Windows Client Quick Reference Guide

Temovi
Real-time Communications

The Windows client enables a PC to deliver voice services normally offered by a desktop phone. The client also delivers a friendly user interface for services such as directory access, instant messaging, and video calls.

Making a Call

- Select the **Phone** icon from the bottom menu
- The Dialpad tab will appear
- Enter the name or number of the user
- Click **Call** or press **Enter**

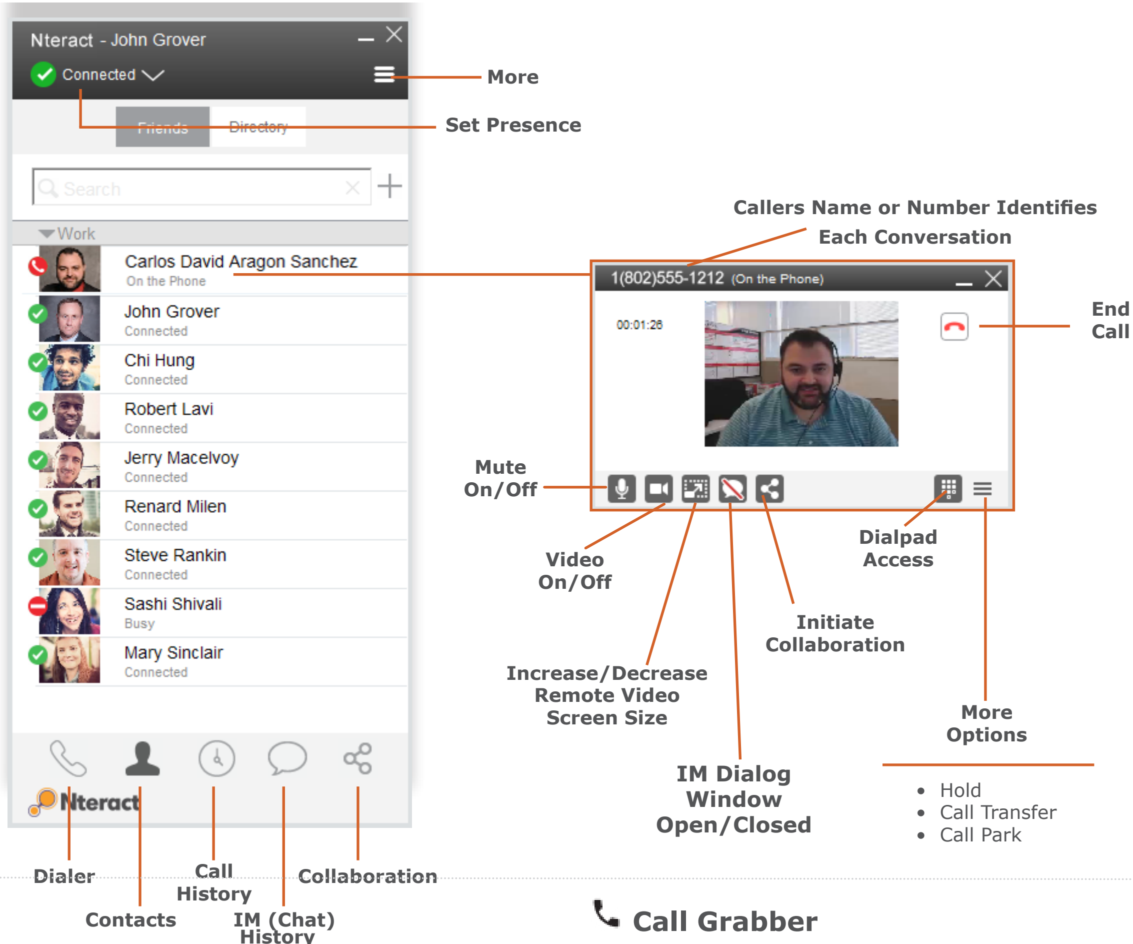
OR

- Select the contact tab from the bottom menu
- Search for a contact
- Right click the on the contact's name and then select call

OR

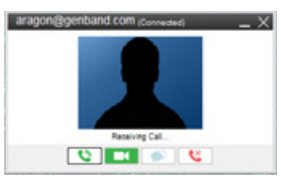
- Double click on the contact's name (call is the client's default behavior but this may be changed in ***Preferences***)
- Once the call is placed a separate dialog box will appear with additional services
- Select the video icon to escalate the call to video

Note: The client's default behavior is to start all calls as audio only but this can be modified to attempt video by default in ***Preferences > Video***



Answering Calls

- When a call is alerting, by default the client will present a call window with options to answer via audio or video or decline the call
- The video option will be unavailable if either party has video disabled



*Note: Additional notification options are available in **Preferences > Calls***

Hosting an Audio Conference

The Windows Client is integrated with the MeetMe Conference Services and can launch an audio bridge, with you as moderator, in a single click.

- From the client Header elect the **More** icon
- A dialog box appears – select **Host Conference**
- The client will log into the conference bridge and start the call
- An IM dialog window will also appear to provide moderator controls as well as the name or number of each participant as they join or leave the conference

Call Grabber

Seamlessly move live calls between GENCom clients or connected devices.

- *Dial *25* from GENCom Desktop Client to grab a live call
- Calls can be moved back and forth multiple times.

Note: Available on wired, Wi-Fi or 3G/4G data networks. Only calls answered or originated via Nuvia VoIP clients/ devices can be grabbed; includes desktop VoIP phone, GENCom Desktop Client and GENCom Mobile Clients

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Using the Global Address Book

The Contacts Directory is located at the bottom of the client

- Select **Contacts** and the select **Directory** at the top
- Enter a name or part of a name in the search field, names will appear below that match your query
- Select a match from the choices listed or enter more letters to refine the search
- Once a user has been selected, right click their name –a dialog box will appear with multiple actions such as call, IM, E-mail, etc
- Double clicking the user's name will either call or IM the contact(*call is the client's default behavior but this may be changed in **Preferences***)

Adding Personal Contacts (Friends)

Note: Adding Personal Contacts makes the client more functional as it creates a quick way to check the availability (presence) of co-workers and quickly connect. To view a contact's presence, they must first be added as a Personal Contact (Friends)

- As directed above, search for a contact, select the contact and right click on the contact's name
- A dialog box will appear, select **Add Contact**
- The contact's detail's will appear
- You may edit this information, add the user to a group or select a custom ring tone
- Select **Show Availability** to be sure you can see the user's presence status
- Click **Save**

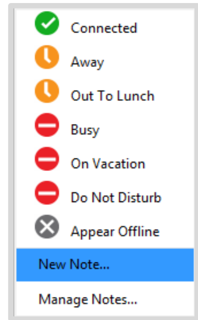
Deleting Personal Contacts

- Select the contact you are wishing to remove
- Right click the contact then select Delete

Organizing Your Personal Contacts

- Click the **More** icon located in the upper right menu bar
- Select **Nteract > Edit Groups**. This will open the Groups window
- Double click on the **<Add New Group>**line
- Enter the name of the group you with to add
- Click **Close**
- To assign a user to a group, select a user and select **Edit..**
- The user's contact details will appear
- The Groups you have created will appear in the **Groups Field dropdown box**.
- **Choose a Group** and click **Save**

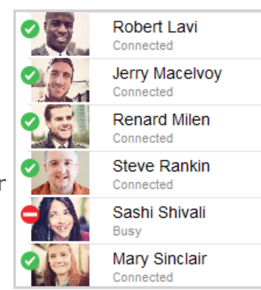
Setting Your Presence



- Presence is an easy and effective way to see your co-workers' status and let others know when you are available, on the phone, out of the office.
- To set your Presence, Click on the down arrow in the client's top header bar
- The dropdown menu will show all the current predefined status OR allow you to set a personalized state via **"New Note"**
- Enter a state and select **'OK'**

Viewing Other Users' Presence

Note: To view another contact's presence, they must first be added as a Personal Contact (Friends)



- Select the **Contacts Menu**
- Select **Friends** at the top
- The user's presence icon can be found to the left of their name. It will also be displayed in text under their name. If a custom note has been added it will display in this text.

Sending Instant Messages

Note: The client's default behavior when double clicking a contact is to place a call. This can be altered via Preferences, Miscellaneous

- From the contact list, right click the on the contact's name and then select Send IM –an IM dialog box will appear

OR

- From the contact list, double click on the contact's name -an IM dialog box will appear (See note above)

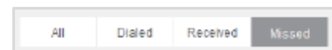
Sending Email

- From the contact list, right click the on the contact's name and then select Send E-mail
- new email window will appear

Call History/Call Logs

Users can access their Call History from the clock icon at the bottom of the client window

- From the call history section, choose a sort function



- Double click on a contact to place a call

OR

- Right click on the contact and choose an action from the dialog box that appears
- The call logs include a call type:

Dialed
Recceived
Missed

Collaboration

Note: Collaboration services are optional. This icon only appears if these services have been enabled. Collaboration services include screen share or multiparty video conferencing and screen share

- Selecting the **Collaboration** icon launches a tab to select users and invite them to a session
- The client's online help includes detailed instructions on using these services

Digitel Europe Ltd

Communications Centre, 1 Ivy Street, Priory Industrial Estate, Birkenhead, Wirral CH41 5EE

Tel: 0151 650 0065 ◆ Fax: 0151 650 1162 ◆ Web: www.digiteleurope.co.uk ◆ Mail: mail@digiteleurope.co.uk