL-space</td>
<td>This mutes the client (while in a call).</td>
</tr>
<tr>
<td>CTRL-D</td>
<td>Cmd-D</td>
<td>This turns on the Do Not Disturb service.</td>
</tr>
<tr>
<td>CTRL-P</td>
<td>Cmd-P</td>
<td>This pulls an ongoing call from your other device to Communicator.</td>
</tr>
<tr>
<td>Alt-shift-CTRL-P</td>
<td>Alt-shift-Cmd-P</td>
<td>This retrieves your parked call.</td>
</tr>
</tbody>
</table>
Appendix B: Guest Client Usage

This section provides more hands-on information about guest client usage.

1) Copy Guest link to the clipboard and paste the link into a meeting invitation or email. Copying the guest link directly into a web browser is no longer an option.
2) The guest can open the link in one of the supported browsers, enter their name and password, and then click Join Room.

3) Once you click on Join Room, you see a badge on your My Room icon (as shown in the following figure)
4) Open your My Room and accept the guest request.

You can also accept or decline join requests from the pop-up notification as shown in the following figure. This pop-up notification is shown only if you already have your My Room open.

5) The guest is allowed into your room and can now participate in multi-user chat with other participants in the room (as shown in the following figure).
6) WebRTC is supported for voice and video conferencing a Premier Plus package, your guest can join the audio/video portion of the session by clicking on the audio or video button. This feature is only supported on WebRTC enabled browsers and the user must grant access to their camera and microphone by clicking allow as shown in the image below.

![WebRTC Access Prompt]

The guest can switch between audio and video mode by clicking on the video icon. They can also mute and end the call by clicking on the mute and end call icons respectively.

![Audio/Video Mode]

The guest can show or hide their self-view by clicking on the icon in the top left corner of the video.

You can start your desktop share from the desktop client and the guest then sees it. The video call is resized and moved to the top left.

The guest can also manually call the conference bridge directly by using the provided dial-in information.
Appendix C: Voice and Video Collaboration in My Room

To find your bridge number simply open the MobileConnect app on either your mobile device, tablet or desktop. Click on my room 📞. To join your bridge simply click on the ☏️ and you will be dialed into your bridge with audio.

Upgrade the call to video by using the 📹 button. (Must have a desktop camera enabled to use video)

To join one of your contact’s bridge. Hover over the status indicator on your contact, join room, ☏️ for audio or 📹 for video.
Controlling your conference bridge

Need to send an invitation to a meeting. Click on my room and on the right hand side are the links to invitations and copy it into a meeting invite or if you have integrated with Outlook you can create an instant meeting and email the invitation. Conference controls can be found under the communication tab and allow you to dismiss one or more participants, mute one or more participants, lock or unlock the room (when locked, no additional participants can join). See active talker indication, see full participant list. If you need to find out who attended your meeting simply click on copy recent attendee list to clipboard and copy into an email or document of your choice.
To invoke the features, you can use either the right-click menus or you can click on the moderator control icons of a participant. Note that most features are not available via icons. To dismiss or mute all participants or lock the room, use the right-click menus available for your own icon at the top of the participant list. If you are not the owner, you can only see the XMPP (chat) participant list.

**Instant meeting**
How can I support a quick meeting with my contacts? Simply drag and drop a few of your contacts into your meeting room. They can dial in with the phone or video buttons.
Meetings outside your organization
How can participants join from outside my organization? Have them dial into the bridge number with your personal bridge id.

![Room Info]

DIAL-IN NUMBER
+14006701234
CONFERENCE ID
00001

How can I share my desktop with meeting participants outside my organization? Copy the guest join link and cut and paste it in an email or email the my room invitation.

![Copy Guest Link]