



PC COMMUNICATOR

For



**Windows
(Voice, Video & IM)**

User Manual



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1. WELCOME TO ADORE PC COMMUNICATOR

1.1 – About Adore PC Communicator

Turn Your Windows Based PC into an Video & VoIP Phone

Adore PC Communicator is a softphone application which is developed specially for the PC based on the Windows operating system. It can allow you to use your PC, Laptop or Notebook to make voice and video calls along with the newly integrated Instant Messaging and Data transfer functionality. Armed with the latest technology of VoIP Communication, it is just the fun to install and use.

Note:- After download the Adore Communicator You will need to get testing Accounts for Sip to Sip Voice, Video and IM testing. Please fill the form to get testing Account from URL: <http://adoresoftphone.com/get-account.html>

1.1.1 What's New

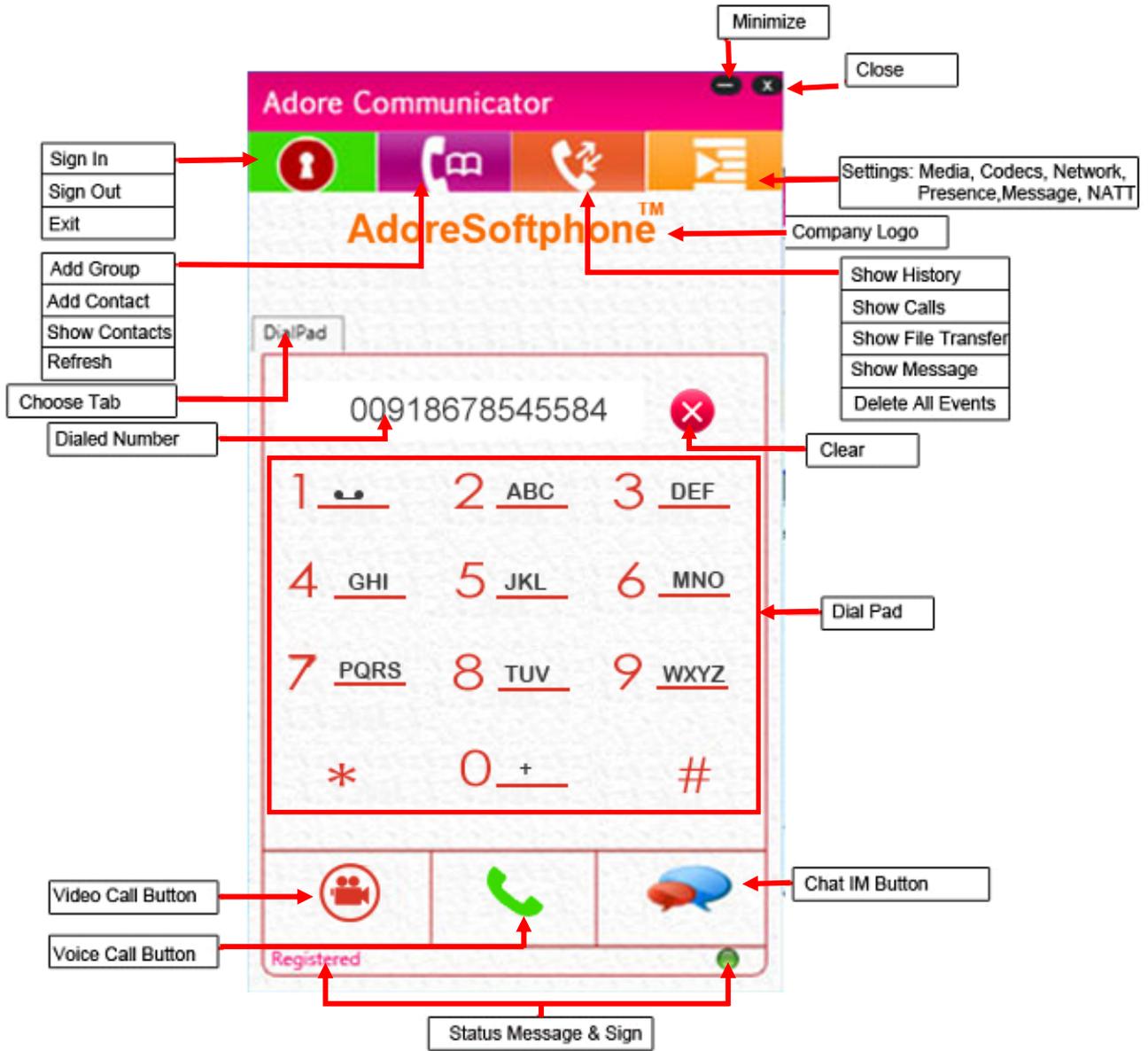
- User Friendly, Advanced and Smoother GUI

1.2 – PC Communicator Features

- ✧ Audio Call
- ✧ Video Call
- ✧ Instant Messaging (IM)
- ✧ Smileys
- ✧ Rich text Format
- ✧ File Transfer
- ✧ Hold / Unhold
- ✧ Address Book
- ✧ History
- ✧ NAT/Firewall support
- ✧ STUN/TURN server Support
- ✧ Codec Supported :-
 - Audio Codec(G711,GSM,iLBC,Speex)
 - Video Codec (H264, H.263)
- ✧ Codecs Selection
- ✧ DTMF (RFC 2833)
- ✧ Registration Timeout
- ✧ Acoustic Echo Cancellation
- ✧ Packet concealing
- ✧ Packet Lost Concealment (PLC)
- ✧ Comfort Noise Generator (CNG)
- ✧ Resampling
- ✧ Customized with company logo/name
- ✧ Unlimited user license



1.3 - Adore PC Communicator panel and User Features





2. INSTALLATION AND UNINSTALLATION

2.1 Account Information

After choosing a VoIP service provider, you will need the following information:

- ✧ User Name
- ✧ Password

2.2 System Requirements

Processor Minimum: Intel Pentium 4, 2.4 GHz or equivalent

Memory 512 MB RAM

Hard Disk Space 50 MB

Operating System: Windows XP Service Pack2 , Windows Vista ®, Windows 7

Connection IP network connection (broadband, LAN, wireless)

Sound Card Full-duplex, Headphone , Webcam

2.3 Multimedia Device Requirements

Adore PC Communicator requires both speakers and a microphone to make calls. Any of the following configurations are acceptable:

- ✧ External speakers and Headphone
- ✧ Built-in speakers and Headphone
- ✧ Webcam

2.4 Install Application

For installing application you need to download it from our website

<http://adoresoftphone.com/communicator-windows.html#tabs-3>

Download the application Setup. (As Shown in Fig-1)



Fig-1



Save “**adorecommunicator.zip**” folder on your system, and **Extract or Unzip adorecommunicator.zip** folder. After Unzip the folder you will find three files:

1. Adore Communicator.msi
2. Setup.exe
3. ReadMe.txt

Run the Setup.exe file

- ✧ Welcome Window Appears click Next to Proceed.(As Shown in Fig-2)

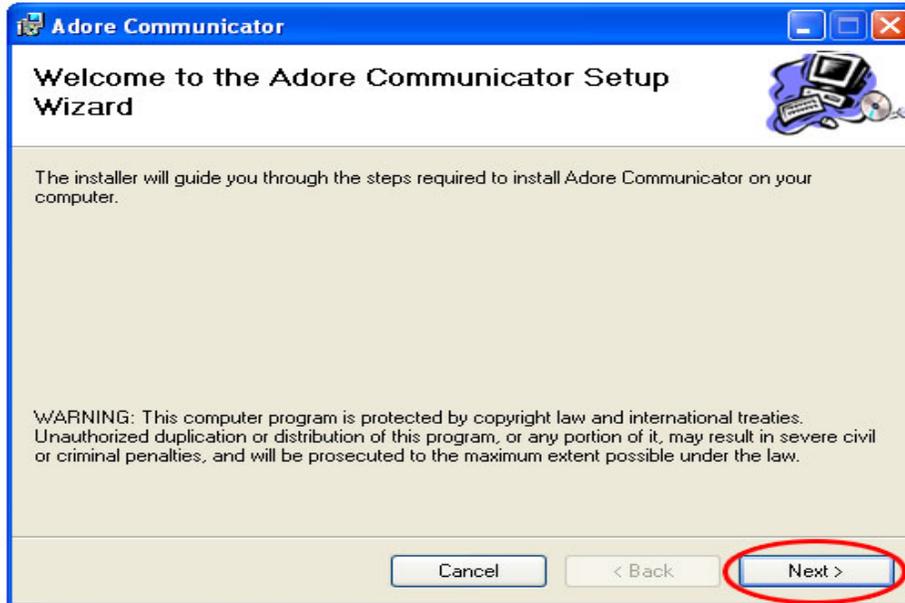


Fig-2

- ✧ Select folder where file need to be installed and provide privileges.(As Shown in Fig-3)

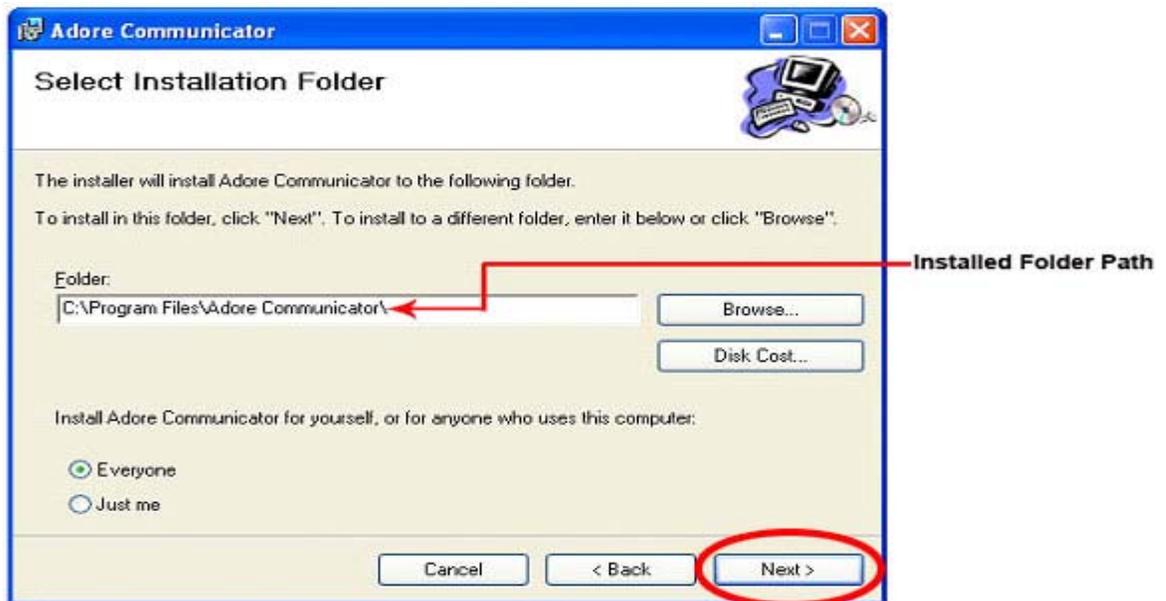


Fig-3



- ✧ Installer Ready to Install **Adore PC Communicator**, Select Next to continue.(As Shown in Fig-4)

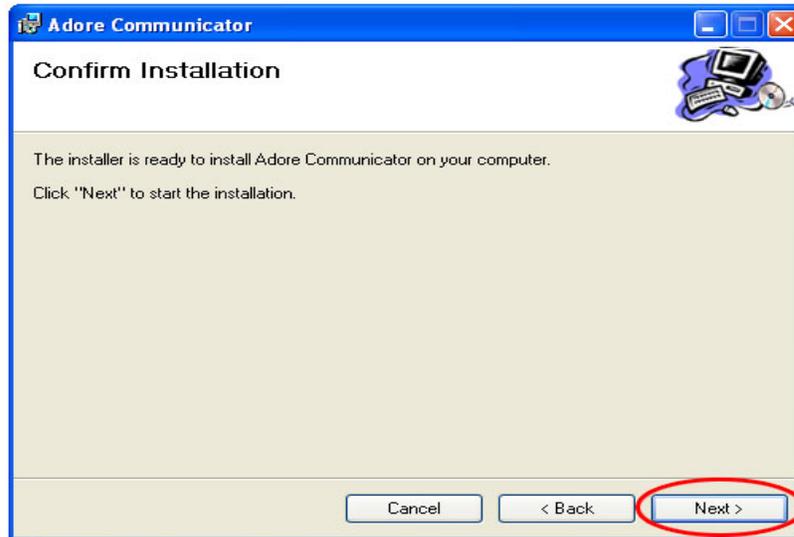


Fig-4

- ✧ Click Close to complete installation.(As Shown in Fig-5)

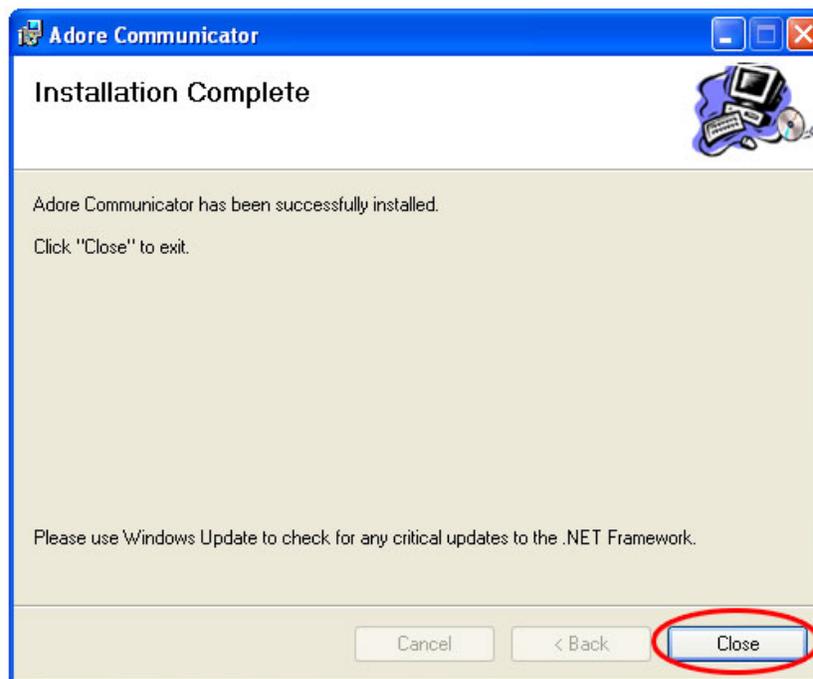


Fig-5

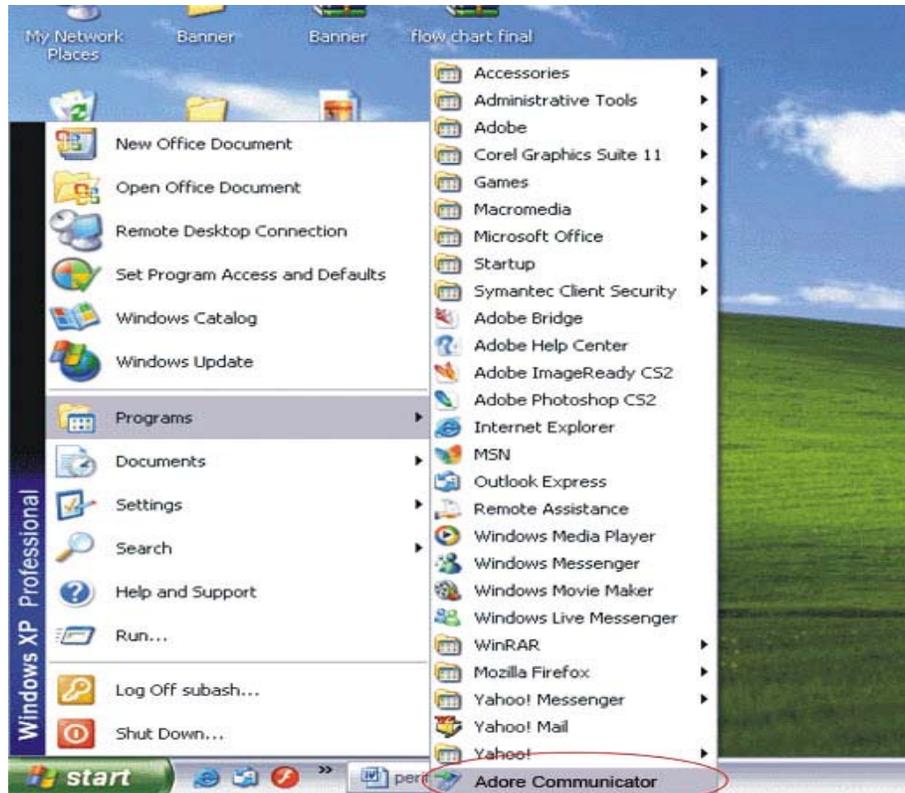


2.5 - Uninstall Adore PC Communicator

To uninstall Adore PC Communicator, go to *Control Panel->Add/Remove Programs->Adore Communicator>Uninstall.*

2.6 – Start Adore PC Communicator

Go to Start->Programs-> Adore Communicator. (As Shown in Fig-6)



Click to start Adore PC Communicator

Fig-6

Or

Double Click on Icon Adore Communicator on desktop. (As Shown in Fig-6.1)



Fig-6.1



3. CONFIGURING ADORE PC COMMUNICATOR

3.1 Register PC Communicator

1. Click on **“Login”** tab -> **“Sign In”** tab. Login Window appear. (As Shown in Fig-7)
 - Enter SIP, Username and Password.
 - Press Login Button



Fig-7



Adore PC Communicator (Voice, Video & IM)

Toll Free -1 800 498 6429

If Username and Password are correct, Adore PC Communicator Dialer will open. (With status message "**Registered**"). (As Shown in Fig-8)



Fig-8



3.2 Placing an Audio Call

To make call

1. Press desired number through Dial Pad
2. Press Voice Call Button. (As Shown in Fig-9)



Fig-9



After press "Voice Call" button you will be see new Voice Call Windows. Call Connect session message displayed "Ringing" & then "Connected".(As shown in fig-10)

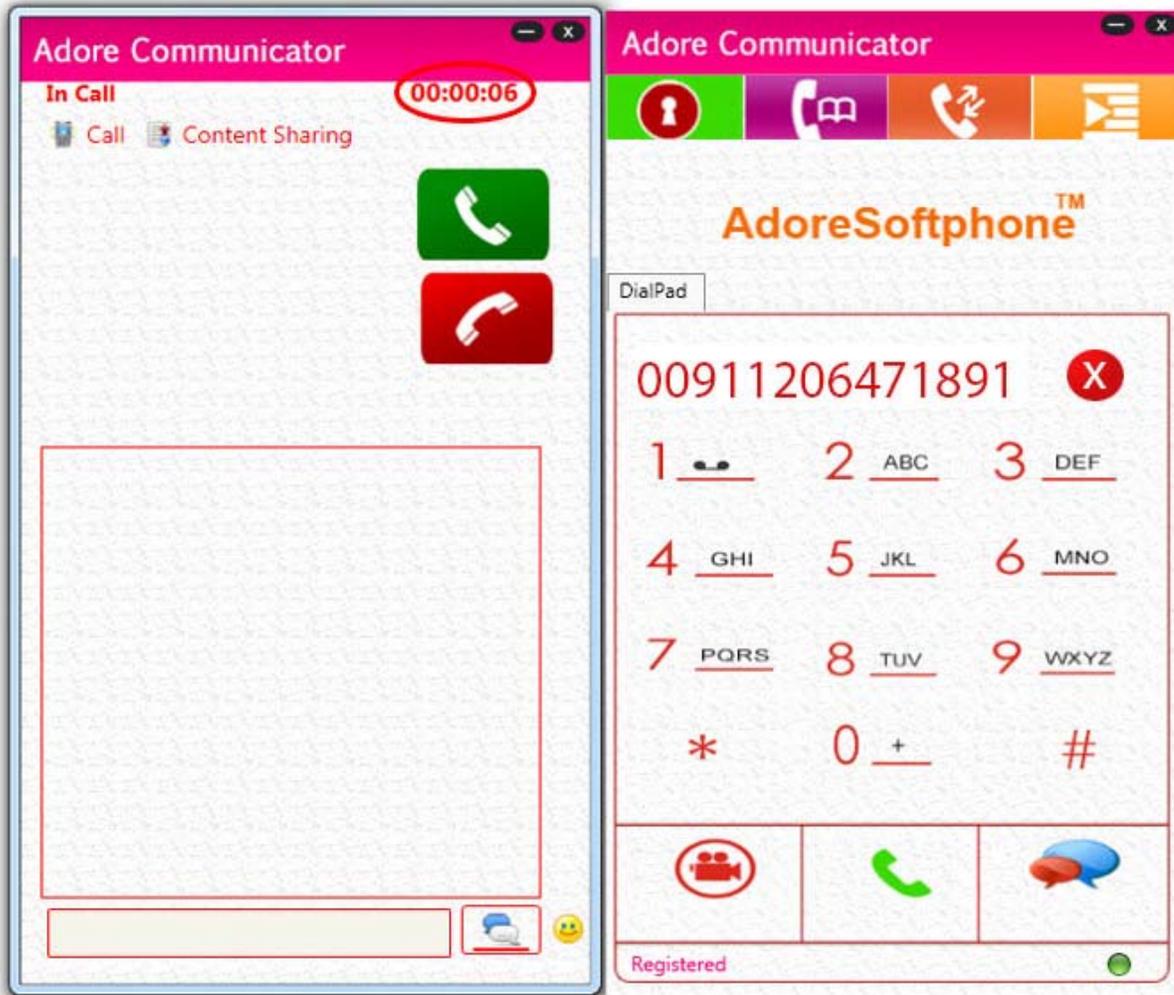


Fig-10



3.3 Placing an Video Call

To make Video call for PC-to-PC. (As Shown in Fig-11)

Make sure that your webcam has been installed. The user can access send and receive real-time video of the connected party.

1. Press your desired SIP number through dial pad.
2. Press **"Video Call"** button on your main dialer.
3. After press **"Video Call"** button Video Windows will be appear with session message will be displayed **"Ringing"** & then **"Connected"**
4. Now if you want to end video call press **"End"** button, your Video window will be close.
5. You can have Chat as well as voice and video communications. The Chat thread is shown in the Chat section.



Fig-11



3.4 Ending an Call

1. Press **"End"** button to end a call. (As Shown in Fig-12)

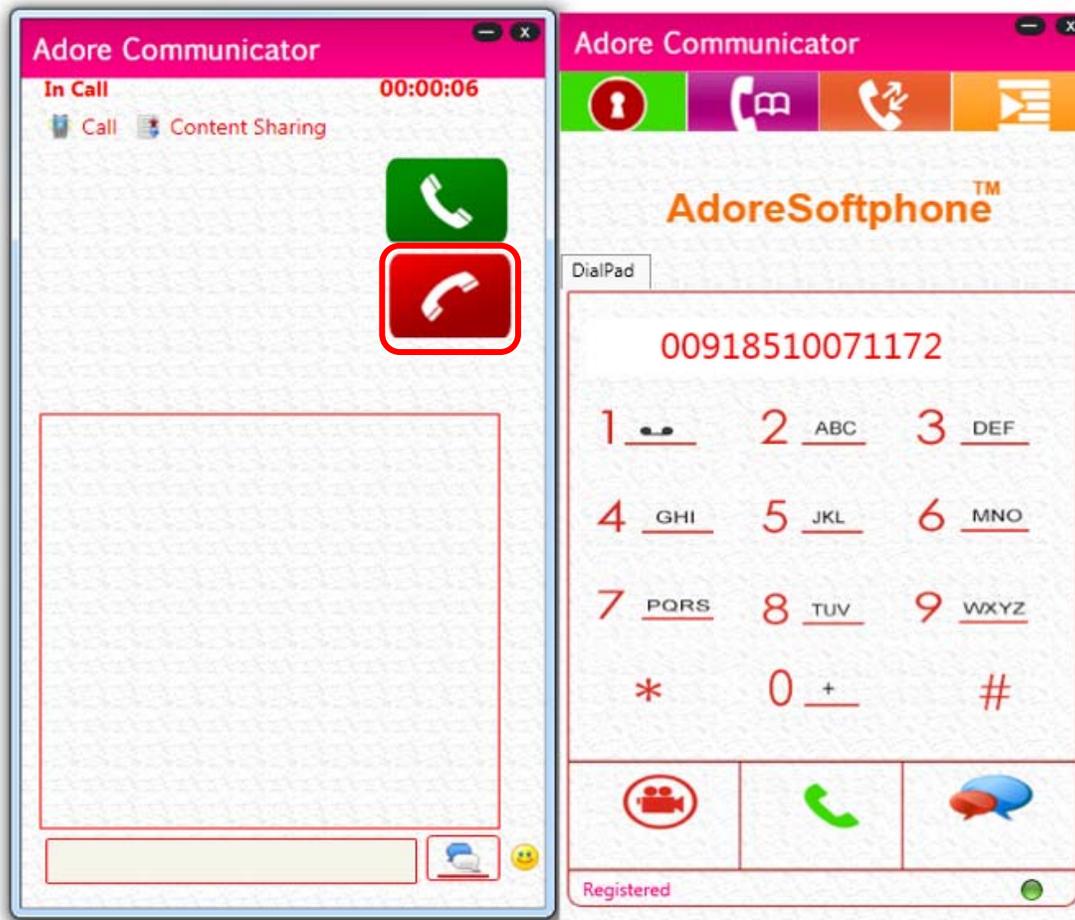


Fig-12

3.5 Handling an Incoming Call

On incoming call session message display **"Incoming call from....."**

1. Click **"Accept"** button to receive incoming call
2. Click **"Decline"** button to end incoming call. (As Shown in Fig-13)

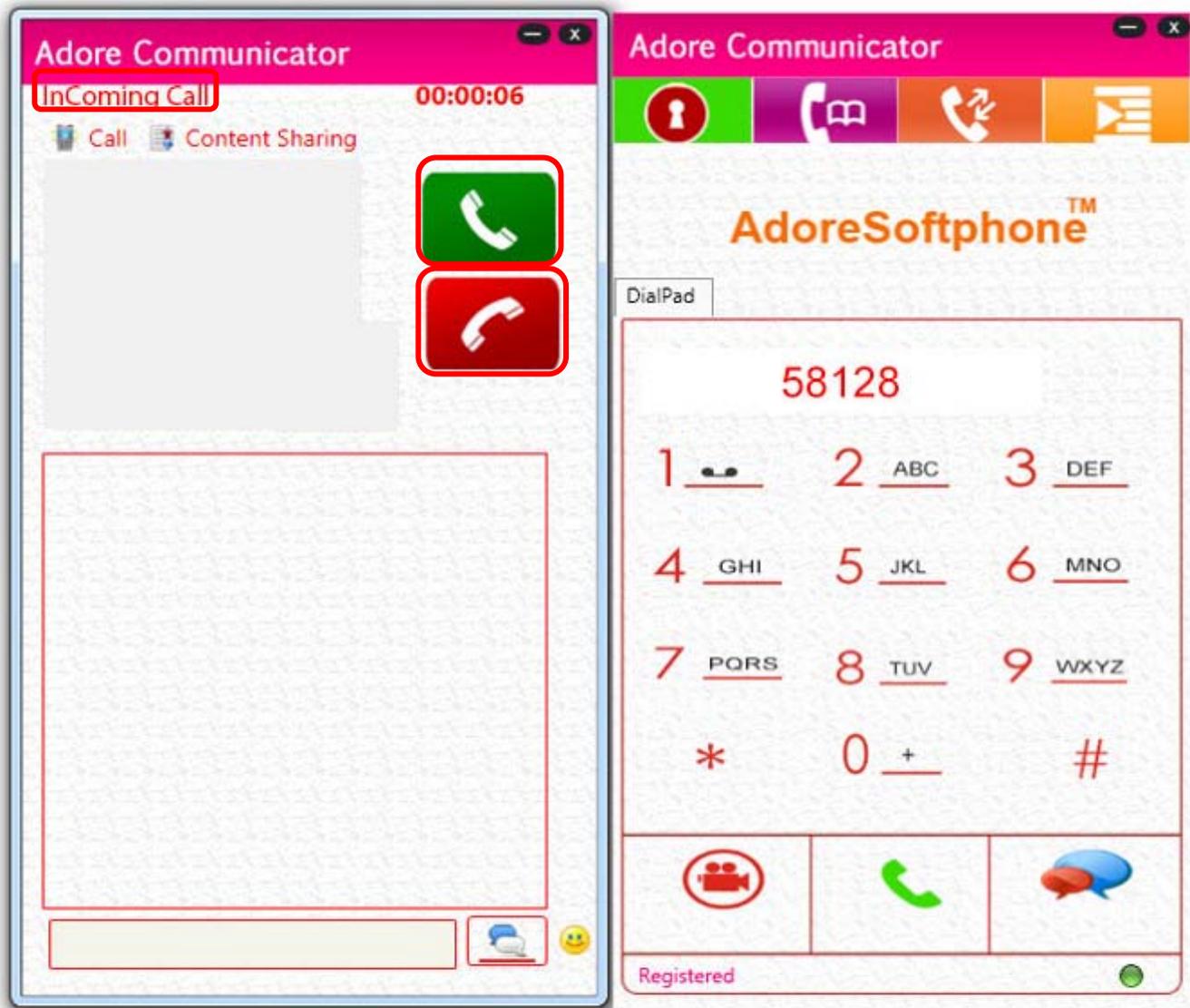


Fig-13

3.6 Using Instant Messaging

Instant messages can be made using Adore PC Communicator. Therefore, you can send or receive an instant message. (As Shown In Fig-14)

1. Press your desired SIP number through dial pad.
2. Press **"Chat"** button on your main dialer.
3. After press **"Chat"** button IM Windows will be open. Now user will be able to chat (Text Message) and Smiley with the remote party.

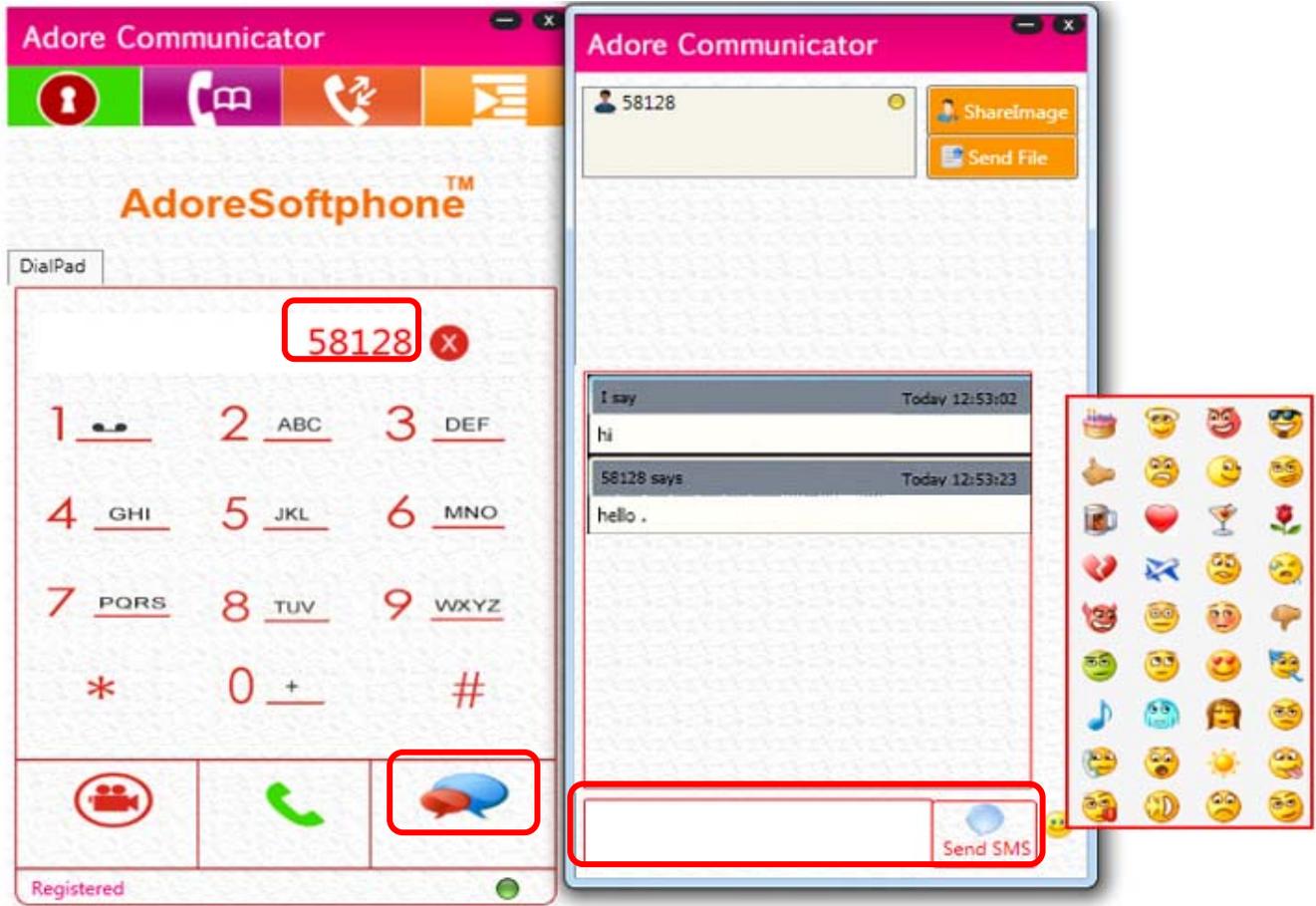


Fig-14

4. USING ADDRESS BOOK

In Adore PC Communicator Address book has **Add Group**, **Add Contact**, **Show Contact** (As Shown in Fig-15)



Fig 15

4.1 Add Group

Create Groups easily to manage your groups like (Business, Office, Friends, and Family etc.)

- Click on **"Add Group"** tab , Add group window will be opened.
- Type your desired group name on **"DisplayName"** box and press **"Save"** button to save your group name. (As Shown in Fig-16)

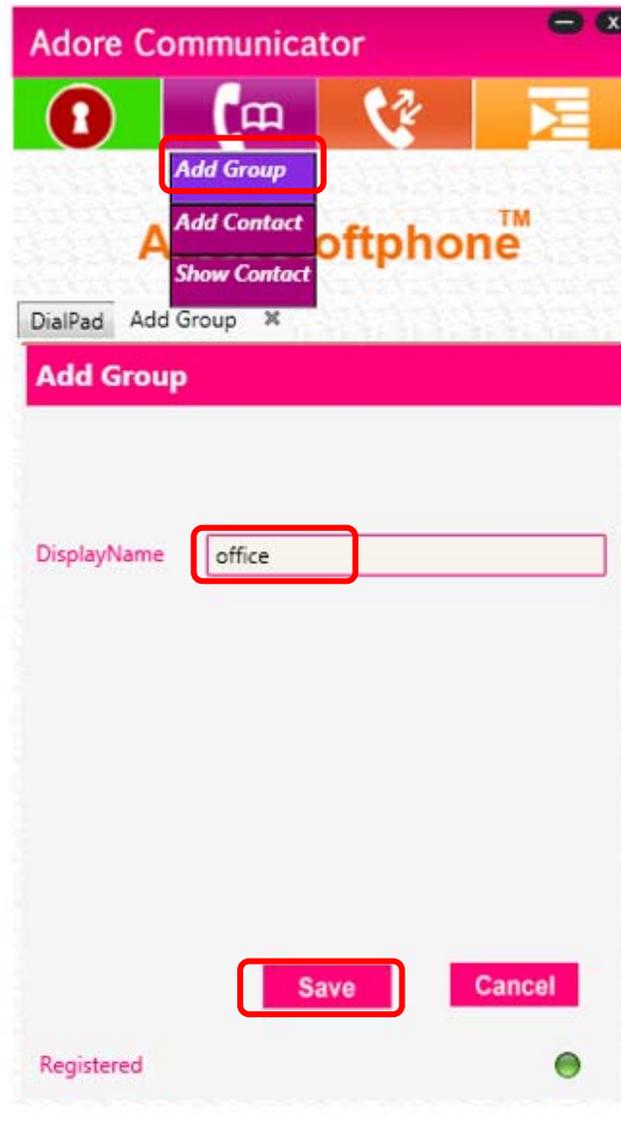


Fig-16

4.2 Add Contact

Create Contacts under created group to manage your contacts.

- Click on "**AddressBook**" tab, Add Contact window will be opened.
- Type your desired "**Display name**" in Textbox.
- Then choose your group as like you wish to save this contact name.
- After choose Group press save button to save your contact name.(As Shown in Fig-17)



Fig 17

After save your contact name it will display below screen on your main dialer with full contact details to the particular selected group. (As Shown in Fig-18)



Fig-18

Now you will be able to create multiple contact detail on your created group as in the below screen. Right click on your created Group name "**Office**". You will be able to "**Add Contact**", "**Edit Group**", and "**Delete Group**". Choose the desired options. (As Shown in Fig-19)

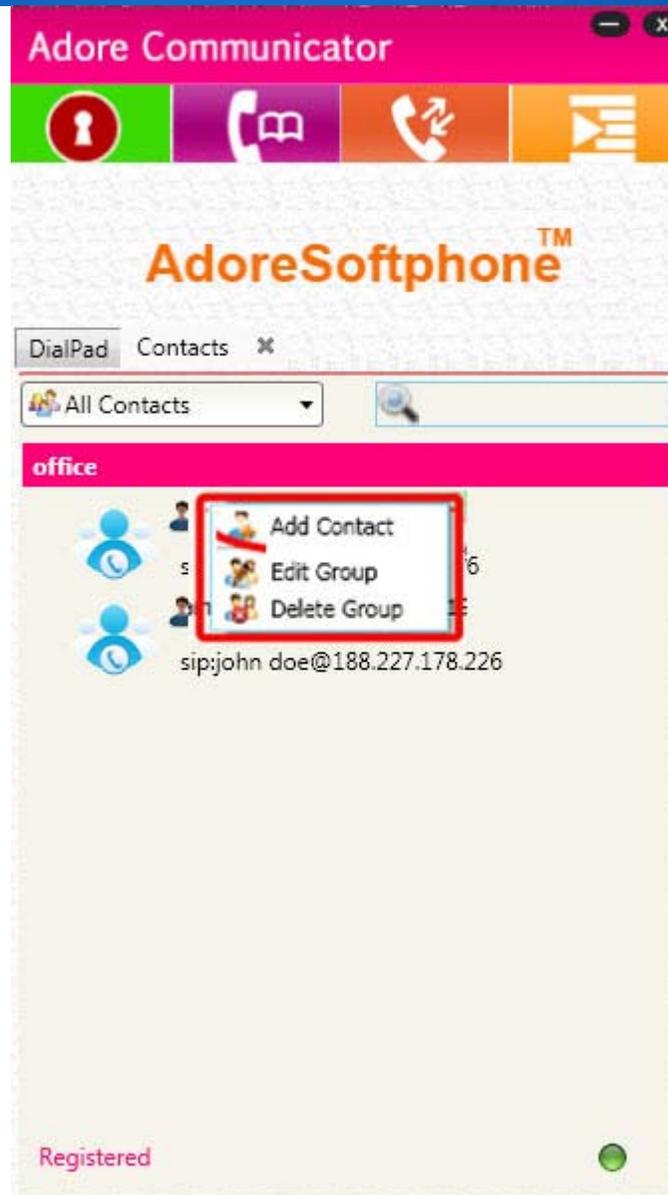


Fig-19

4.3 Show Contacts

After Create Group and Contacts you can see your saved group and contacts.

- Click on **“AddressBook”** tab -> **“Show Contacts”** sub tab. (As Shown in fig-20)

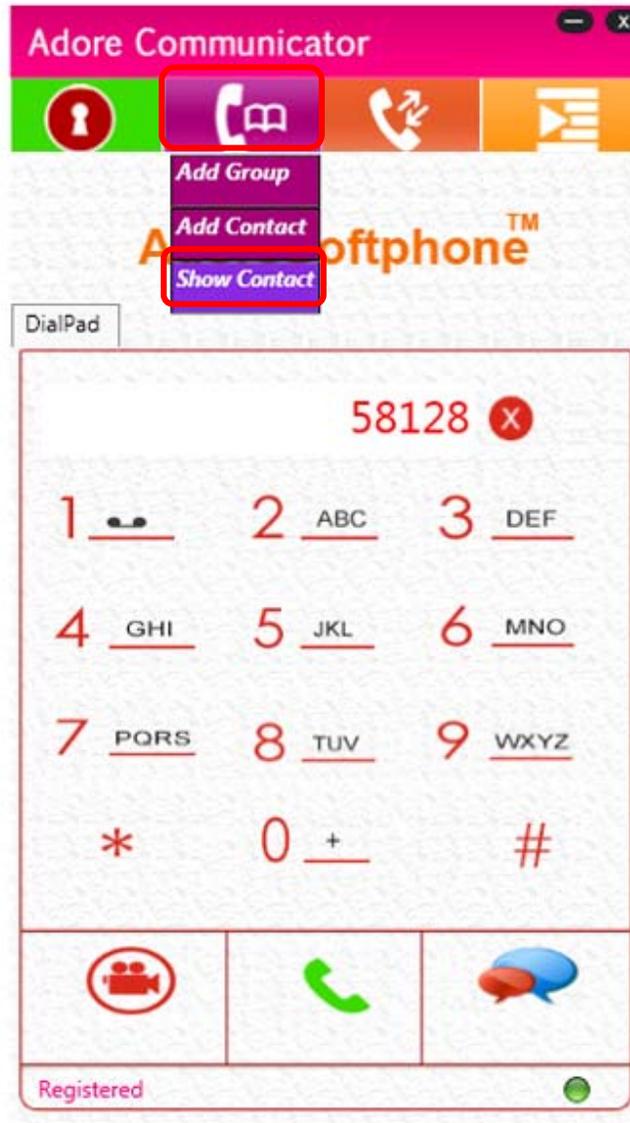


Fig-20

After Select "**Show Contact**" sub tab you will be able to see your saved contacts details and groups (As Shown in Fig-21)



Fig-21

Now you will be able to **Edit, Delete** your created contacts. Also you can have **Voice Call, Video Call, Transfer File, Chat** with your desired contacts. (As Shown in Fig-22)

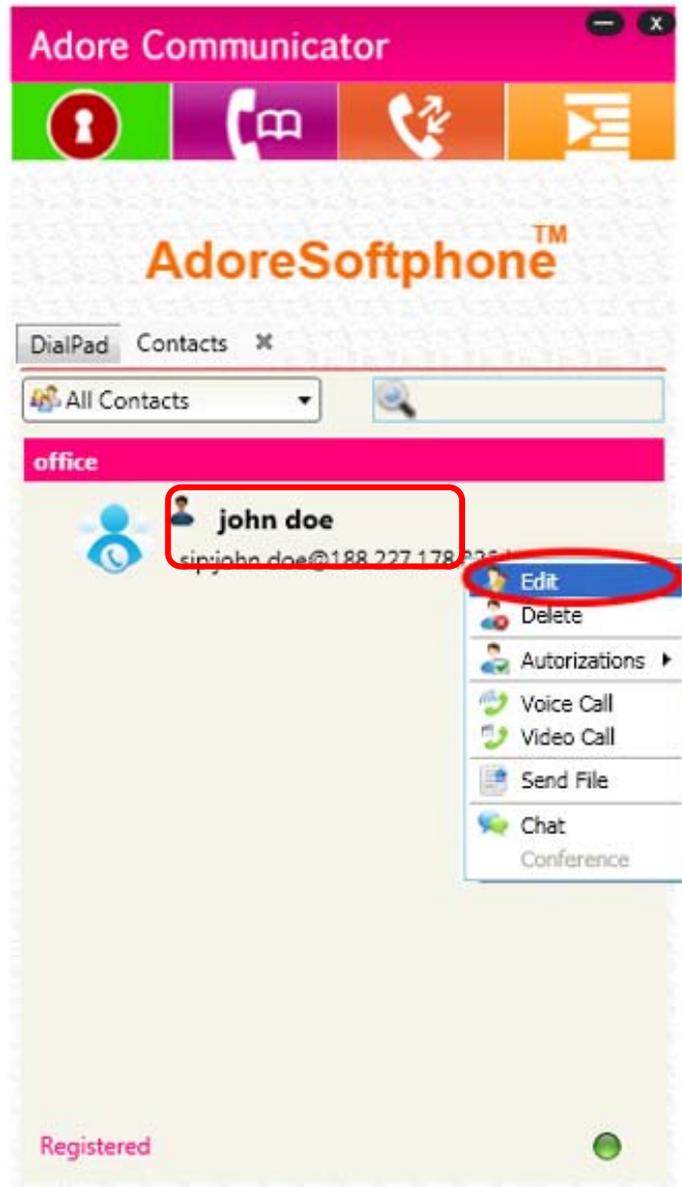


Fig-22

You can also see all groups and choose desired group list and contact. (As Shown in Fig -23)



Fig-23

You can also search your saved contact. Type your contact name in the search box, now it will display full contact detail. (As Shown in Fig -24)



Fig-24

5. HISTORY

Adore PC Communicator has the following History options:

- **Show History**
- **Call History**
- **Clear History**



5.1 Show History

Click on **"History"** tab -> **"Show History"** sub tab. (As Shown in Fig -25)



Fig-25

After choose **"Show History"** you will see below screen which has details history. (As Shown in Fig - 26)

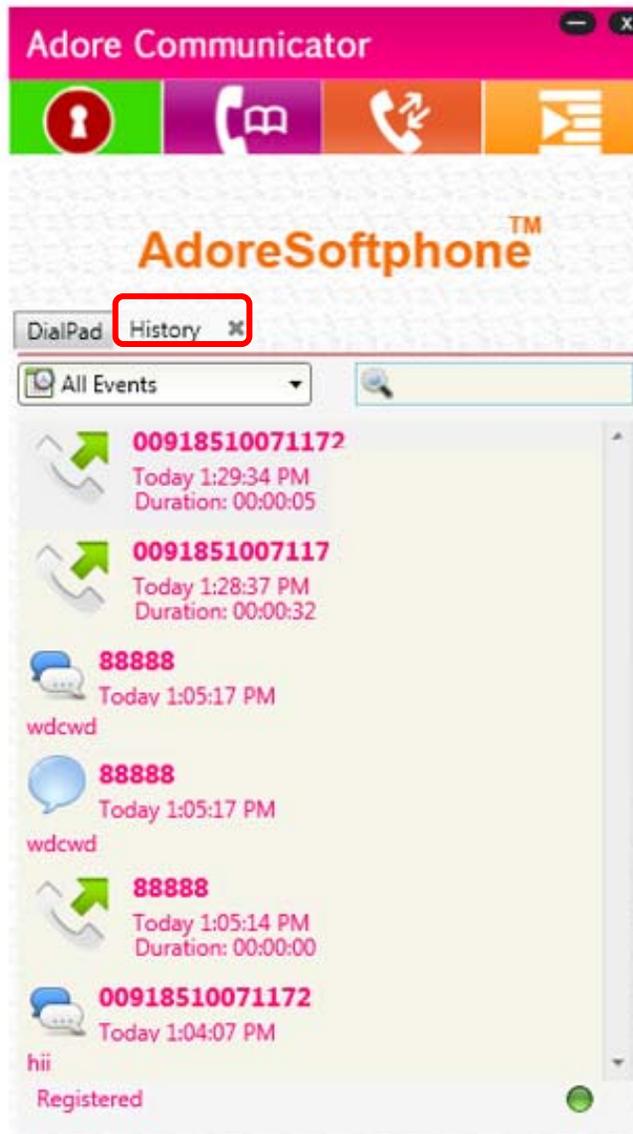


Fig-26

Now right click on any contacts name as in the below screen. You will also able to perform the given below operations. (As Shown in Fig -27)

- **Make Voice Call**
- **Make Video Call**
- **Send File**
- **Start Chat**
- **Delete History Events**

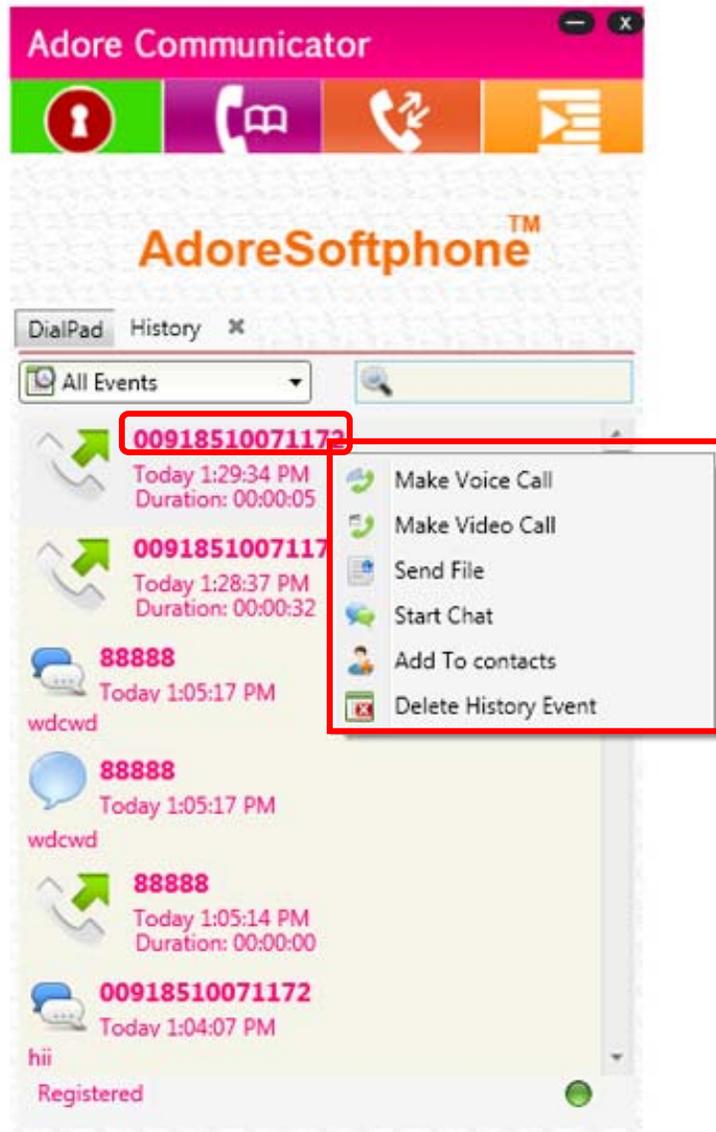


Fig-27

5.2 Call History

Click on **"History"** tab -> **"Call History"** sub tab. (As Shown in Fig -28)



Fig-28

After Choose "Call History" you will be see below screen. Now right click on any contacts name. You will also able to perform the given below operations. (As Shown in Fig -29)

- Make Voice Call
- Make Video Call
- Send File
- Start Chat
- Delete History Events

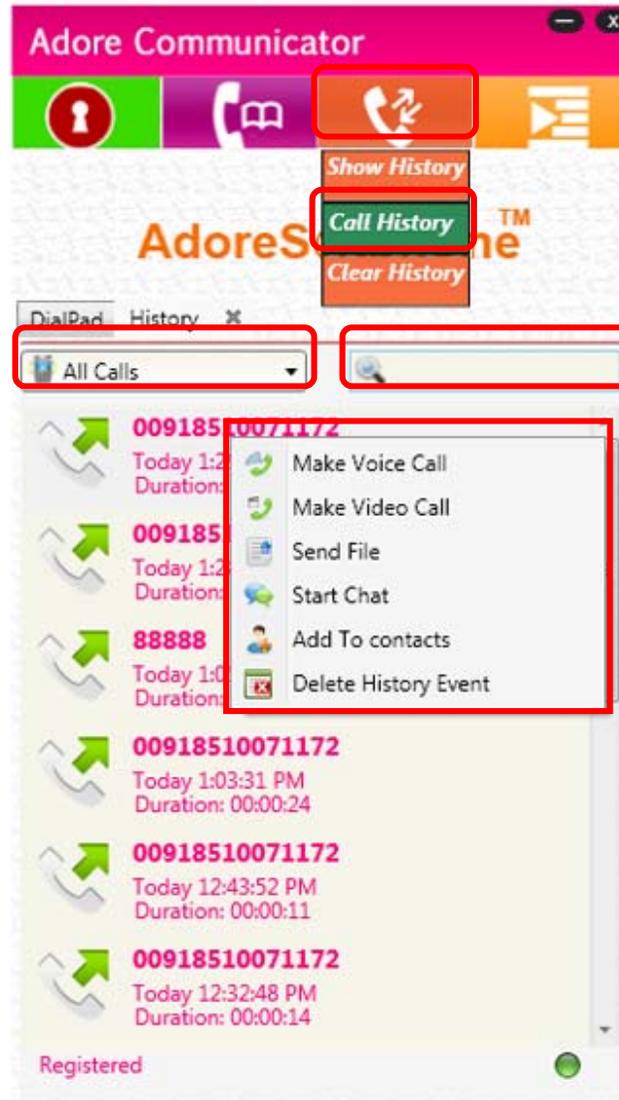


Fig-29

5.3 Clear History

Click on **"History"** tab -> **"Delete All Events"** sub tab. After Choosing Delete All Events your all events will be deleted. (As Shown in Fig -30)

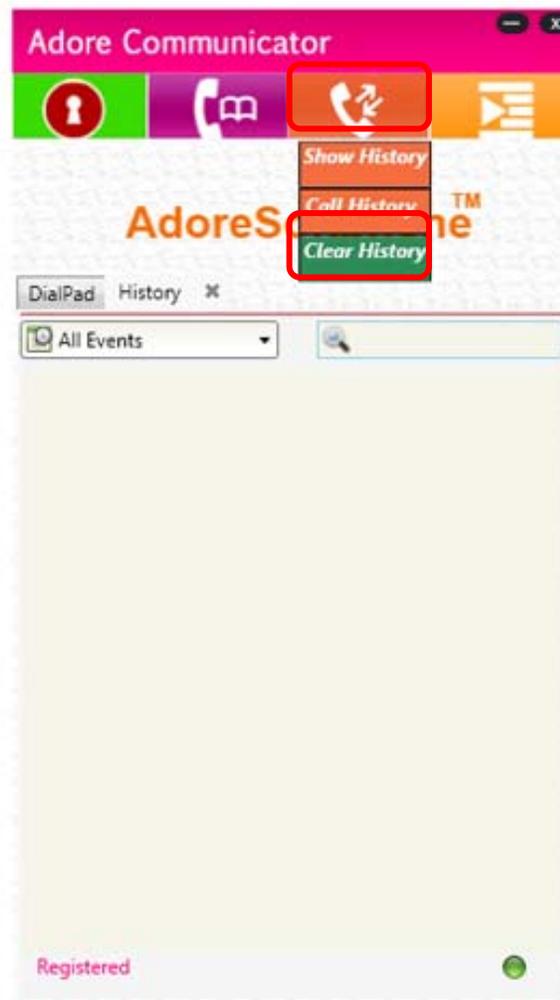


Fig-30

6. SETTINGS

Adore PC Communicator Settings has following settings options:

- **General**
- **Media**
- **Network**
- **Presence**
- **Message**
- **NATT**

6.1 General

Click on your Main Dialer "**Settings**" tab -> "**General**" at the top. You can set to Adore PC Communicator to launch automatically when your PC starts. After set than click on "**Save**" button to changes setting. (As Shown in Fig -31)

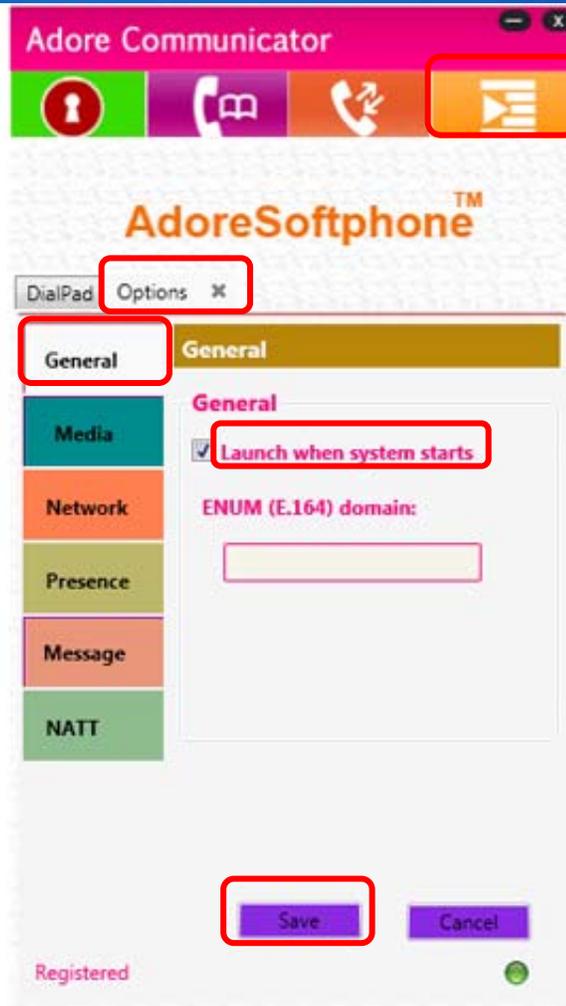


Fig-31

6.2 Media

Click on **"Media"** tab. You can set the Audio & Video Codecs on Adore PC Communicator as per your Sip server setting. After set codecs than click on **"Save"** button to changes Codecs settings. (As Shown in Fig -32)



Fig-32

6.3 Network

Click on **“Network”** tab. You can set Network settings as per your wish on Adore PC Communicator. After set Network click on **“Save”** button to changes Network settings. (As Shown in Fig -33)



Fig-33

6.4 Presence

Click on "**Presence**" tab. You can set Presence on Adore PC Communicator. After set Presence than click on "**Save**" button to changes presence settings. (As Shown in Fig -34)



Fig-34

6.5 Messages

Click on **“Messages”** tab. You can set your Messages settings as you wish on Adore PC Communicator. After set Messages than click on **“Save”** button to changes messages settings. (As Shown in Fig -35)



Fig-35

6.6 NATT

Click on **"NATT"** tab. You can enable STUN/TURN on Adore PC Communicator. After set than click on **"Save"** button to changes NATT settings. (As Shown in Fig -36)



Fig-36

7. SIGN OUT

Now if you want to “**Sign Out**” from Adore PC Communicator. Click on “**Login**” tab -> “**Sign Out**” option to sign out from Adore PC Communicator. (As Shown in Fig -37)



Fig-37

8. EXIT ADORE PC COMMUNICATOR

Now if you want to exit Adore PC Communicator. Click on **“Login”** tab -> **“Exit”** to exit Adore PC Communicator. (As Shown in Fig -38)



Fig-38

9. TROUBLESHOOTING

Problem	Possible Reason	Suggestion
Problem in starting after Login	Any other SIP software is running	Close that software
Keep showing Registering...	Internet Connection is too slow or Drop / Server Not responding	Check your Internet Connection / server setting
	User and password is wrong	Cross check username and password (password is case sensitive)
Voice is too slow / voice is not audible	System volume is Low / sound driver not present / disable	Increase Volume by using system volume / Install proper Sound driver / enable driver



Adore PC Communicator (Voice, Video & IM)

Toll Free -1 800 498 6429

Voice is not Clear	Codec is not properly set.	Contact to your server administrator And Configure Codec priority
Call get disconnected before connected	Codec is not properly set.	Contact to your server administrator And Configure Codec priority
Problem in Video Call	Internet Connection is too slow /Webcam is not properly installed on your PC	Check your Internet Connection/Install webcam driver on your PC



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