

User Guide

Cloud Communicator User Manual



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1. Home

NEC Cloud Communicator is a desktop unified communications application add-on to NEC's Cloud Telephony for Business offering. The Cloud Communicator provides the following exciting features to enable users to get the most out of their Cloud Telephony system including:

- an integrated soft phone for making and receiving PBX extension calls,
- allows placing of calls to PBX users and Microsoft Outlook Exchange contacts with a single mouse click,
- provides SSL encrypted Instant Messaging and Chat between PBX users,
- allows you to set your Presence and notify PBX users of your status and availability for calls and IM,
- powerful conferencing features allows you to control all elements of a conference including an e-mail or IM invite, scheduling, visual control and visibility of what users have joined, muting and unmuting users, user kick out and invitation of external PSTN numbers,
- drag and drop call transfers and much more.



2. Overview

The available features in NEC Cloud Communicator are listed below: **Table 1.1.** NEC Cloud Communicator features:

Table 2.1.

Features	Description	Enterprise
Softphone		
Phone Accounts	NEC Cloud Communicator supports unlimited number of phone accounts per server or service provider.	1
Phone Lines	NEC Cloud Communicator is designed to support up to 4 lines.	4
Auto Answer	NEC Cloud Communicator can be set to automatically answer all incoming calls.	Yes
Voicemail Button	Simple 1-click to access your voicemail. There is no need to remember your voicemail access code e.g. *123, instead user just presses the voicemail button.	Yes
Custom Ring Tone	Use your own ring tone with NEC Cloud Communicator	Yes
On Hold/Resume	Hold or resume calls with a single click.	Yes
Redial	Use redial button to dial last or last 10 dialled number (s).	Yes
Speed Dial	Allows you to create your own personal speed dial list.	Yes
Voice Codecs	Currently available voice codecs (ulaw, alaw, gsm, speex, ilbc).	Yes
Echo Cancellation	Minimize echo issues whilst on a call.	Yes
Blind and Attended transfer	Adaptive jitter buffer helps to maintain call quality should network experience jitter delays.	Yes
General Application Features		
Easy Account Import	NEC Cloud Communicator has an easy to use account import facility. It also registers automatically to the server(s) after your system starts.	Yes
Instant Recording	Initiate call recording of current conversation at any time with a single click.	Yes
Audio Tuning Wizard	Test and tune your audio device settings with Audio Tuning Wizard to best fit your needs.	Yes
Missed Calls Display	Number of missed incoming phone calls is displayed on	Yes

	phone's display, click on it to see details about caller(s).	
Call History	Dialled, answered and missed calls reports.	Yes
Browsers Integration	Select a phone number with your mouse while you browse the web and make a call with NEC Cloud Communicator. This feature is available with Internet Explorer and Firefox.	Yes
Call Parking	Easily park an incoming call for later reconnection with the original caller.	Yes
Call Monitoring	Listen to other users' conversation in real time (if user has these rights enabled).	Yes
Call From External Phones	This feature allows NEC Cloud Communicator to initiate a call from external IP phones.	Yes
MS Outlook Dialling	Right click any MS Outlook contact, and let NEC Cloud Communicator call that contact.	Yes
Email Dialling	Right click any received email and select NEC Cloud Communicator to make a call to that contact.	Yes
Call Notification Pop-Up Window	NEC Cloud Communicator provides a number of on-screen pop-ups that provide details about events on the PBX. E.g. contact signing in and out, incoming calls, chat requests, and conference room user entry and exit alerts etc...	Yes
Drag & Drop Actions	NEC Cloud Communicator allows you to perform drag and drop actions in various situations such as: inviting a contact to a conference, transferring a call, parking a call etc...	Yes
Keyboard Shortcuts	Various keyboard shortcuts are available for users to Simplify application actions.	Yes
Number Paste	Copy a phone number as text from other application, paste it into a phone display and NEC Cloud Communicator will dial that phone number.	Yes
Presence Display	From user list you can choose to show users with specific presence status. Currently available statuses are: online, offline, on phone, busy, not available.	Yes
Online Self Care	Online self-care allows users administration of their system account.	Yes
System Calls	Allows viewing, ending and transferring of live system calls.	Yes
Backup/Restore	Backup and restore all accounts and other personal settings.	Yes
Bluetooth/DECT Headset	Any bluetooth (or DECT) headset properly recognized by operating system and application can be used by	Yes

	NEC Cloud Communicator as a speaker/microphone.	
URL Pop-Up Window	On incoming call event, this feature can automatically load a browser window for data mining with hosted CRM solutions to a specific URL.	Yes
CRM Integration	NEC Cloud Communicator can integrate with almost any CRM including Salesforce and SugarCRM. Please contact NEC for pricing details.	Optional
Conferencing		
Conferences Monitoring & Barging	Conference monitoring/barging allows authorized user to listen and talk into many conferences at some time.	Yes
View Conference Participants	Selecting a conference allows viewing its current participants.	Yes
Kick Out/Mute	Authorized users facility to mute/unmute and "kick Out" or disconnect conference participants.	Yes
Conferences Scheduling	Conference admin facility to schedule date/time of a conference informing participants of the details by email.	Yes
Conference Direct Invite	Clicking on conference allows invitation of any user into that conference.	Yes
PSTN Number Invite	A feature to invite (immediately call) any PSTN number into any conference.	Yes
Instant Messaging Conference Invite	Allows users to be invited into conference by sending an instant message.	Yes
Instant Messaging		
Group Announce Message	Sending instant message to a number of users with a single click. This is a great feature for any type of group announcement.	Yes
Fonts Customization	Let's you ignore other parties font types by allowing you to define your own type.	Yes
Instant Messaging Group Chat	Invite a group of users into a chat with moderator permissions.	Yes
SSL Encryption	All instant messages sent between users are SSL encrypted.	Yes
Instant Messaging Client	NEC Cloud Communicator is a fully featured instant messaging client allowing user to user or group chat.	Yes
Client Info	Drag your mouse over a contact to see name, extension, phone and jabber status.	No
Personal Message	Enter your personal message, other contact will be able to see it.	Yes

3. Minimum System Requirements

- OS: Microsoft Windows Operating System 2000/XP/Vista/7.
- PC: Pentium III / 800MHz or higher.
- HDD: 30 MB of free hard disk space.
- Network: Internet (Dialup or faster) and/or Local Area Network (LAN). Note: 100kbps required for each simultaneous call from the application.
- Headset: A suitable bluetooth or DECT headset is required for best results using the Cloud Communicator. An external microphone and speakers can also be used, but for best results a wireless headset is recommended.

4. Installation

Welcome

Welcome window starts the installation process. Click 'Next' to proceed with the installation or 'Cancel' to exit the installation wizard.



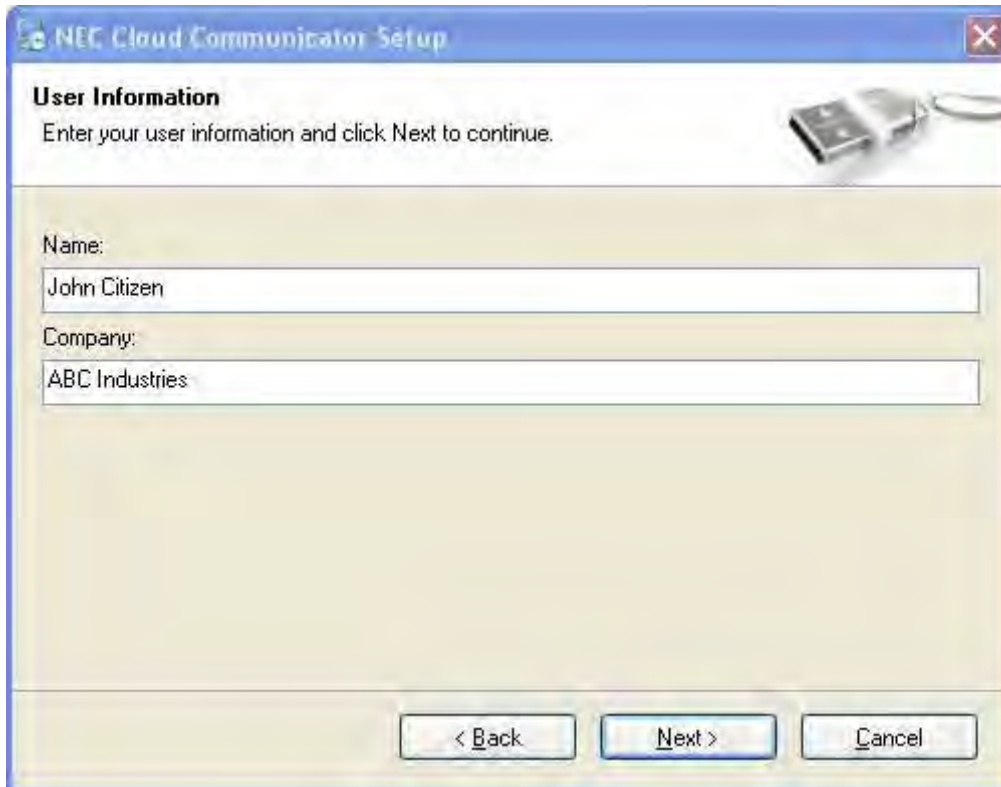
License Agreement

Read the license agreement and select 'I agree...' if you accept 'License Agreement'. Click 'Next' to proceed with the installation or 'Cancel' to exit the installation wizard.



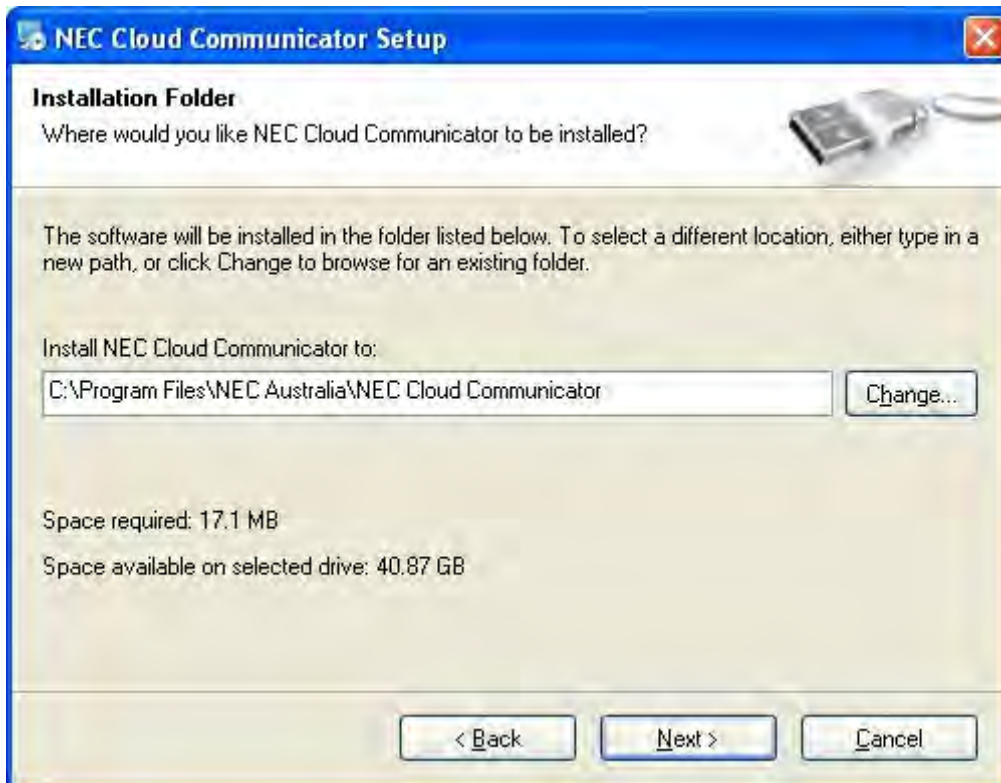
User Information

User Information window prompts for 'User' and 'Company' name for NEC Cloud Communicator installation and registration. Provide required details and click 'Next' to proceed with the installation or 'Cancel' to exit the installation wizard.



Installation Folder

Installation Folder window sets the default location where NEC Cloud Communicator installation will reside. By default 'C:\Program Files\NEC Australia\NEC Cloud Communicator' is offered. To select different location click on 'Change...' button. When done, click 'Next' to proceed with the installation or 'Cancel' to exit the installation wizard.



Shortcut Folder

Shortcut Folder window sets the way new NEC Cloud Communicator shortcut will be displayed under Windows 'Start' menu. Select preferred shortcut under 'Shortcut Folder' select box and click 'Next' to proceed with the installation or 'Cancel' to exit the installation wizard.



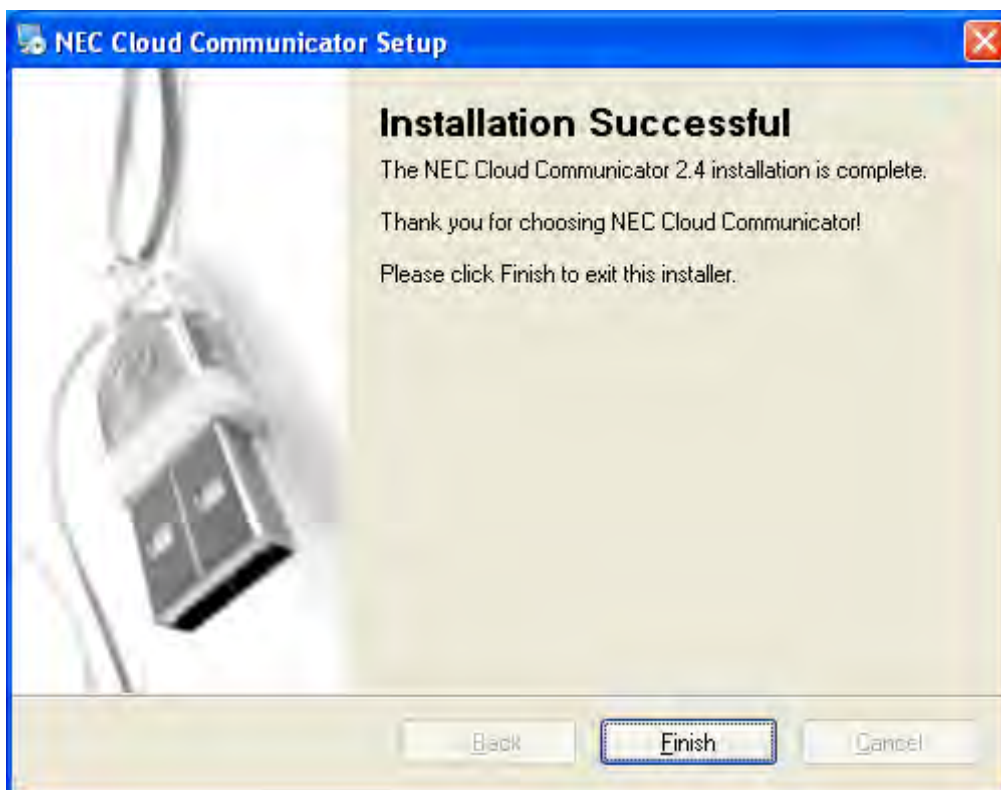
Ready to Install

Ready to Install window summarizes the Installation wizard steps and displays all selected options. If you agree with these click 'Next' to proceed with the installation or 'Cancel' to exit the installation wizard.



Installation Successful

Installation Successful window is displayed after the installation is complete. Click 'Finish' to exit the Installation wizard.

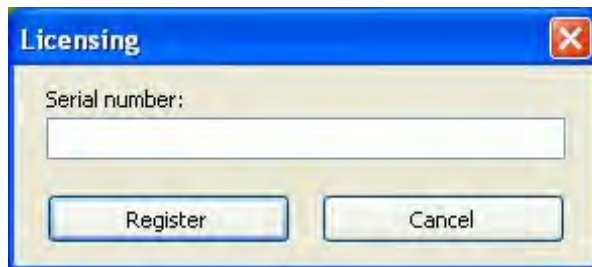


5. Starting and Sign In

Registration

To use NEC Cloud Communicator you need to enter a valid registration license.

Please enter your license and click 'Register' to finish registration or 'Cancel' to exit registration.



Enter a correct and valid license (as provided by your Service Provider) in order to register the product and begin using your product.

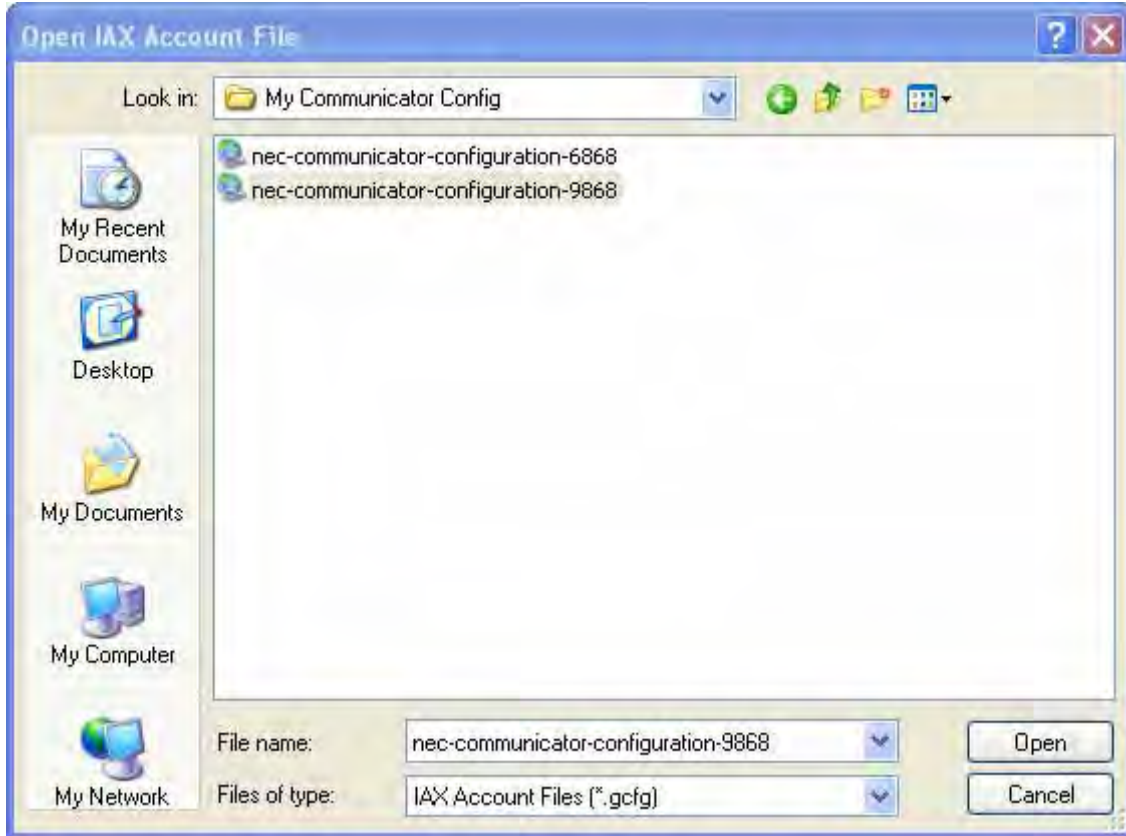
Contact your Service Provider if you have problems with the registration process.

Configuring NEC Cloud Communicator

After successful license installation and registration of NEC Cloud Communicator, you will need to configure it. The e-mail sent from your service provider contains the automatic configuration instructions.

Load Extension Configuration File

Locate your configuration file which was sent in the e-mail for your NEC Cloud Telephony extension account sent from your service provider.

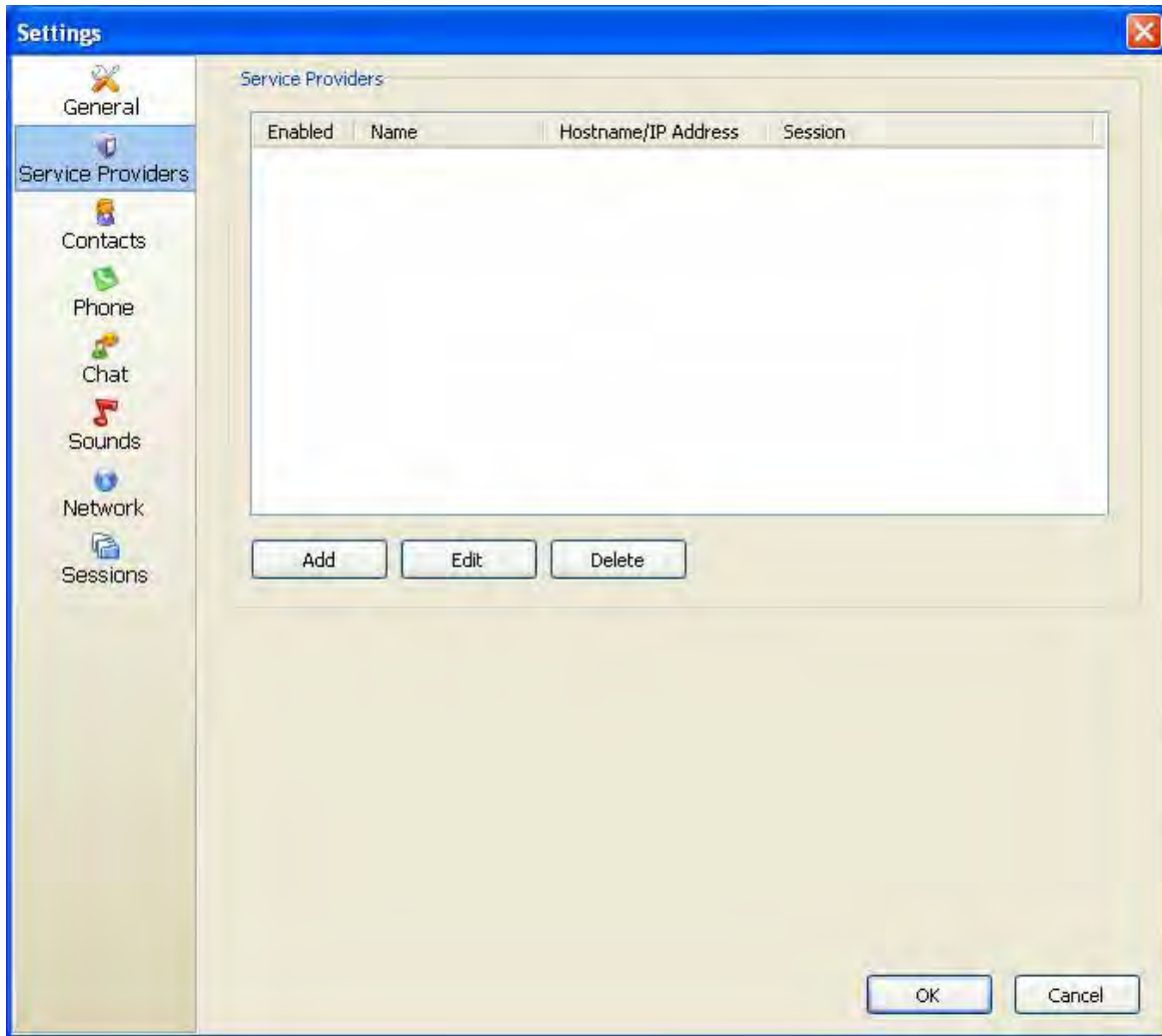


After loading of the configuration file you will get a new window with NEC Cloud Telephony account details and the possibility to enter the name of Service Provider and the name of the Session. To complete the import of configuration click 'OK' or 'Cancel' to exit.



Manual Extension Configuration

If for some reason automatic configuration is skipped click on Tools->Settings->Service Providers and click 'Add'.



You will now enter your NEC Cloud Telephony account details.



Table 5.1. Manual config

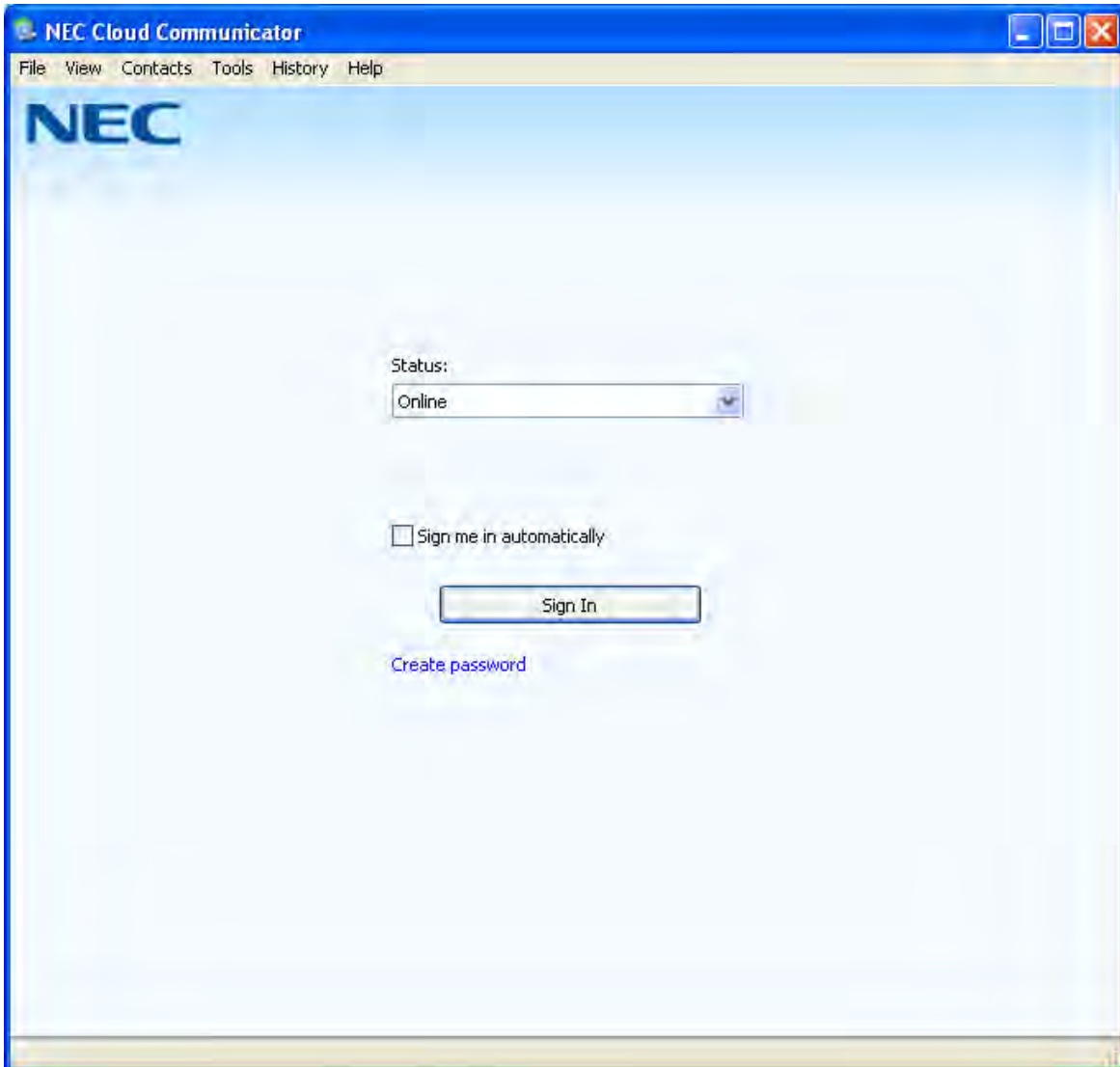
Field	Description	Example	Field Type
Save this Service Provider as:	Name of the Service Provider.	NEC	[a-z][0-9]
Server Hostname/IP Address:	Server Hostname or IP address of the NEC Cloud Telephony server where you want to connect.	demo.cloudtel.nec.com.au	[a-z][0-9][.]
Username:	Username is the extension number on the NEC Cloud Telephony that you want to use.	125	[0-9]
Password:	Password is the extension secret code that you need for authorization on the NEC Cloud Telephony.	K8dE9sa	[a-z][0-9]
Jabber resource:	Here you can to	Home, Work, NEC Cloud	Select box

choose your current location. Communicator etc.

NOTE: Account details and configuration file was sent by e-mail from your NEC Cloud Telephony Administrator.

Signing In

Select your 'Status' and 'Session' and click on 'Sign In' button. Your 'Status' or Presence can be set to either Online, Busy, Away or Offline. This status will be shared with other Cloud Communicator users on your PBX and will determine if you are free to receive calls, IMs or both.



6. Using Cloud Communicator

Sign In

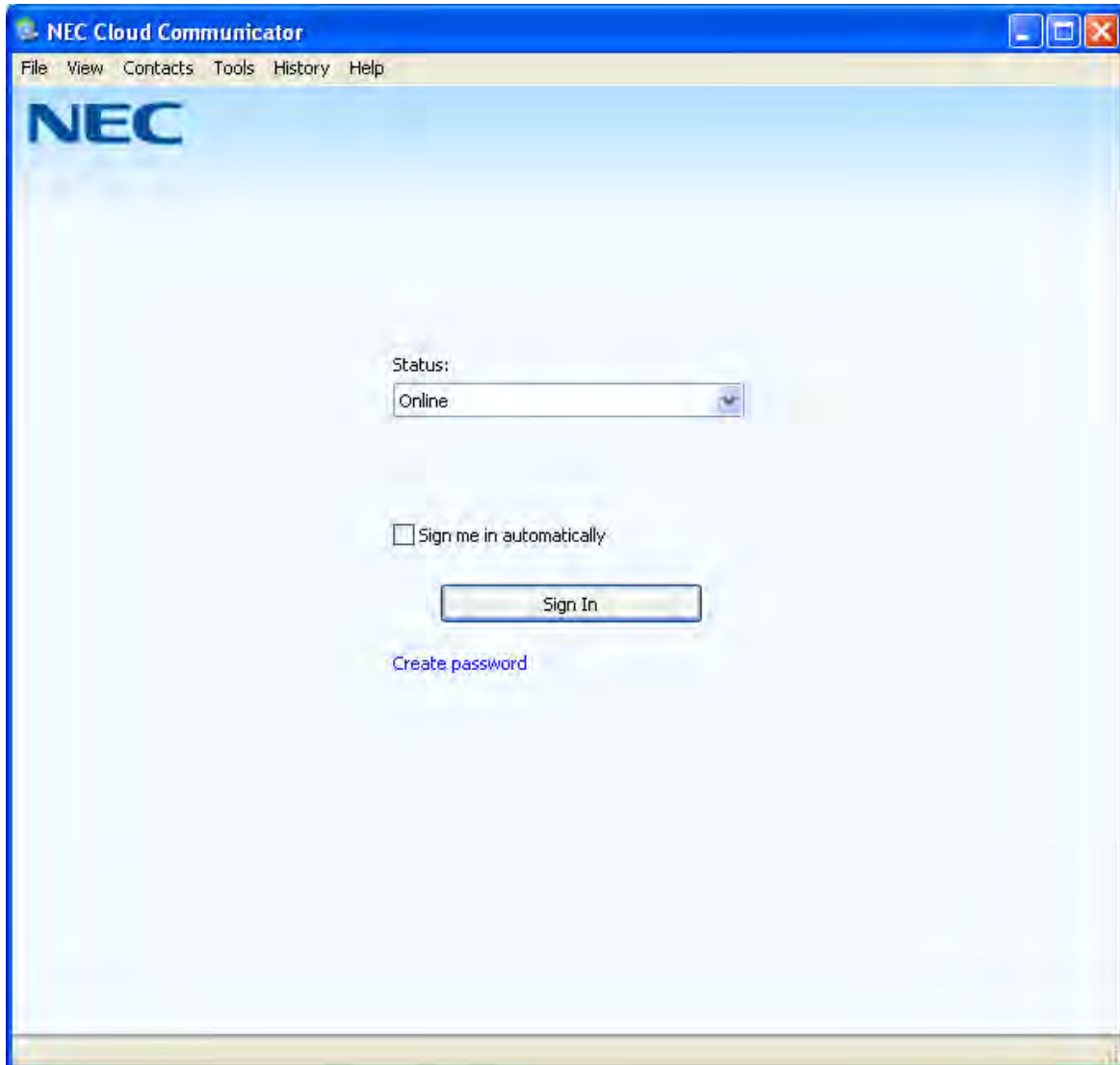


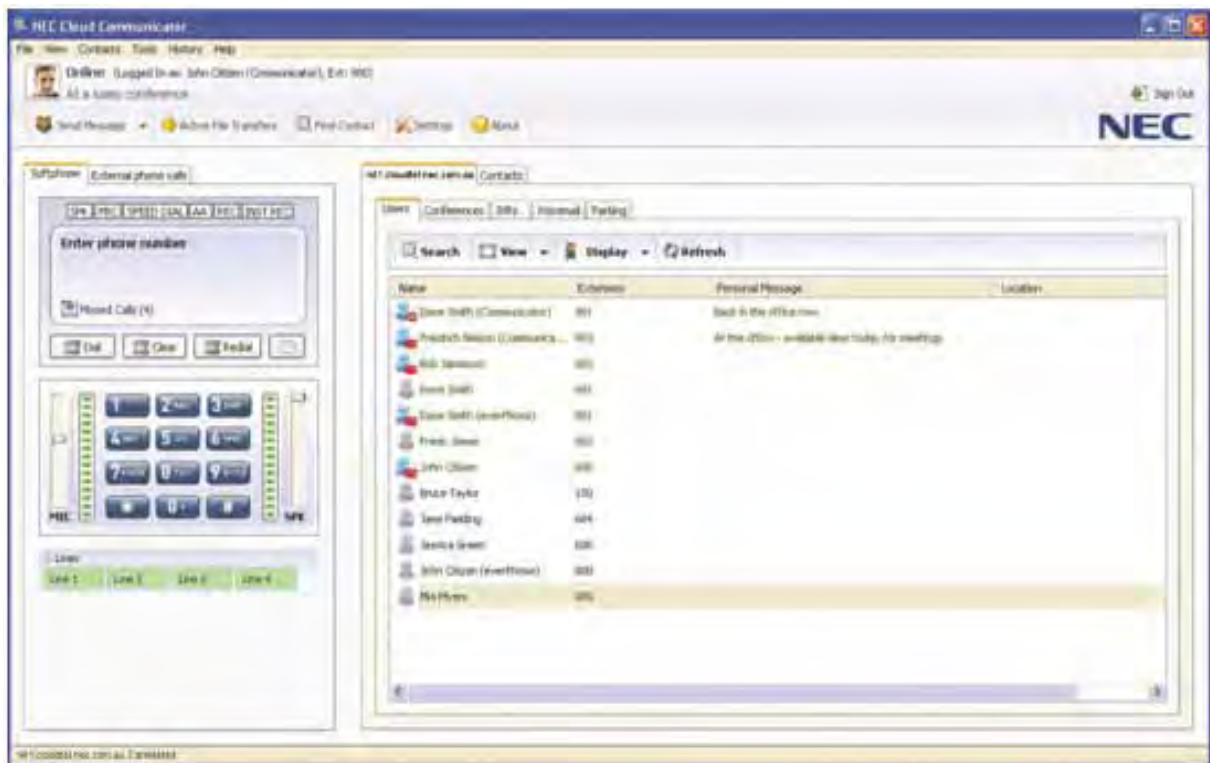
Table 6.1. Sign In window

Field	Description	Example	Field Type
Status	Select your status	Online, Offline, Away or Busy	Select box
Sign me in automatically	When this option is turned on, NEC Cloud Communicator will sign in automatically. Every time NEC Cloud Communicator is	On/Off	Check box

	started it will automatically sign in.	
Sign In	By pressing this button NEC Cloud Communicator will sign in to NEC Cloud Telephony account.	Button
Create Password	By clicking on this link you will be able to create a password for NEC Cloud Communicator.	Button

Main

After you signed in, you can immediately make calls and use the features of NEC Cloud Communicator. This screen below is the default NEC Cloud Communicator window.



Softphone

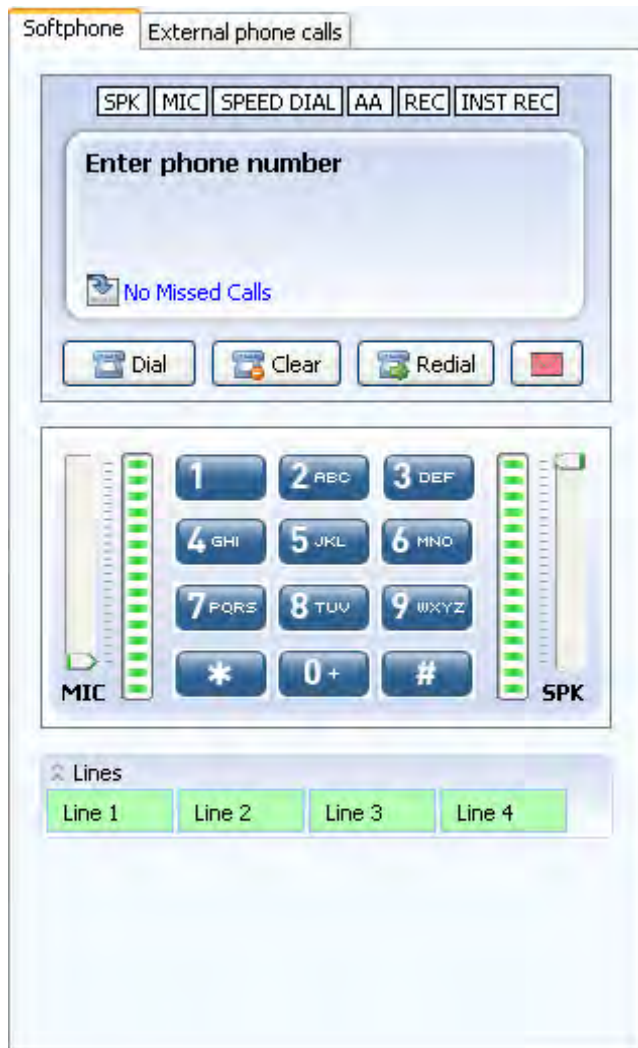


Table 6.2. Softphone

Item	Description	Example	Field Type
SPK	Mute speaker during active call on a single or all lines.	Once in conversation, click this button and select 'This line' to mute speaker on active line, or select a line number you wish to mute.	Button
MIC	Mute microphone during active call on a single or all lines.	Once in conversation, click this button and select 'This line' to mute microphone on active line, or select a line number you wish to mute.	Button
SPEED DIAL	Set custom speed dial	Once a short code is	Button

	codes.	dialled, NEC Cloud Communicator will dial assigned number (a proper phone 121255510204 for example). Note that speed dial requires a prefix (e.g. *) which is required to be dialled before a short code (e.g. *1 => 121255510204).	
AA	Automatically accept any incoming call.	With this option enabled, anyone calling your NEC Cloud Communicator extension will be automatically transferred to a speakerphone.	Button
REC	Record calls locally	If you want to record a call locally, click on this button. Default location of the recorded calls is "My Documents\NEC Cloud Communicator Call Recordings".	Button
INST REC	Record calls on the NEC Cloud Telephony server	During a call you can activate call recording by clicking this button.	Button
QUEUE			Button
Missed Calls (*)	Missed Calls (number of missed calls)	By clicking on this link you will get a new window with all Missed Calls.	Button
Dial	By clicking on this link you will get a new window with all Missed Calls.		Button
Clear	Clear typed number.	If clicked once it will clear only the last digit typed, or if hold for a couple of seconds, it will delete all typed digits on the screen.	Button
Redial	Redial last number.	Click on this button in order to redial the last number.	Button

Answer	Answers incoming call.	When new call is ringing, a click on this button will answer the call.	Button
Reject	Rejects incoming call.	When new call is ringing, a click on this button will reject the call.	Button
Transfer	Transfer incoming call.	When new call is ringing, click on this button will transfer the incoming call. Choice between supervised, blind transfer and call parking is available.	Button
Hangup	Hang up answered call.	To finish a call simply click on this button.	Button
	Voicemail signal.	When new voicemail message is available, this button will flash. Click on it in order to check your voice mail.	Button
MIC	Microphone volume.	Adjust the microphone volume by moving the slider up or down.	Button
Keypad	Keypad buttons.	Used for entering phone numbers or simply type them on the keyboard.	Button
SPK	Speaker volume.	Adjust the speaker volume by moving the slider up or down.	Button
Line1	Line indicator.	When line is active or busy it will be marked with red. When call is active, it can be put on hold by clicking on active line.	Button

Toolbar

This screenshot below shows the application Toolbar. From the Toolbar you can access some of the application's most commonly used features such as Presence settings, Instant Messaging and Contact searching.



Table 6.3. Toolbar

Item	Description	Example	Field Type
	User avatar is a user defined image, which is shown in your chat conversations.		Button-Image
Online	User Status	Online, Offline, Busy or Away	Button
<Enter your personal message>	This is your personal message that you can share with your PBX users.	In a meeting all Morning	Text
Sign Out	Sign Out		Button
Send Message	Allows user to send a message as an announcement or to send an invitation into conference.		Button
Active File Transfers	Opens 'Active File Transfer' window showing NEC Cloud Communicator ongoing file transfers.		Button
Find Contact	Opens 'Find Contact' window to search for contacts.		Button
Settings	Opens 'Settings' window.		Button
About	Opens NEC Cloud Communicator 'About' window which provides more information about the software running (build, revision version).		Button

Send Message

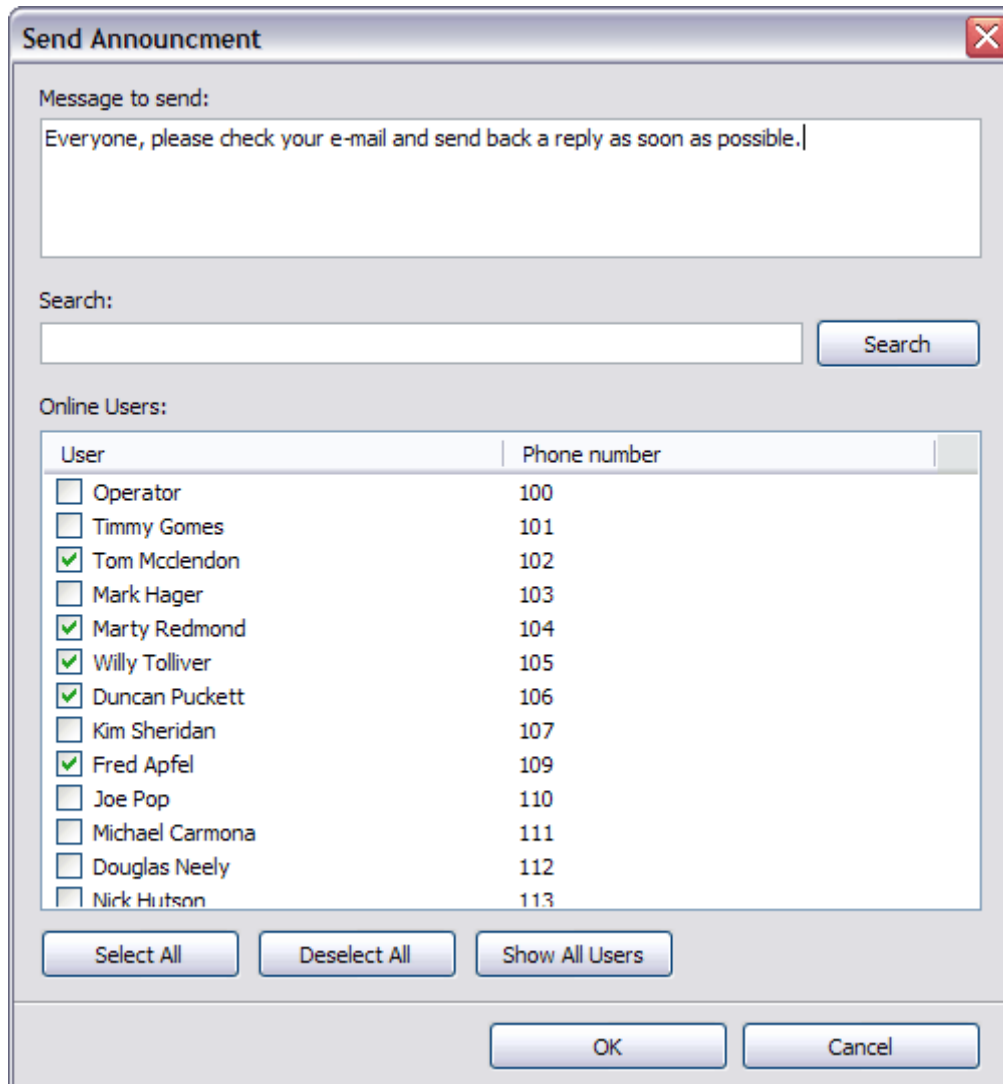
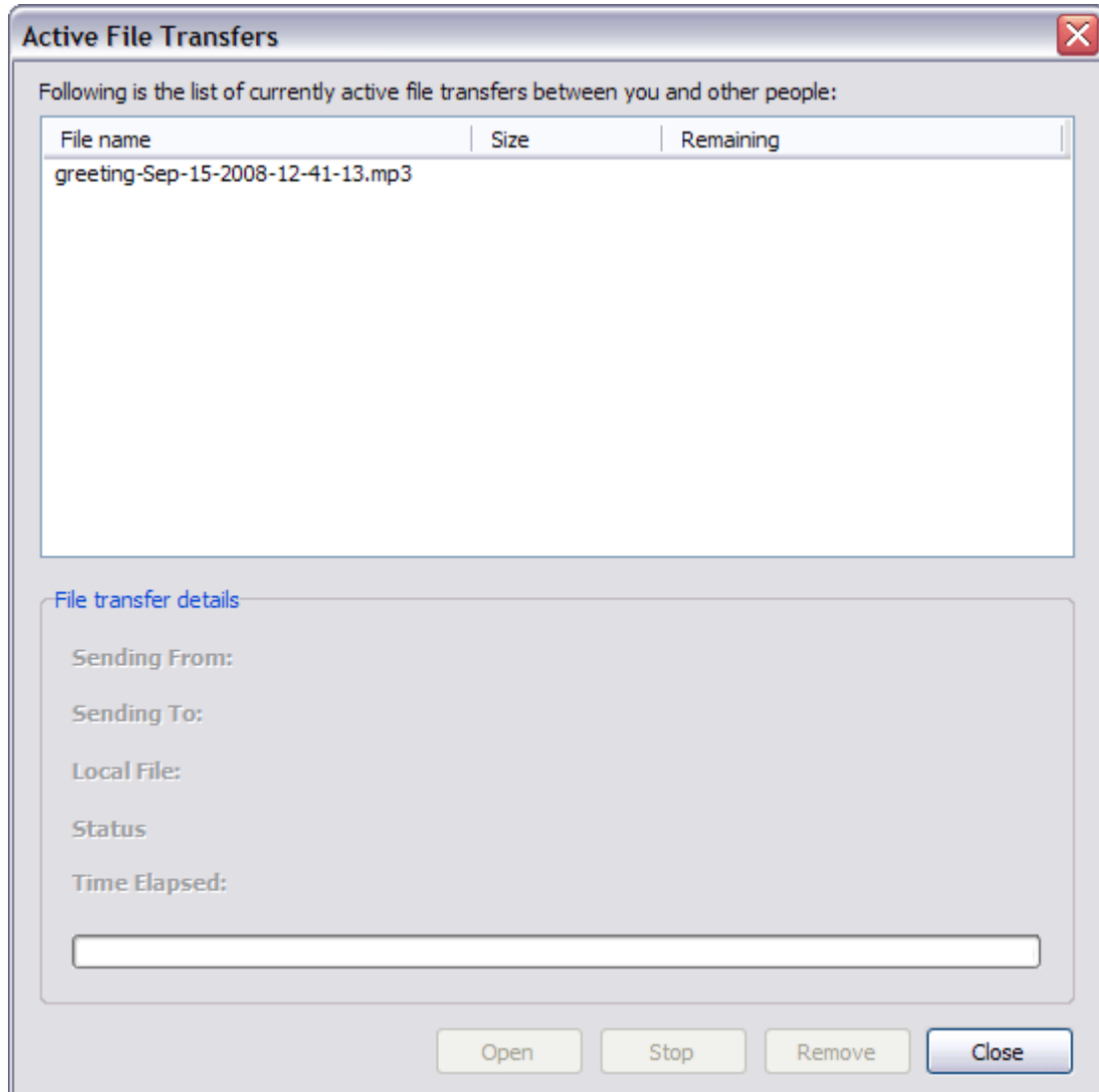


Table 6.4. Send Message

Item	Description	Field Type
Message Send:	Type in announcement you want to send to selected contacts.	[a-z] [0-9]
Search	Use 'search' to find a user in the large user list.	[a-z] [0-9]
Select All	Click on 'Select All' button to select all users from the list.	Button
Deselect All	Click on 'Deselect All' button to deselect all users from the list that you have already selected.	Button
Show All Users	If you have previously used 'search' to find a user, clicking	Button

on this button will show all users again.

Active File Transfer



Find Contact



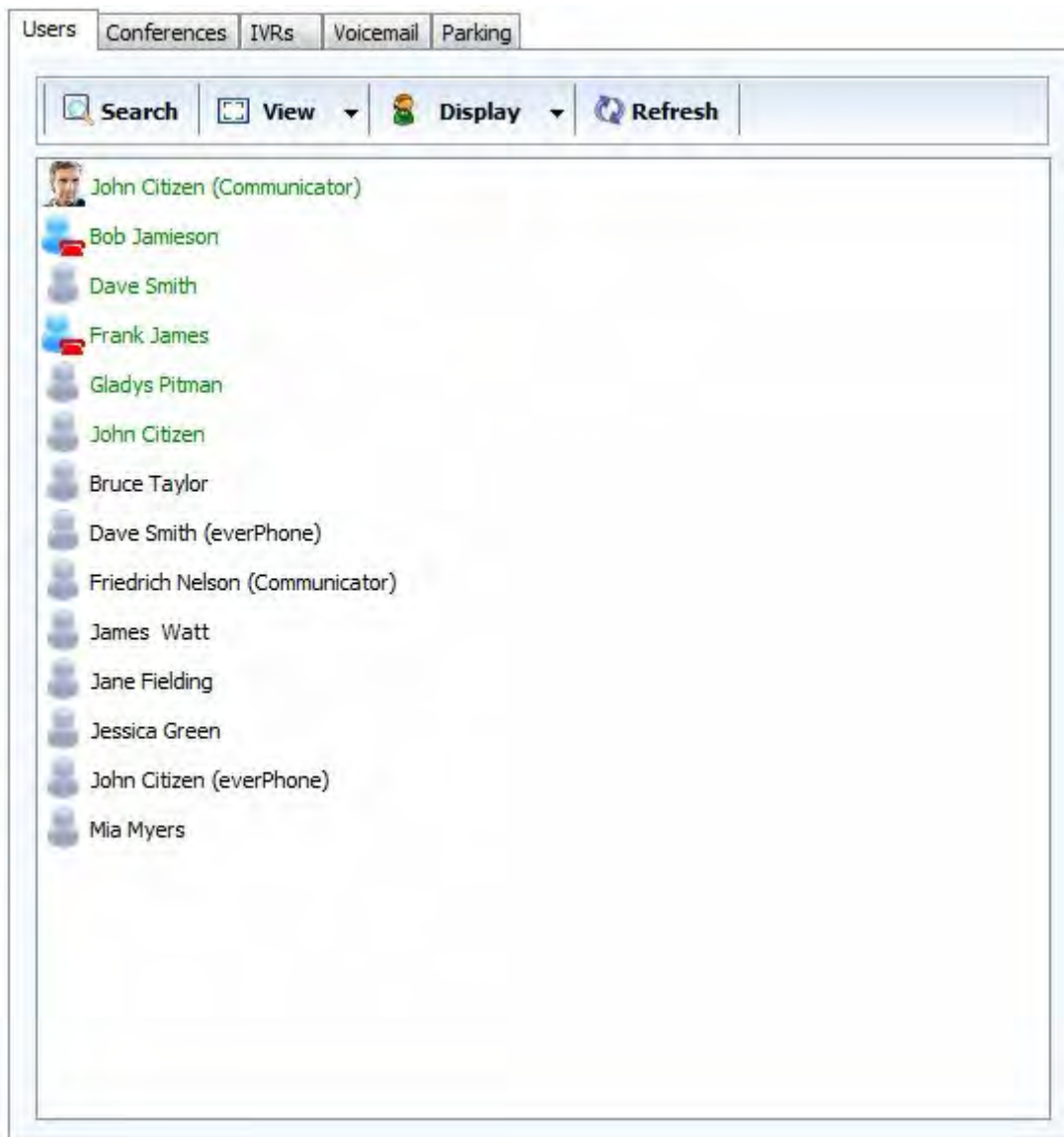
Table 6.5. Find Contact

Item	Description	Field Type
Contact Name	A keyword to search for. Provide a full or partial contact's name and click on 'Search' button to display the matches.	[a-z]
Search	Search contacts. Provide a full or partial contact's name under 'Contact Name' field and click on this button to display the matches.	Button
Display All	Displays all contacts. After any search, only matching items will be displayed. Click this button to view all contacts again.	Button
Close	Closes the 'Find Contact' window. Click on	Button

	<p>this button to close this window.</p>
<p>Right-click Options</p>	<p>At any time you can right-click on a contact. Button</p> <p>The following actions will be displayed:</p> <ul style="list-style-type: none"> ● Call: Place a call ● Chat: Chat with contact ● Call Monitoring: Monitor calls made by a contact ● Message History: View your conversation history with the contact

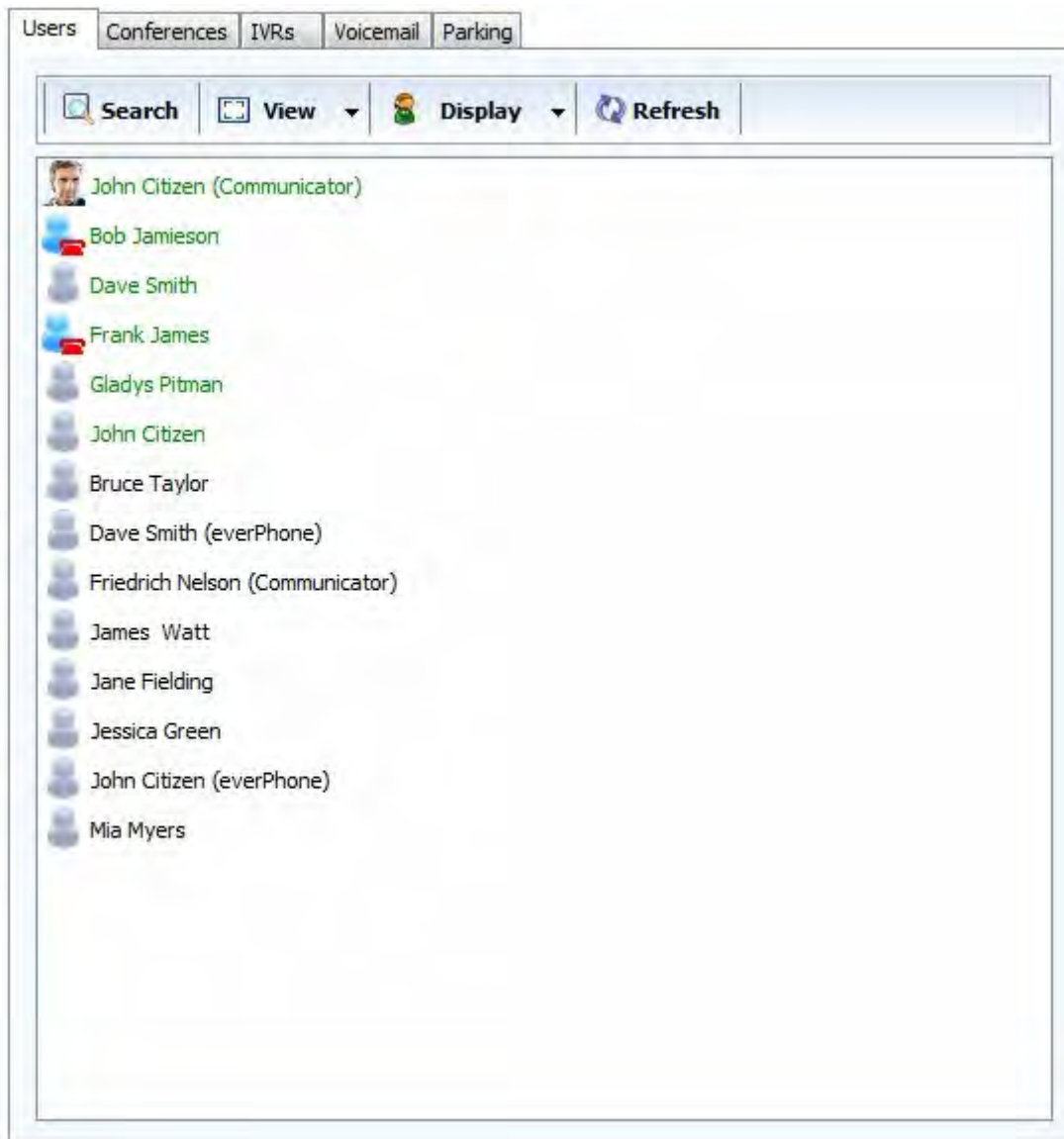
Destinations

NEC Cloud Communicator can place a call to any system destination, for example extension, conferences, IVRs, voicemails, parking.



Users

Users tab displays available extensions.

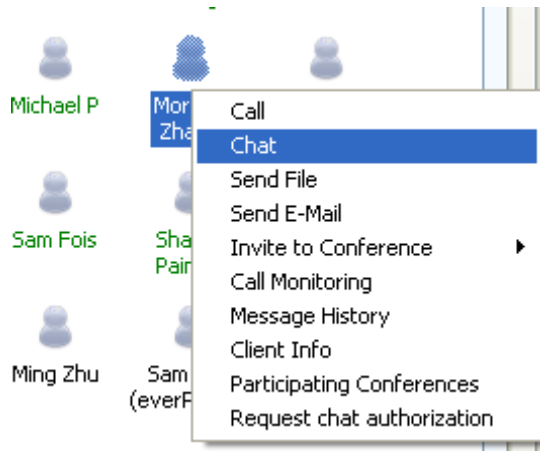


Calls can be placed by drag and drop motion from one extension to another, or directly from phone display to extension for example. A right click on contact name is available as well and offers more possible actions regarding selected extension.

From the right click on a user, the user can:

- Make a call from the soft phone
- Chat
- Send a File
- Send an email
- Invite into conference
- Monitor calls

- See more information about users (such as their presence status and user defined message)
- See in which conferences user are actively taking part in.



Conferences

Conferencing and Conferencing Scheduling and Management is one of the main key features of the NEC Cloud Communicator. The application allows you to control all elements of a conference including an email or IM invite, scheduling, visual control and visibility of what users have joined, muting and unmuting users, user kick out and invitation of external PSTN numbers.

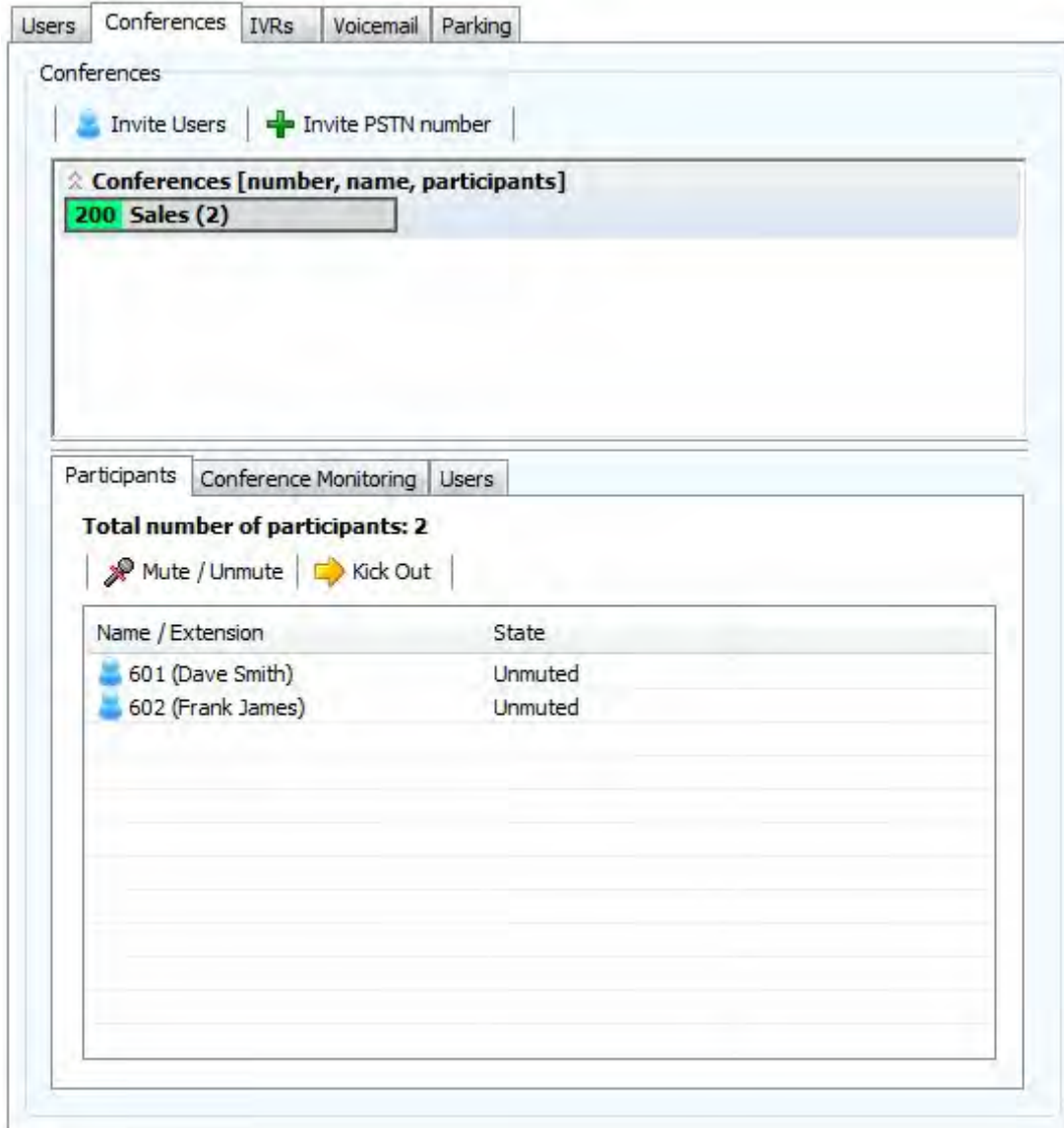
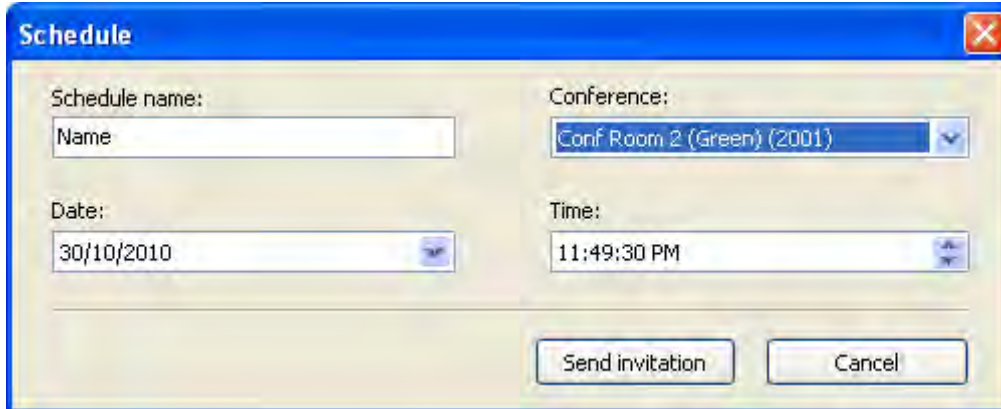


Table 6.6.

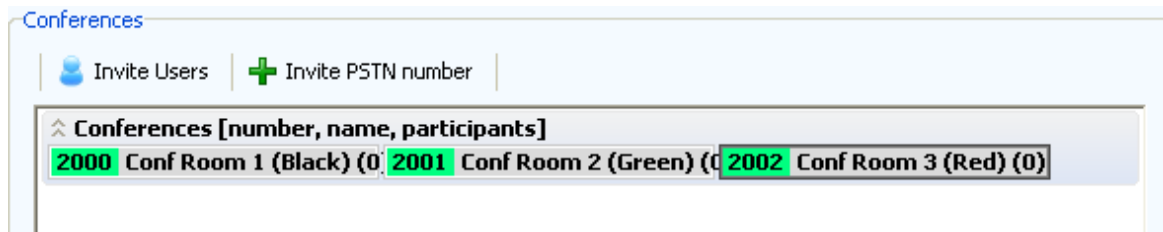
Item	Description	Field Type
Schedule	Select any available system user from the list on the right and click this button to schedule a Conference conversation for user.	Button

The following window is displayed once 'Schedule' button is clicked. All details provided here will be sent on email assigned for selected User/Extension after 'Send invitation' button is clicked.



Existing Conferences

This view shows you the Conferences that are available to the user on the PBX system. To obtain additional conference rooms please contact your Service Provider.



Invite Users

Click on the 'Invite Users' button in order to open 'Select Users' window.

Table 6.7.

Item	Description	Field Type
Invite Users	Conference moderator is allowed to invite other users into a conference. Click on 'Invite Users' button in order to open 'Select Users' window.	Button

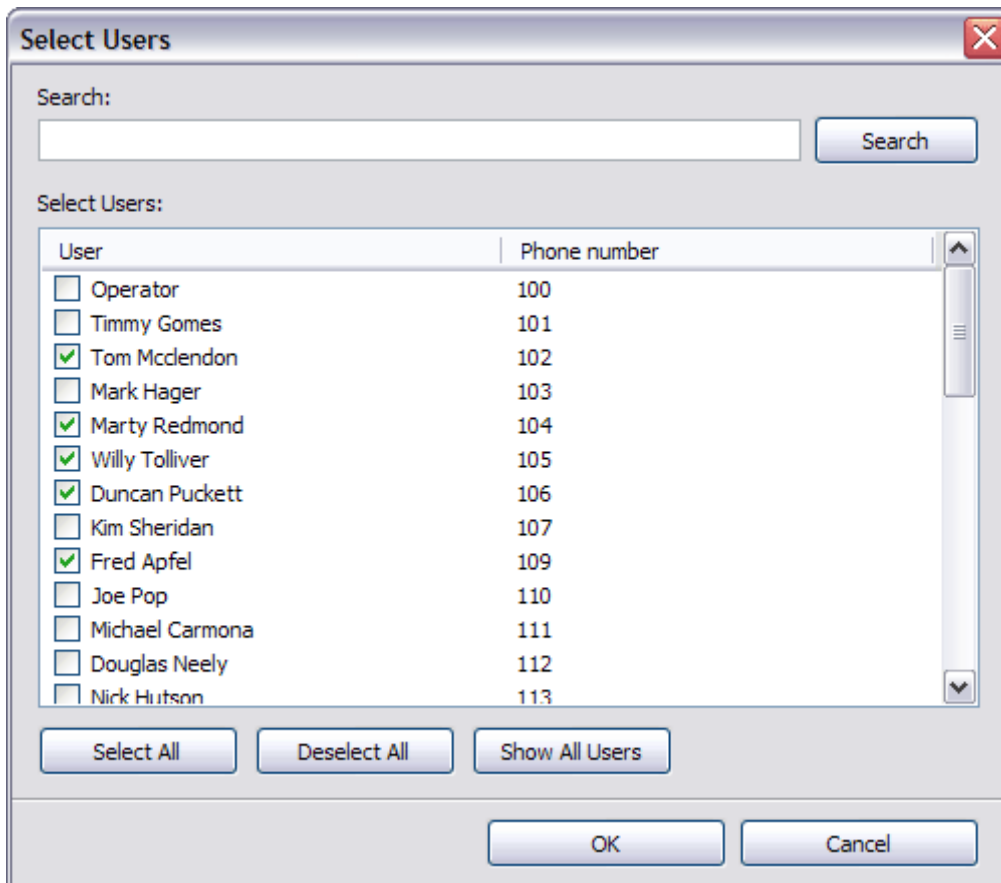


Table 6.8.

Item	Description	Field Type
Search	You don't find the user you are looking for, use 'search' to find him. Enter into search field user 'first name' or user 'extension number' and click on 'Search' button.	[a-z] [0-9]
Select All	Click on 'Select All' button to select all users from the list.	Button
Deselect All	Click on 'Deselect All' button to deselect all users from the list that you have already selected.	Button
Show All Users	If you have previously used 'search' to find a user, and you want to show all users again, click on 'Show All Users'.	Button

Invite PSTN Number

Table 6.9.

Item	Description	Field Type
Invite PSTN Number	NEC Cloud Communicator user can invite	Button

any PSTN number into the conference. Click on 'Invite PSTN number', enter a PSTN number then click on okay.

Enter a PSTN number you wish to invite and click on 'OK' button.



Inviting please wait... window lets you know that an outbound call invite is in progress. This operation may take up to 60 seconds from the time for the call to be established to the external network until the end user joins the conference bridge.



Invitation completed successful window. Click on 'OK' button to close this window.



Set Permissions

Table 6.10.

Item	Description	Field Type
Set Permissions	As the conference admin, allow another user/extension to access the conference, as a user, admin or moderator. NEC Cloud Communicator extension has admin privileges for conference 'Main 2000'. Click on 'Set permissions' button select a conference where you have admin privileges, then select an extension on the right side from user list.	Button

Select Users window allows you to select which user(s) will access the conference as a user, admin or moderator.

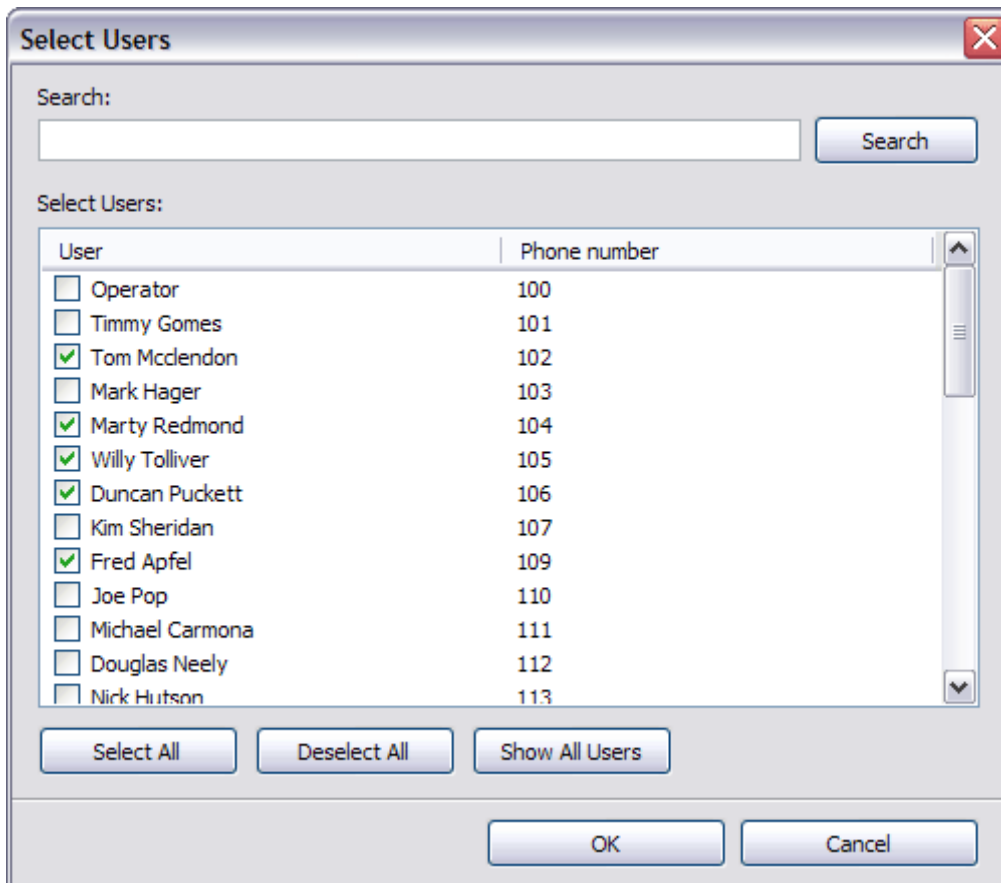


Table 6.11.

Item	Description	Field Type
Search	You don't find the user you are looking for, use 'search' to find him. Enter into search field user 'first name' or user 'extension number' and click on 'Search' button.	[a-z] [0-9]
Select All	Click on 'Select All' button to select all users from the list.	Button
Deselect All	Click on 'Deselect All' button to deselect all users from the list that you have already selected.	Button
Show All Users	If you have previously used 'search' to find a user, you'll notice that as a result you'll get displayed no user at all, one or more users. Now if you want again to display all user click on 'Show All Users'.	Button

Participants

Participants tab window shows users participating in selected conference and their audio status (Mute/Unmute).

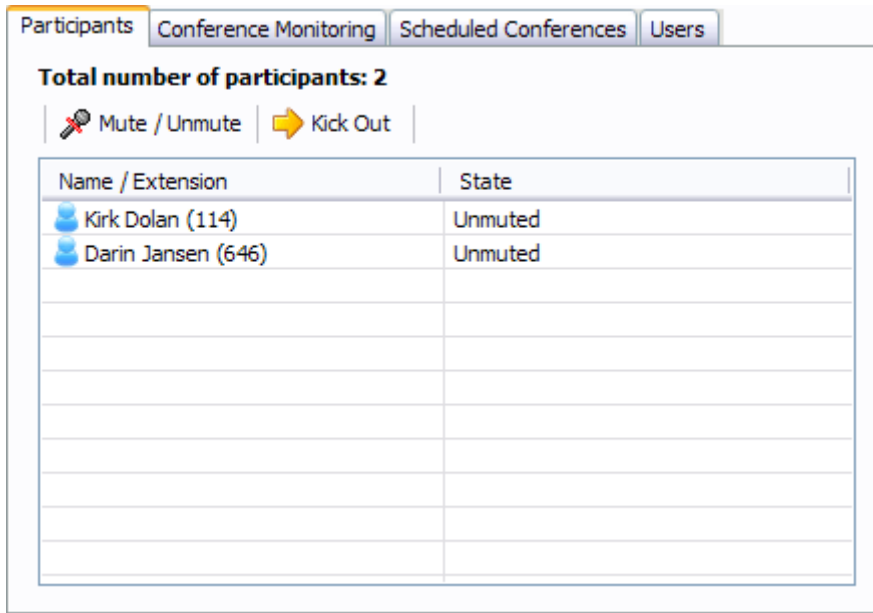


Table 6.12.

Item	Description	Field Type
Mute / Unmute	Mute or Unmute any of listed users participating in the selected conference. Select a user with a left click on his name, then click on 'Mute/Unmute' button. Current user stat will be shown in the same line on the right side.	Button
Kick Out	Force quit or kick out of the conference any of listed users participating in the selected conference. Select a user with a left click on his name, then click on 'Kick Out' button in order to kick him out.	Button

Conference Monitoring

The Conference Monitoring Window allows you if enabled by your administrator to monitor conference rooms.

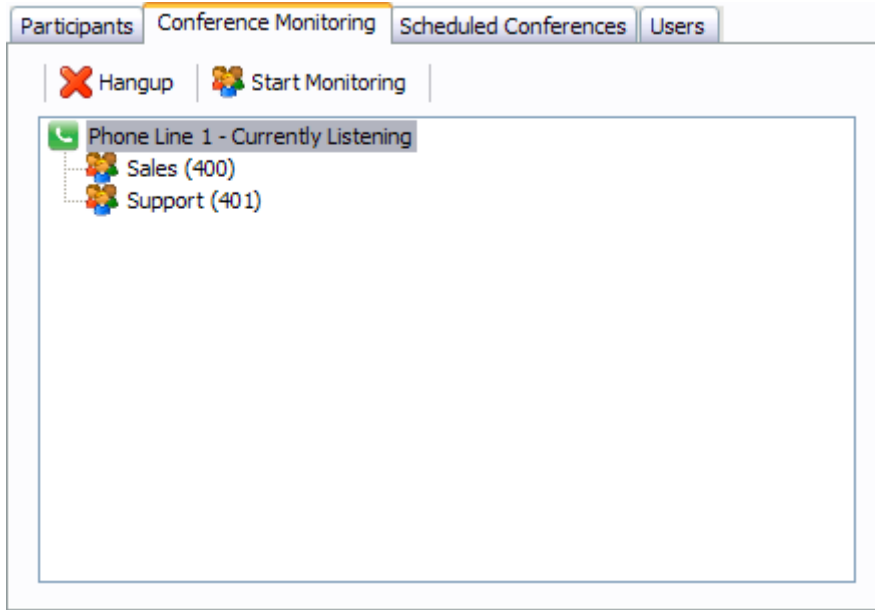
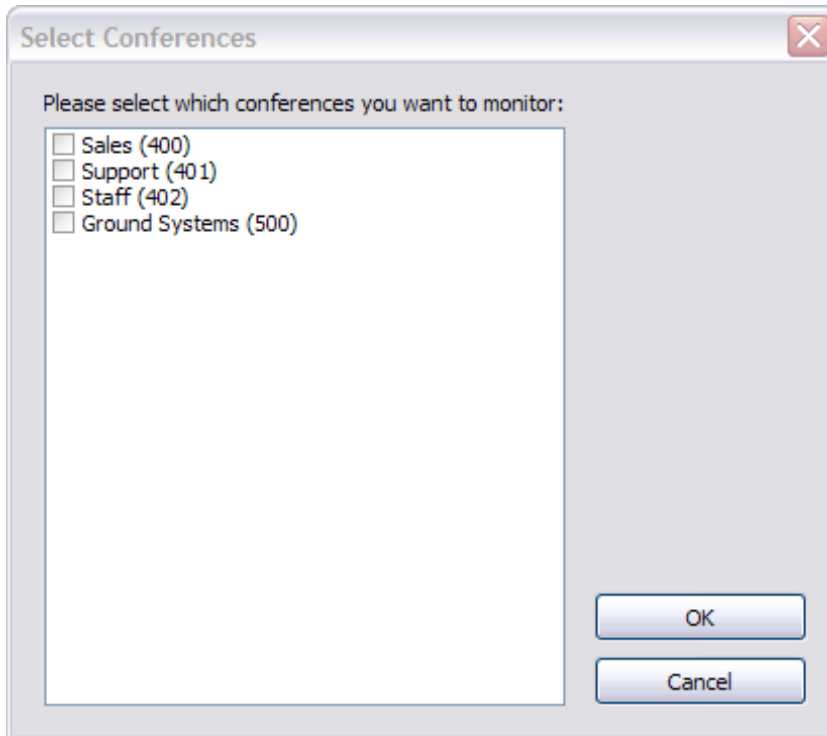


Table 6.13.

Item	Description	Field Type
Hangup	Stop conference monitoring. Select a conference with a left click on conference name, then click on 'Hangup' button to stop monitoring selected conference.	Button
Start Monitoring	Start conference monitoring. Click on 'Start Monitoring' button to open a conference select window.	Button

Select conferences window. Click on check box to select a conference you want to monitor, then click on 'OK' button in order to start monitoring.



Scheduled Conference

Scheduled Conferences window.

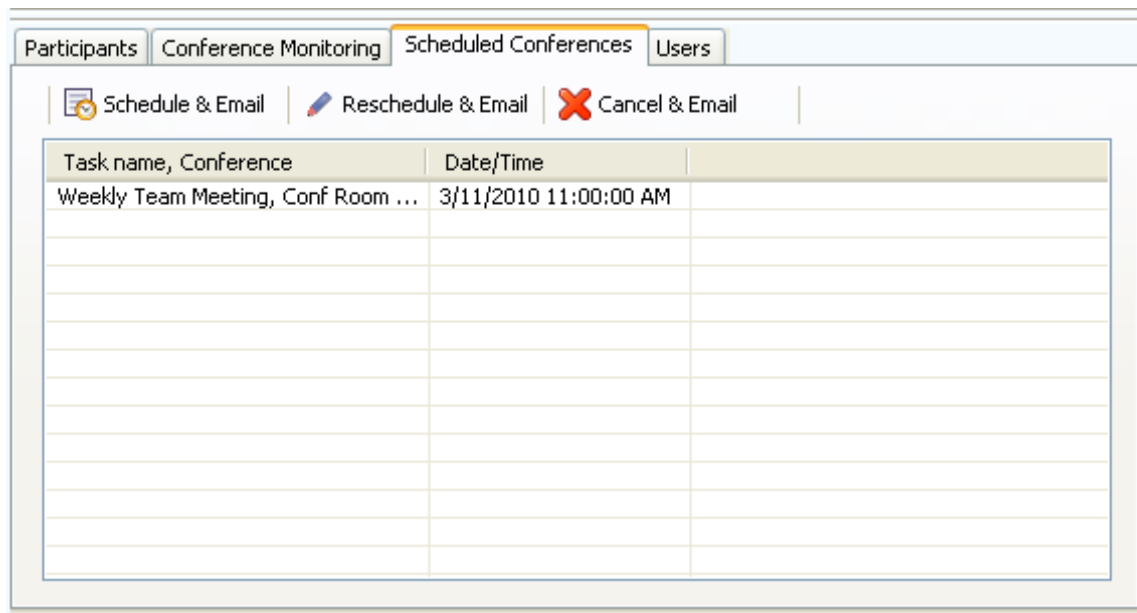


Table 6.14.

Item	Description	Field Type
Schedule	Schedule a conference. Click on 'Schedule' button, it will open a select users window.	Button

Select Users window. Select one or more users and click on 'OK' button.

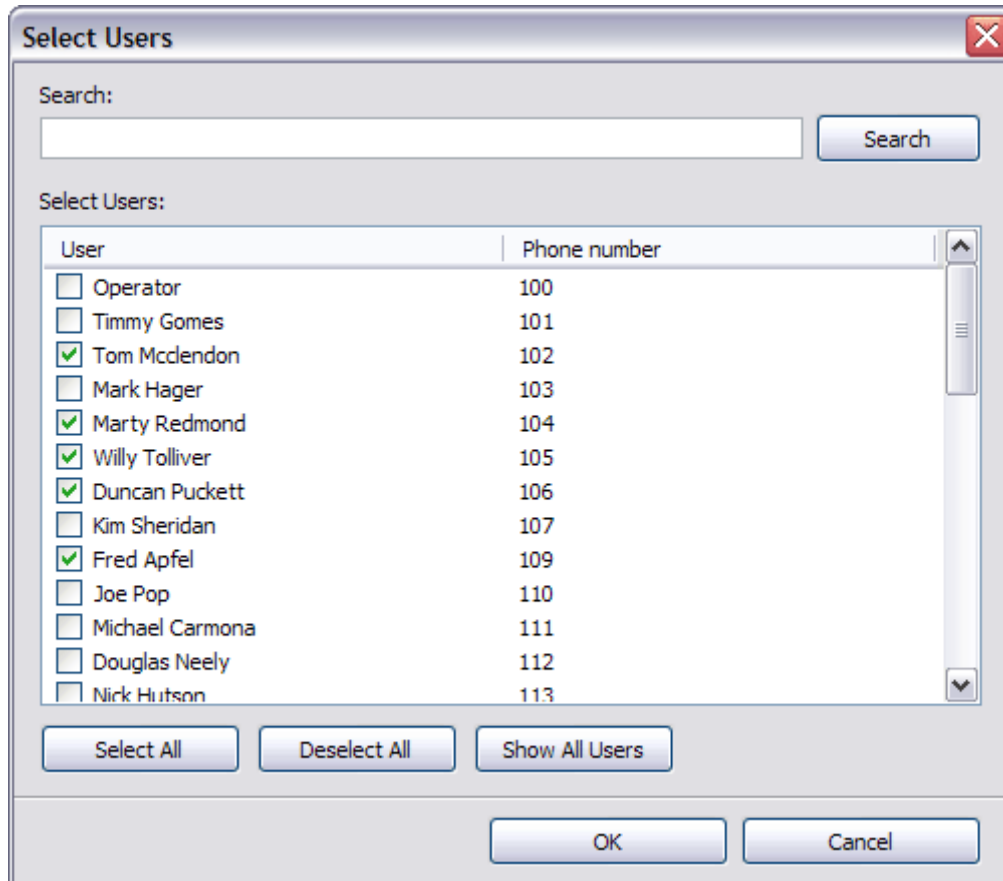


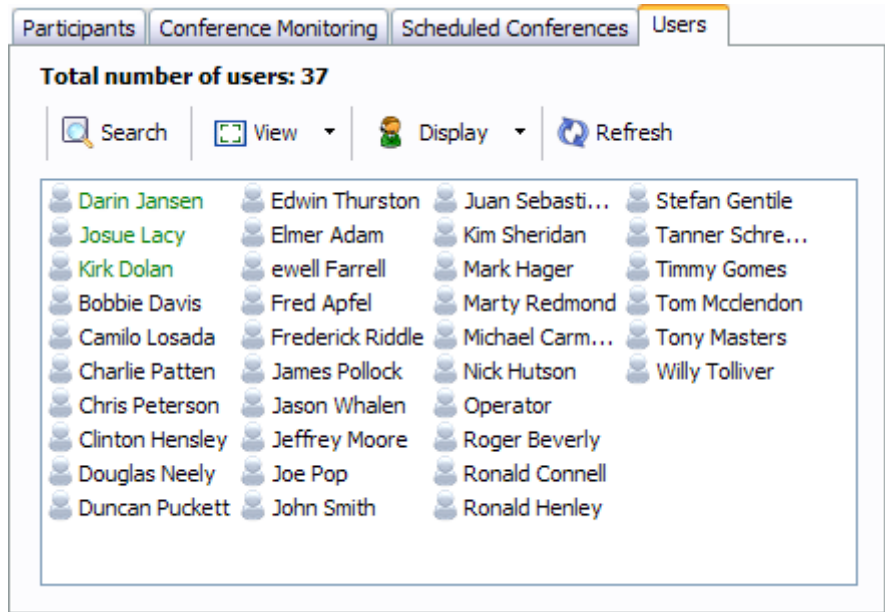
Table 6.15.

Item	Description	Field Type
Message Send	Type in announcement you want to send to selected contacts.	[a-z] [0-9]
Search	You don't find the user you are looking for, use 'search' to find him. Enter into search field user 'first name' or user 'extension number' and click on 'Search' button.	[a-z] [0-9]
Select All	Click on 'Select All' button to select all users from the list.	Button
Deselect All	Click on 'Deselect All' button to deselect all users from the list that you have already selected.	Button
Show All Users	If you have previously used 'search' to find a user, you'll notice that as a result you'll get displayed no user at all, one or more users. Now if you want again to display all user click on 'Show All Users'.	Button
Edit	Click on 'Edit' button to edit an already scheduled conference in order to change conference settings.	Button

Cancel	Click on 'Cancel' button in order to cancel an Button already scheduled conference.
--------	---

Users

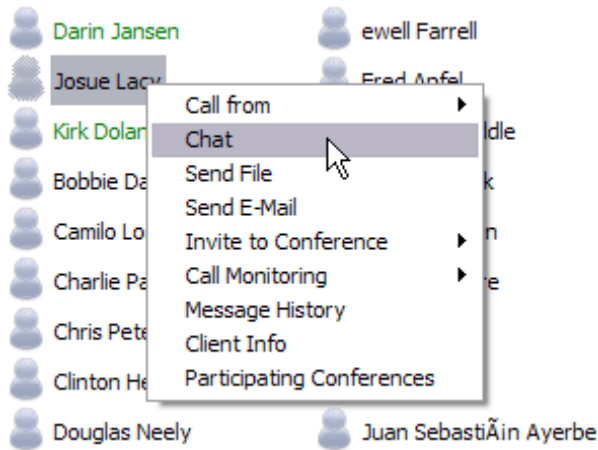
Users window



Calls can be placed by drag and drop motion from one extension to another, or directly from phone display to extension for example. A right click on contact name is available as well and offers more possible actions regarding selected extension.

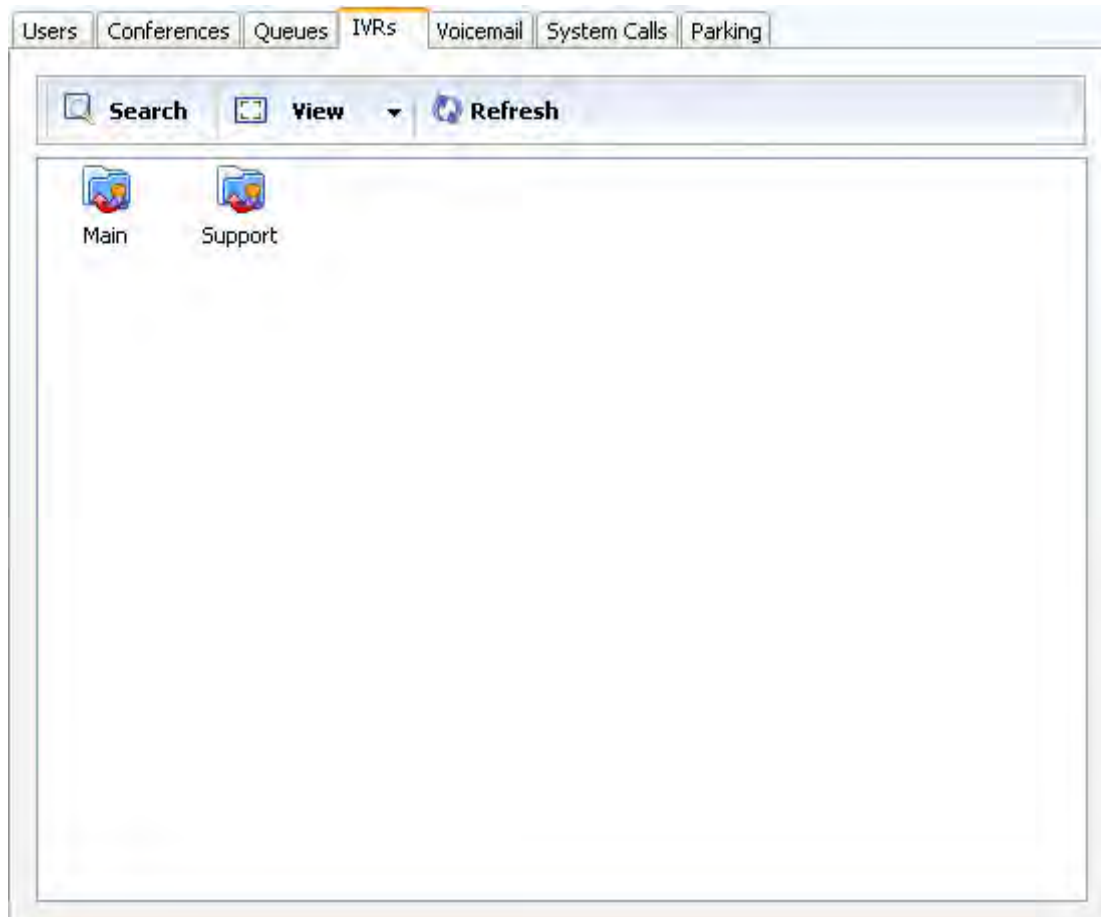
By this way user can:

- Make a call from NEC Cloud Communicator
- Chat
- Send File
- Send an email
- Invite into conference
- Monitor calls
- See more information about user
- See in which conferences user are participating.



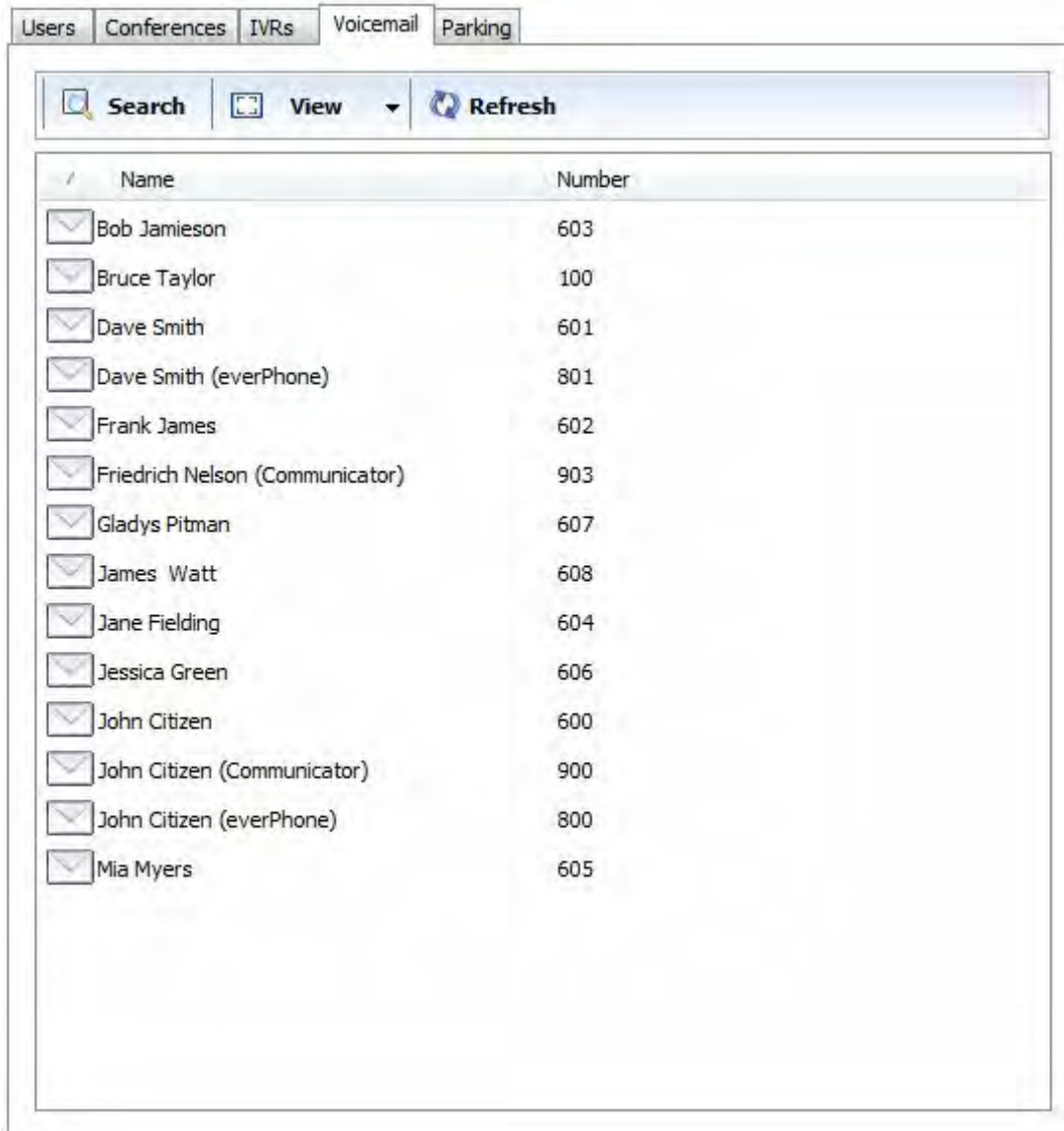
IVRs

IVRs tab displays available IVRs on the system. This allows you to call any of the IVRs without knowing the direct in dial number of the IVR.



Voicemail

Voicemail tab displays available voicemail boxes. A call placed directly to a voicemail boxes allows user to leave a voice message without ringing the extension. Live calls can be dragged directly to other users voicemail boxes.



Call Parking

Parking tab displays all parked calls. When call is parked, it can be picked up by NEC Cloud Communicator by right-clicking it and selecting NEC Cloud Communicator or monitored extension to pick it up. Parked call can be also picked up by dialing parked extension number directly from NEC Cloud Communicator or any UAD (701 for example).

Users	Conferences	Voicemail	Parking
Parking Slot	CallerID	Parked By	
➔ 701			
➔ 702			
➔ 703			
➔ 704			
➔ 705			
➔ 706			
➔ 707			
➔ 708			
➔ 709			
➔ 710			
➔ 711			
➔ 712			
➔ 713			
➔ 714			
➔ 715			
➔ 716			
➔ 717			
➔ 718			
➔ 719			
➔ 720			

Menu

File

This menu allows you to Sign In and Out, Import Account settings and Backup & Restore features.

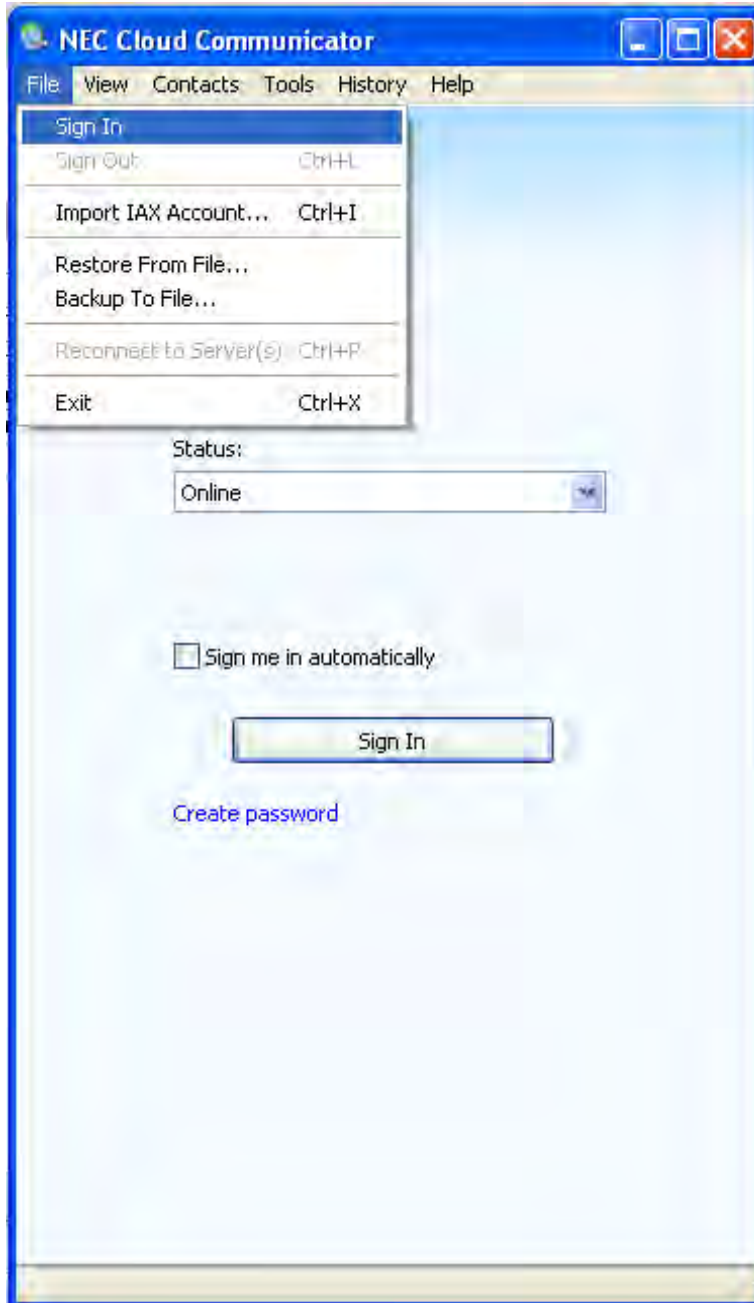


Table 6.16.

Item	Description	Field Type
Sign In	Signs in user.	Menu item
Sign Out	Signs out user.	Menu item
Import IAX Account...	Import NEC Cloud Communicator configuration file which you received in a mail	Menu item

	from NEC Cloud Telephony.	
Restore From File...	Restore configuration from backup file.	Menu item
Backup To File...	Backup configuration to a file.	Menu item
Reconnect To Server(s)	Reconnects NEC Cloud Communicator to server(s) if the connection has failed.	Menu item
Exit	Log out of active connection(s) and exit NEC Cloud Communicator.	Menu item

View

This menu allows you to adjust the view settings of your application. It is recommended to enable all the options including Menu Bar, Tool Bar and Scheduled Conferences.



Table 6.17. View Menu

Item	Description	Field Type
Show Toolbar	This option hides/displays the NEC Cloud Communicator toolbar from the main window.	Menu item
Users	<p>This option filters users displayed under 'Users' tab.</p> <p>Available options:</p> <ul style="list-style-type: none"> ● Show All Users ● Show Users Available on IM (Instant Messenger) ● Show Users Available on both IM and Phone ● Show Users Available on both IM or Phone. 	Menu item

Contacts

This menu allows you to control the Contact settings and search through Contacts and Chat history.

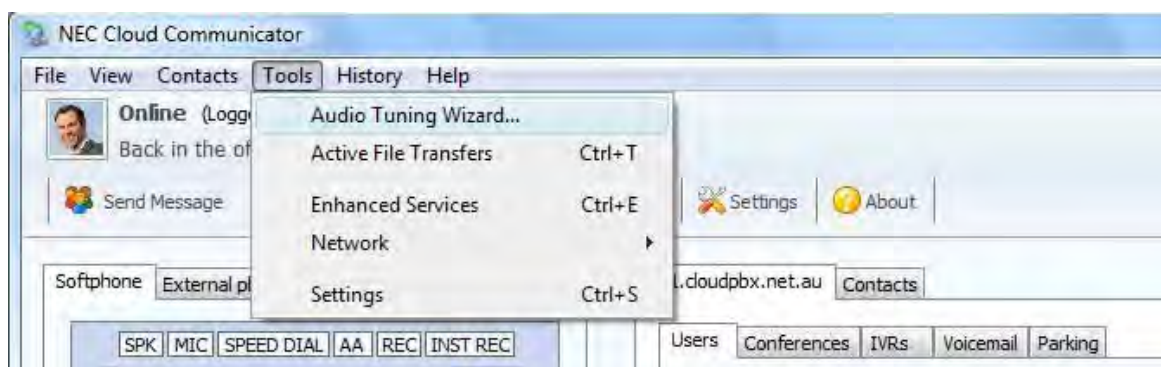


Table 6.18. Contacts Menu

Item	Description	Field Type
Find Contact...	Find a contact in your contact list.	Menu item
Chat History	View your chat logs.	Menu item
Reload Outlook Contacts	Reloads Outlook contacts and stores them in NEC Cloud Communicator database.	Menu item
Restore Deleted Outlook Contacts	If you deleted some contacts, this option will restore them from Outlook and show them in NEC Cloud Communicator.	Menu item

Tools

This menu contains Tools to assist you to configure your NEC Cloud Communicator settings.



Audio Tuning Wizard

Audio Tuning Wizard is used to configure your audio devices for NEC Cloud Communicator.

Step I-(Welcome)

This is the Welcome screen and to continue click 'Next' or 'Cancel' to exit.



Step II-(Playback/Recording)

On this screen you can choose which audio device you want to use for Playback and Recording.



Step III-(Speaker Volume)

Here we can to adjust speaker volume and test it.



Step IV-(Microphone Volume)

Here we can to adjust microphone volume and test it.



Step V-(Internet Connection Speed)

Choose your internet connection speed.



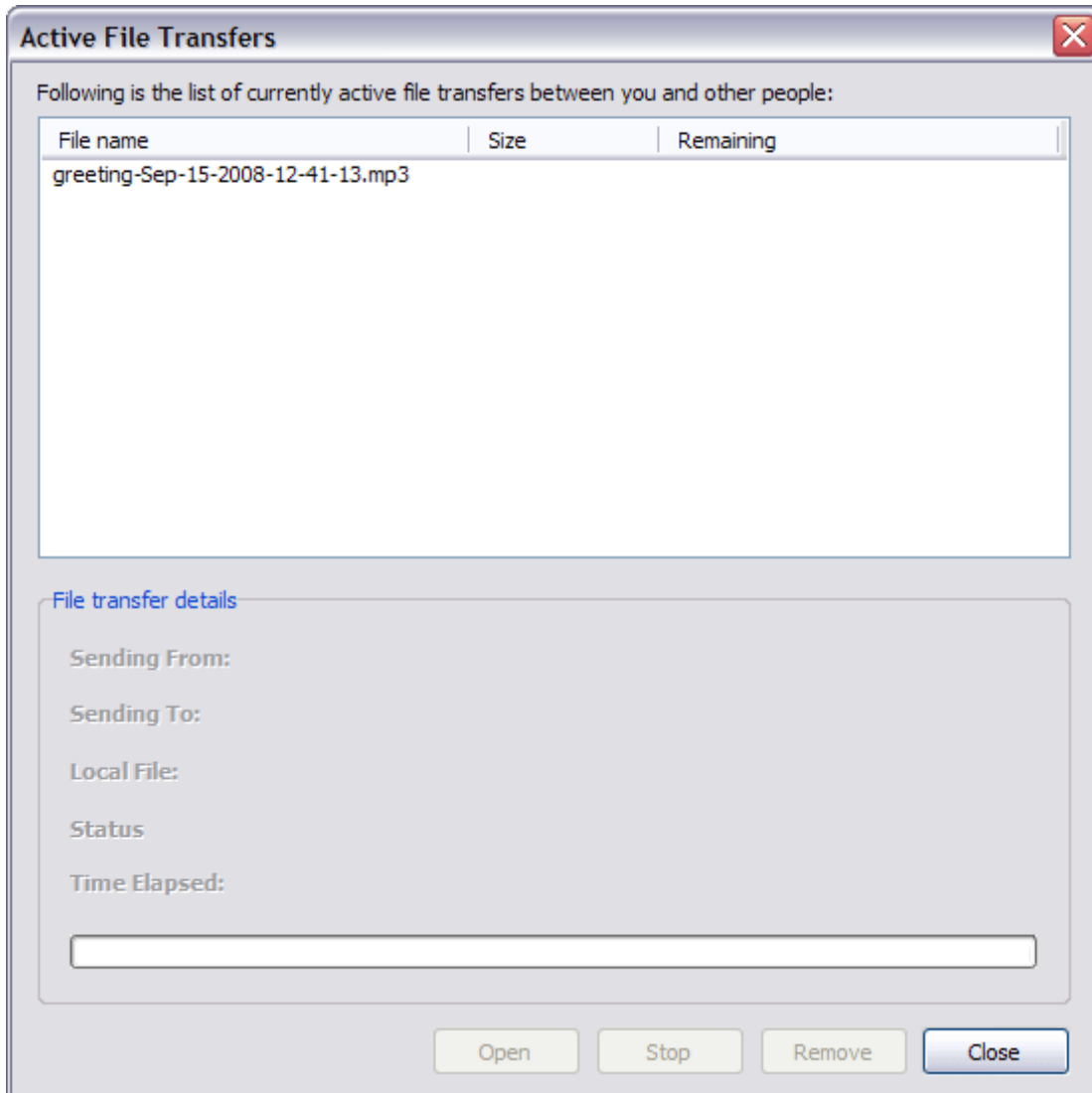
Step VI-(Finish)

This is the finish screen and when you arrive to it press 'Finish' to complete, or 'Cancel' to exit.



Active File Transfers

In this window you can see all active file transfers.



Enhanced Services

Here can a user control his accounts like changing PIN's, overview of Voicemail and CDR records.

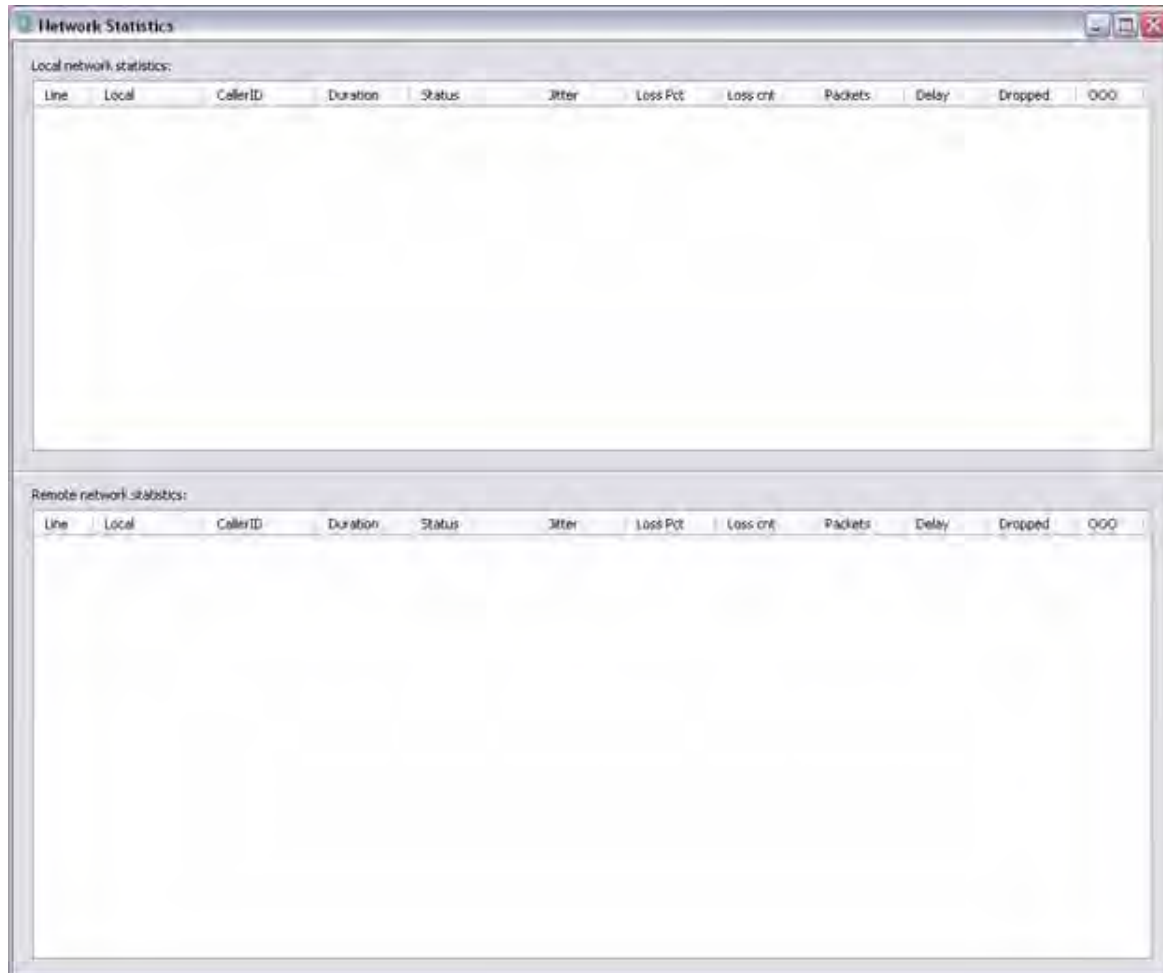
The screenshot displays the 'Enhanced Services' configuration interface. At the top, there is a navigation bar with 'NEC', 'Help', 'Logout', and a language selector set to 'English'. On the left, a sidebar shows a menu with 'Select an extension:' (600), 'My Details', 'Directory', 'Voicemail', 'Enhanced Services' (highlighted), 'CDR', and 'Settings'. The main content area is titled 'Enhanced Services (sorted by priority)' and contains a table of 13 services. Each service has a priority number, a name, and a status indicator. A 'Save' button is located at the bottom left of the table.

Priority	Service Name	Indicator 1	Indicator 2	Indicator 3	Indicator 4	Action
01	Caller ID	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Edit
02	Call Pickup [*8]	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	
03	Last Caller [*149]	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
04	Call Filters & Blocking	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
05	Do Not Disturb	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
06	Call Forwarding [*71/72]	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Edit
07	Follow Me	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Edit
08	Group Hunt	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Edit
09	Speakerphone Page [*399]	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
10	Directory / BLF List	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
11	Speed Dial [*130]	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
12	Monitor Queues	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Edit
13	Operation times [*401/402]	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	

Network

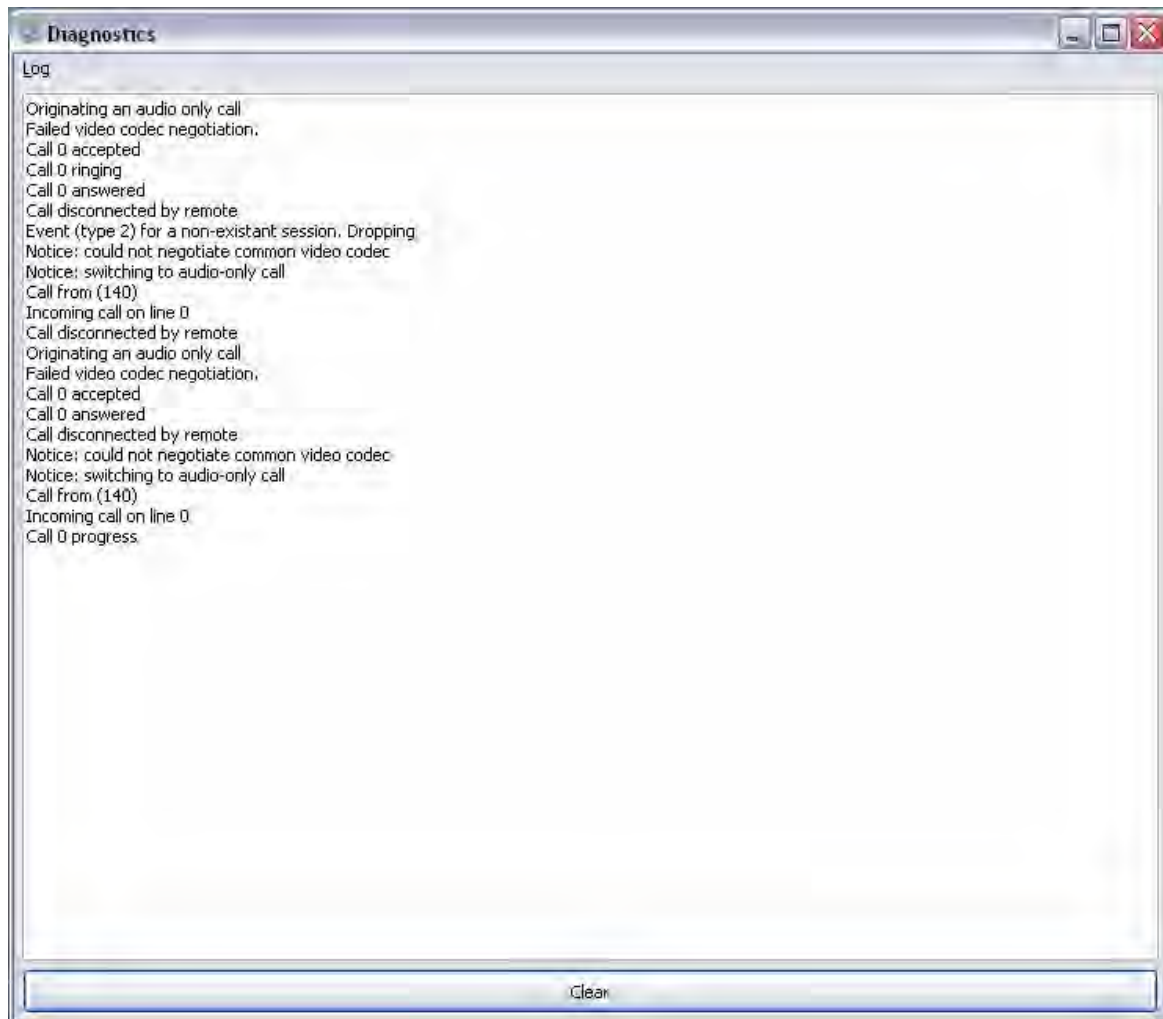
Network Statistics

Network Statistics shows you all information about current calls.



IAX Debug

IAX Debug information



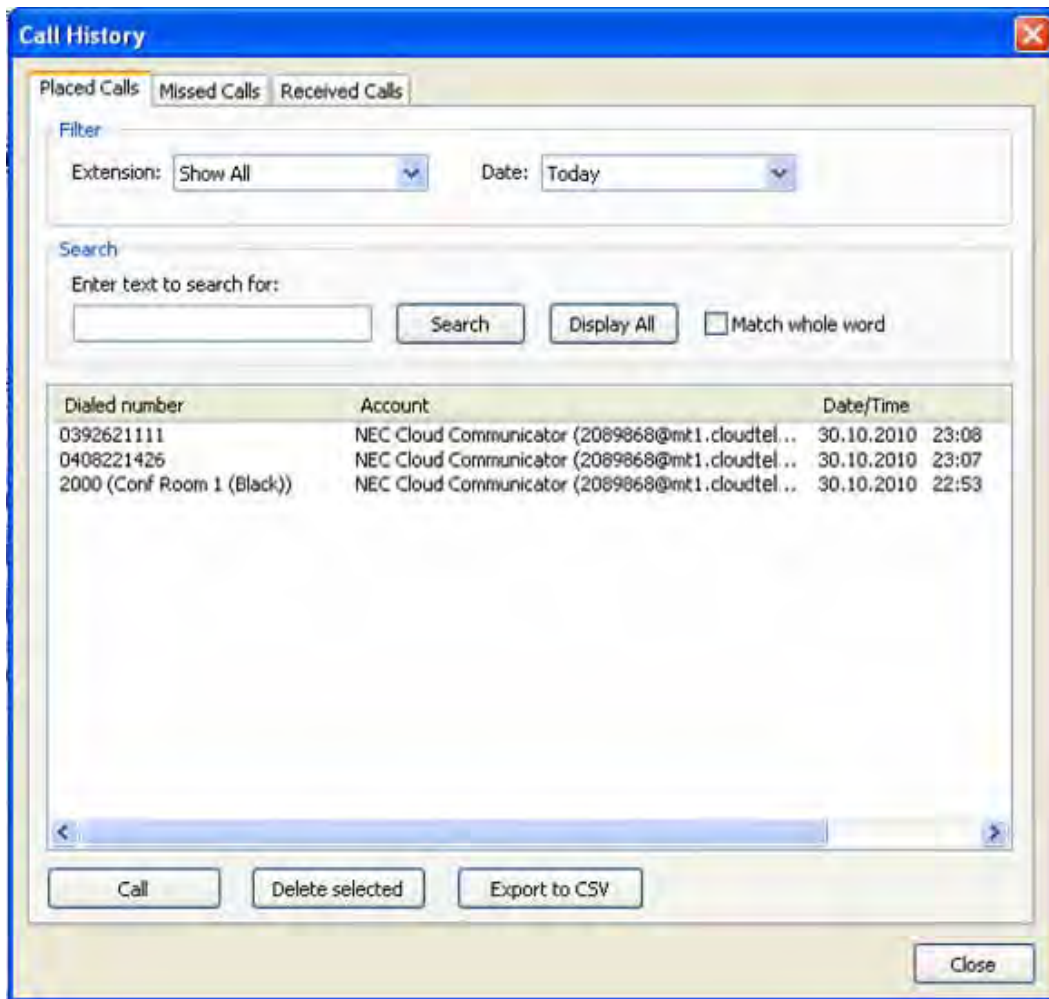
History

This menu allows you to view your Phone call history (and FAX History....)



Phone

Here you can find the phone history for missed, received and placed calls.



Help

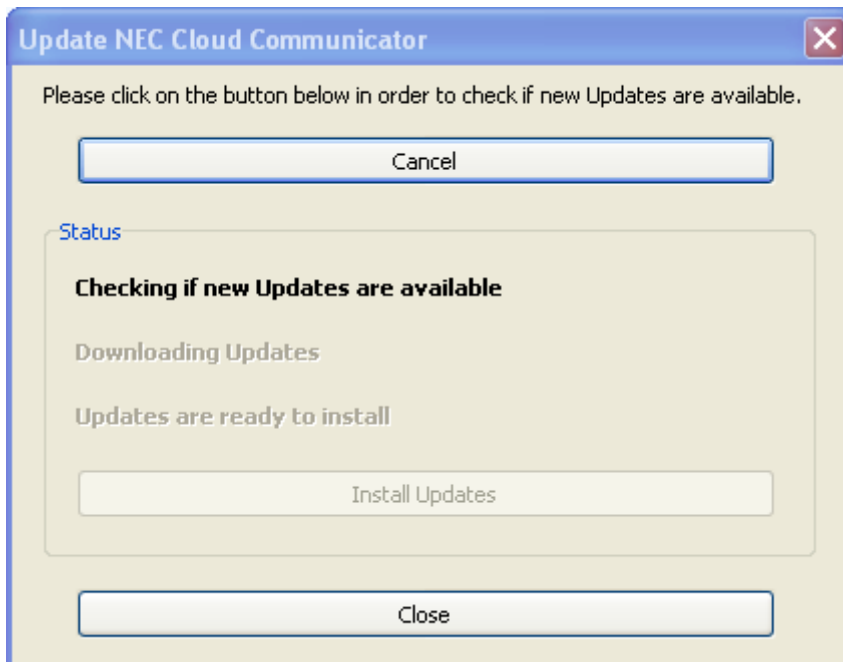
This menu allows you to access updates for the application and online help for the application.



Update license

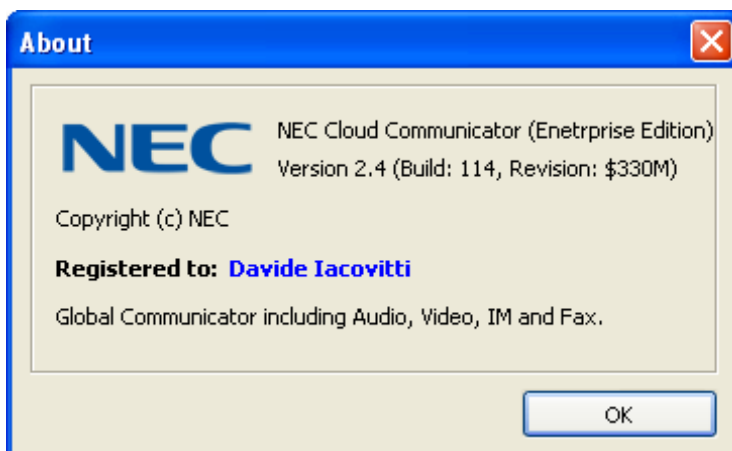


Check for Updates



About

This screen provides you details about the version of NEC Cloud Communicator you are using.



Settings

General

General

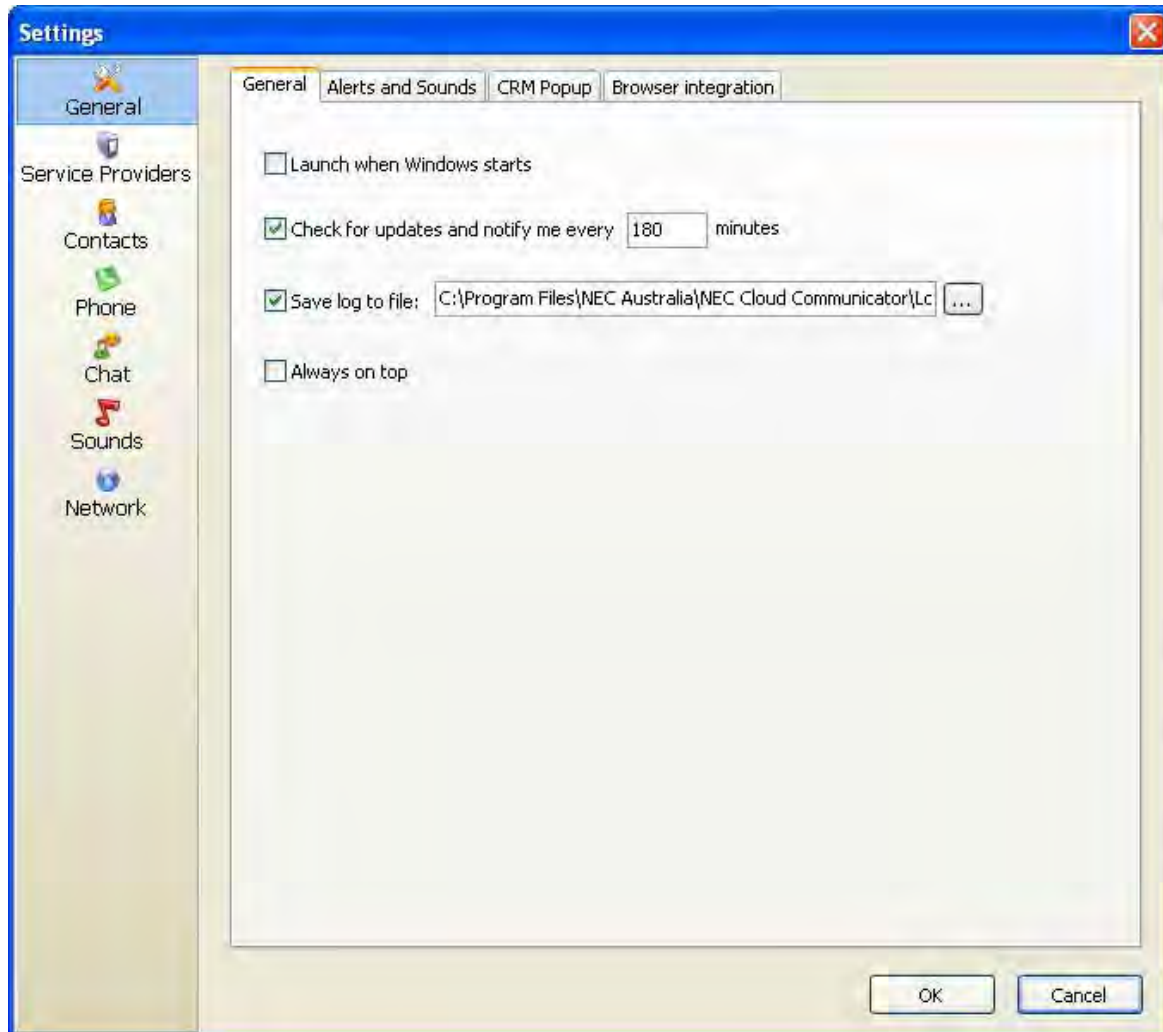


Table 6.19. General

Item	Description	Field Type
Launch when Window starts	This option will automatically start and launch NEC Cloud Communicator every time when Windows starts.	Check box
Check for updates and notify me every *180* minutes	This option will automatically check for NEC Cloud Communicator updates and notify if there is one. You can define how often should it check (example: every 180 minutes).	Check box
Save logs to file:	When this option is enabled, NEC Cloud Communicator will save all logs into a file. The file can be saved on every location, by default that location is C:\Program Files\NEC	Check box

	Australia\NEC Cloud Communicator\Log.txt	
Always on top	If this option is enabled NEC Cloud Communicator will always be on top of the desktop.	Check box

Alerts and Sounds

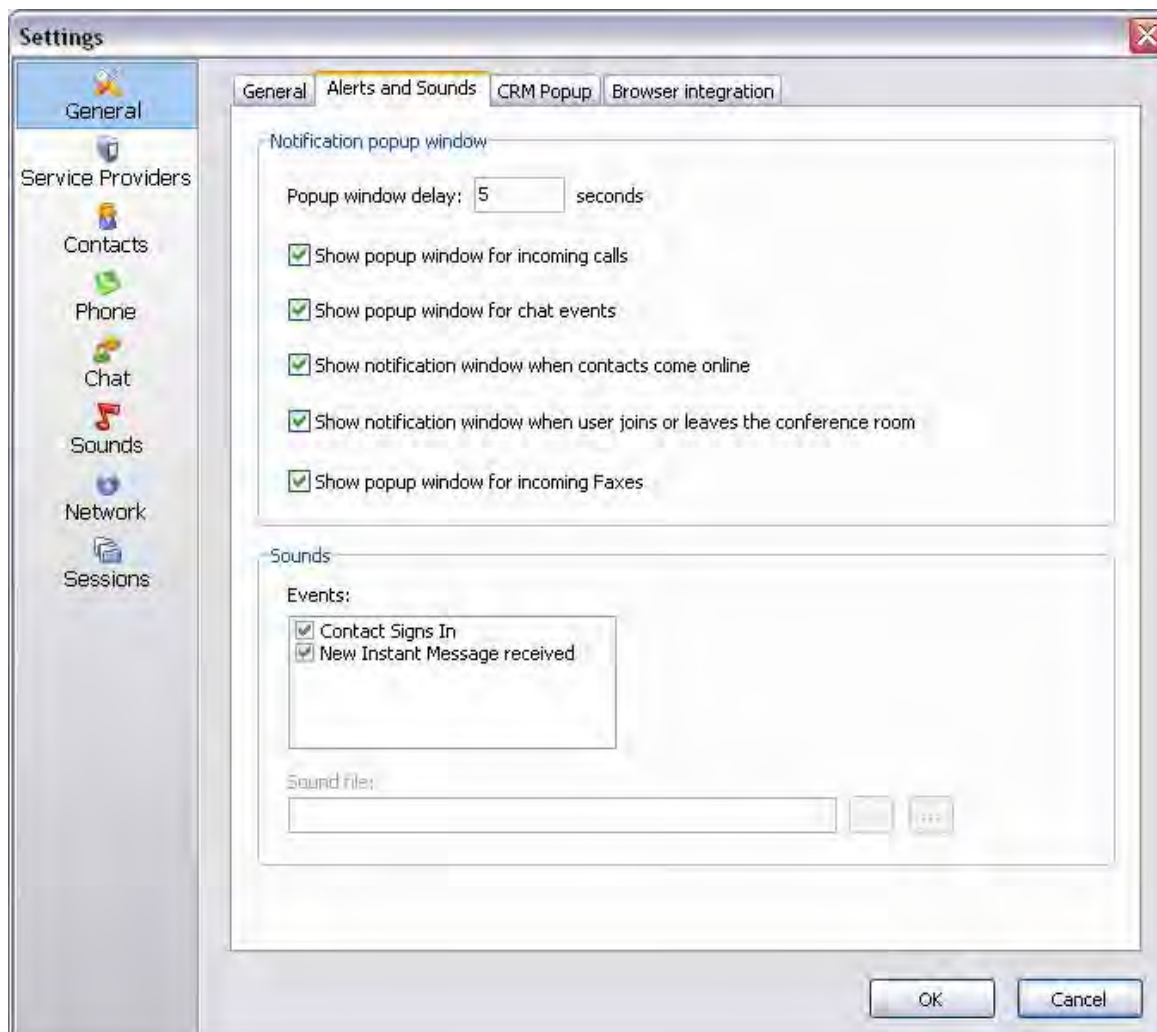


Table 6.20. Alerts and Sounds

Item	Description	Field Type
Popup window delay:	Here you define how long in seconds should the popup be displayed.	[0-9]
Show popup window for incoming calls	When this option is enabled every time you get an incoming call a popup window will be displayed.	Check box
Show popup window for chat events	When this option is enabled every chat event will get user notified in a popup window.	Check box

Show notification window when contacts come online	Every time when a contact comes online user will get popup notification window.	Check box
Show notification window when user joins or leaves the conference room	Every time one of the participants joins or leaves a conference room that event will be displayed in a popup window.	Check box
Show popup window for incoming Faxes	When a new fax is received notification will be displayed in a popup window.	Check box
Sounds: Events	Here you can choose sound you want to use.	Check box
Sound files:	If you select one of the sounds in Sounds: Events this field will be enabled and you can chose the sound.	Browse

CRM Popup

This tool can be used to automatically integrate with a hosted CRM solution - based on incoming call events NEC Cloud Communicator can automatically load a web browser and insert various macros to the URL post.

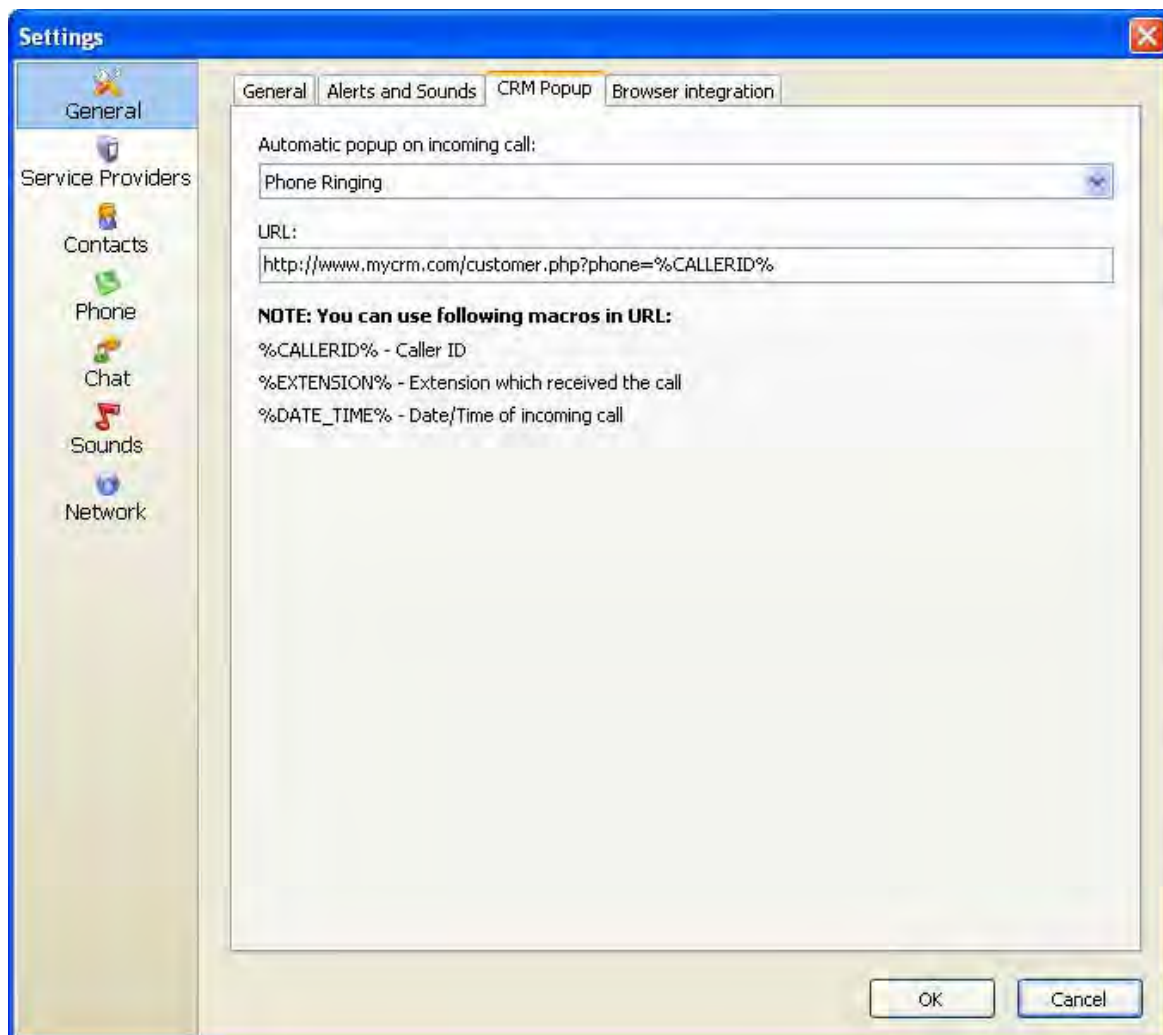
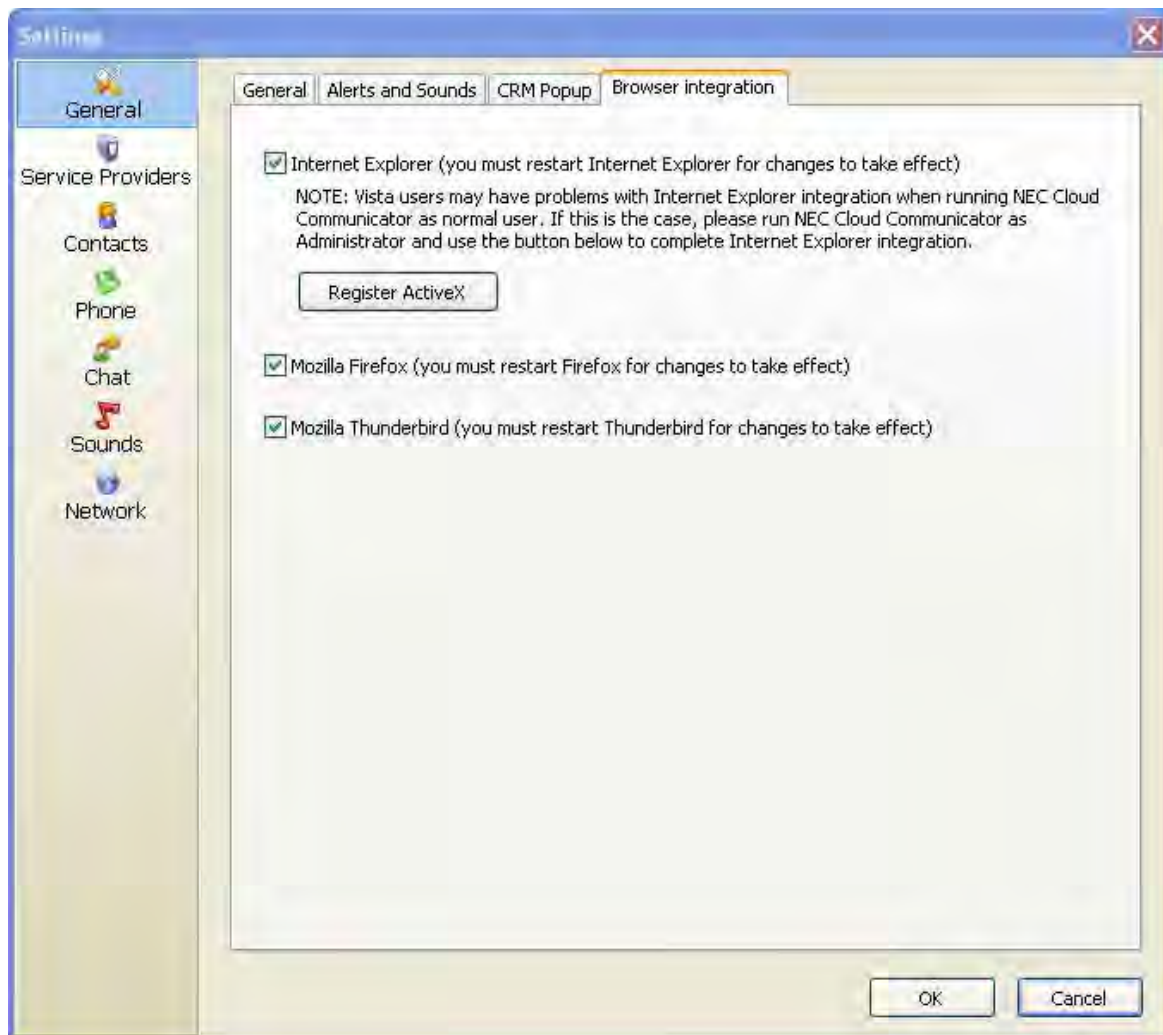


Table 6.21. Alerts and Sounds

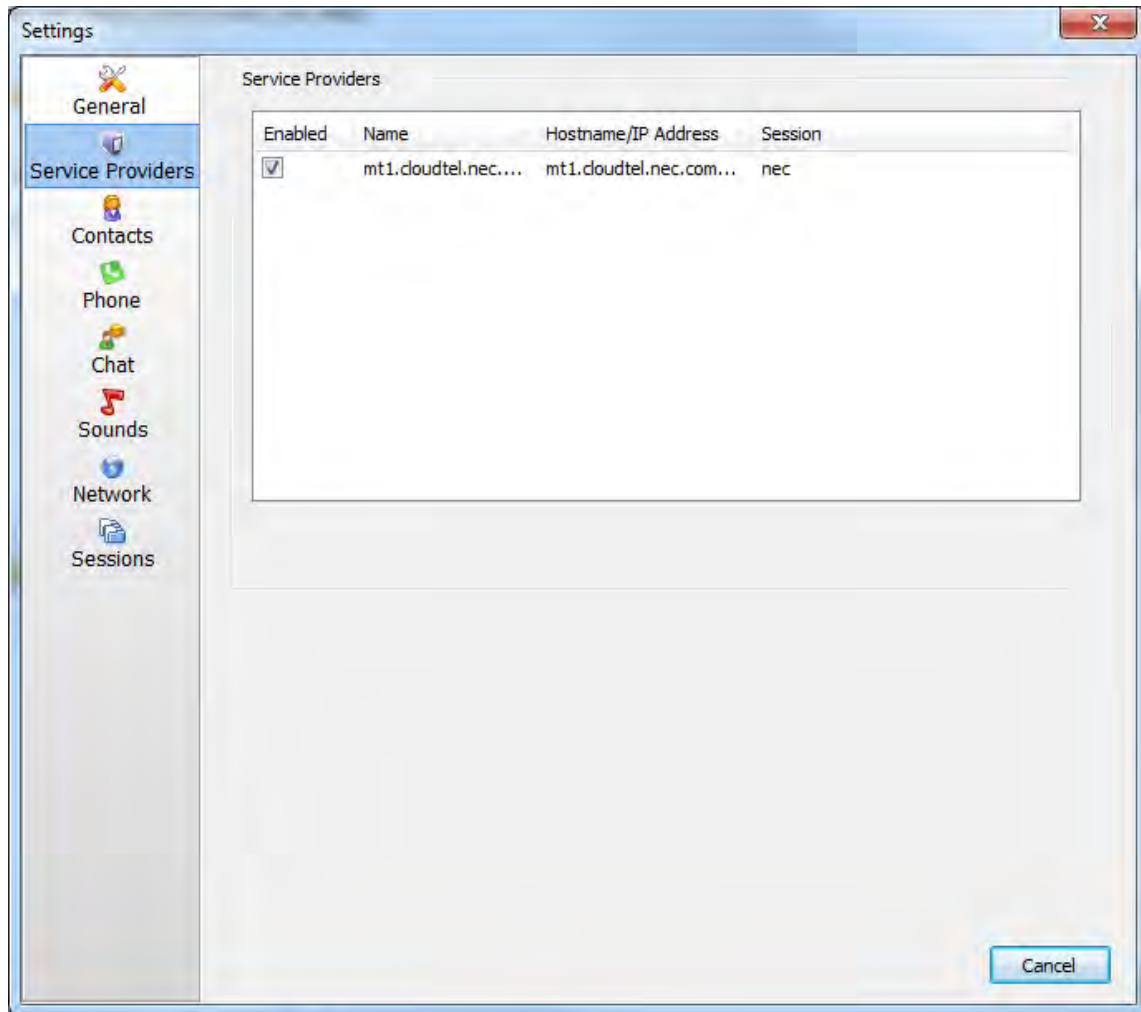
Item	Description	Field Type
Automatic popup on incoming calls	Choose the action on which you want to show the popup.	Select box
URL:	Enter your URL of CRM with using macros like %CALLERID, % EXTENSION% or %DATE_TIME%.	[a-z] [0-9]

Browser integration

Allows you to use NEC Cloud Communicator in browser and e-mail client to make calls.



Service Providers



Service Provider Settings

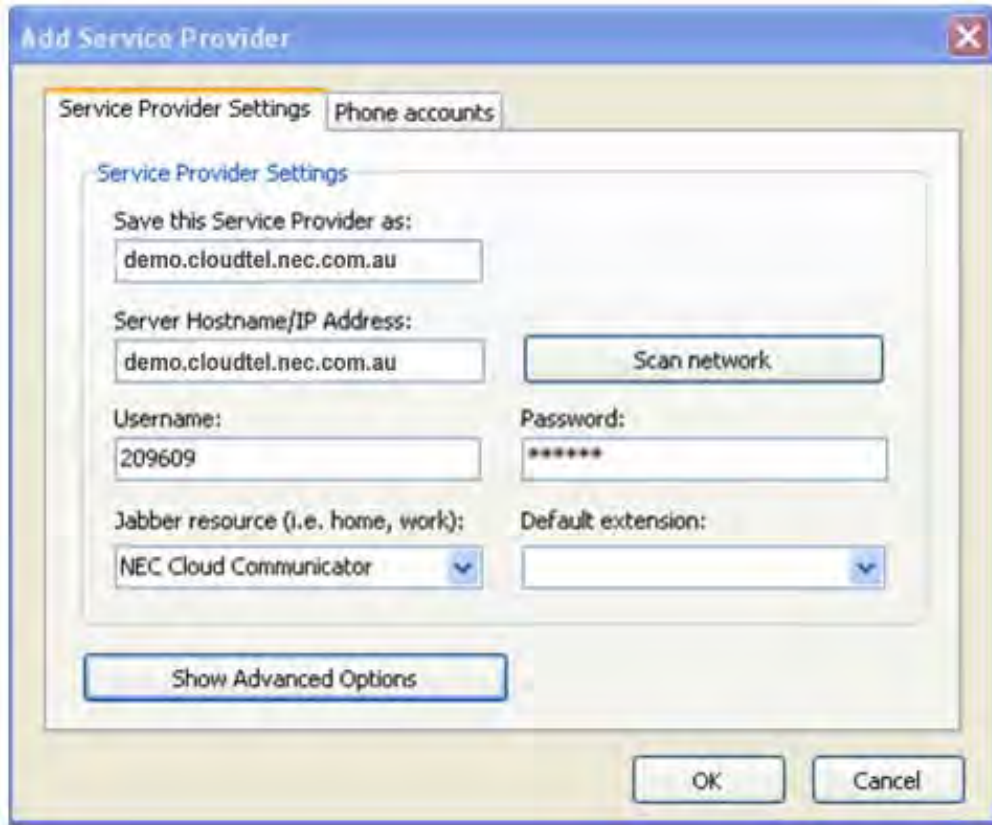


Table 6.22. Service Provider Settings

Item	Description	Example	Field Type
Save this Service Provider as:	Name of the Service Provider.	NEC	[a-z] [0-9]
Server Hostname/ IP Address:	Server Hostname or IP address of the NEC Cloud Telephony server where you want to connect.	demo.cloudtel.nec.com.au	[a-z] [0-9] [.]
Username:	Username is the extension number on the NEC Cloud Telephony that you want to use.	125	[0-9]
Password:	Password is the extension's Secret code. To acquire this password, please contact your Service Provider.	K8dE9sa	[a-z] [0-9]
Jabber resource:	Here you can to choose your current location.	NEC Cloud Communicator	Select box

Phone Accounts



Add/Edit Phone Account

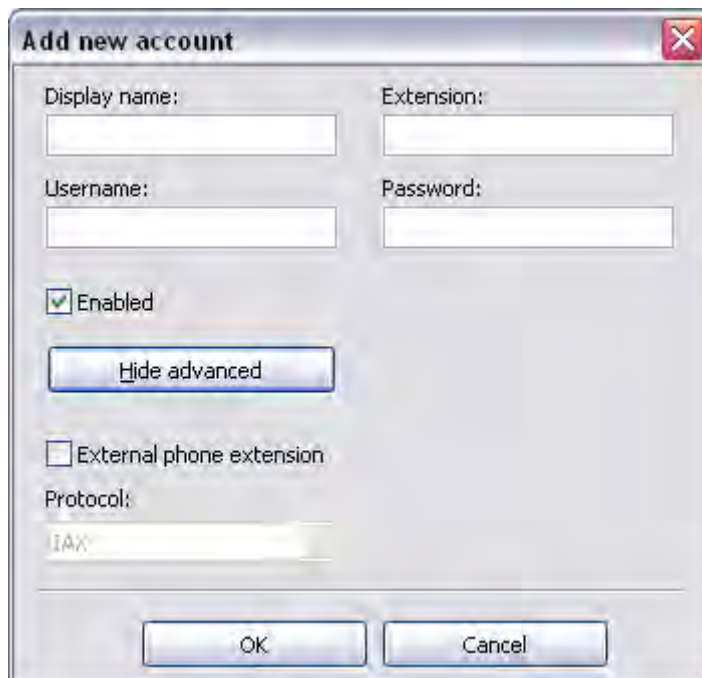


Table 6.23.

Item	Description	Field Type
Display name	Display name of the extension. Example: External phone John Citizen	[a-z] [0-9]
Extension:	Extension number. Example: 140	[0-9]
Username:	Username of the extension. In most cases it is the extension number. Example: 140	[0-9]
Password:	Password is the secret of the extension. Example: 45aCs7	[a-z] [0-9]
Enable	Here you can Enable or Disable a phone account.	Check box
External phone Account	If you use an external phone you need to enable this option and select phones protocol as 'SIP'	Check box

Contacts

General

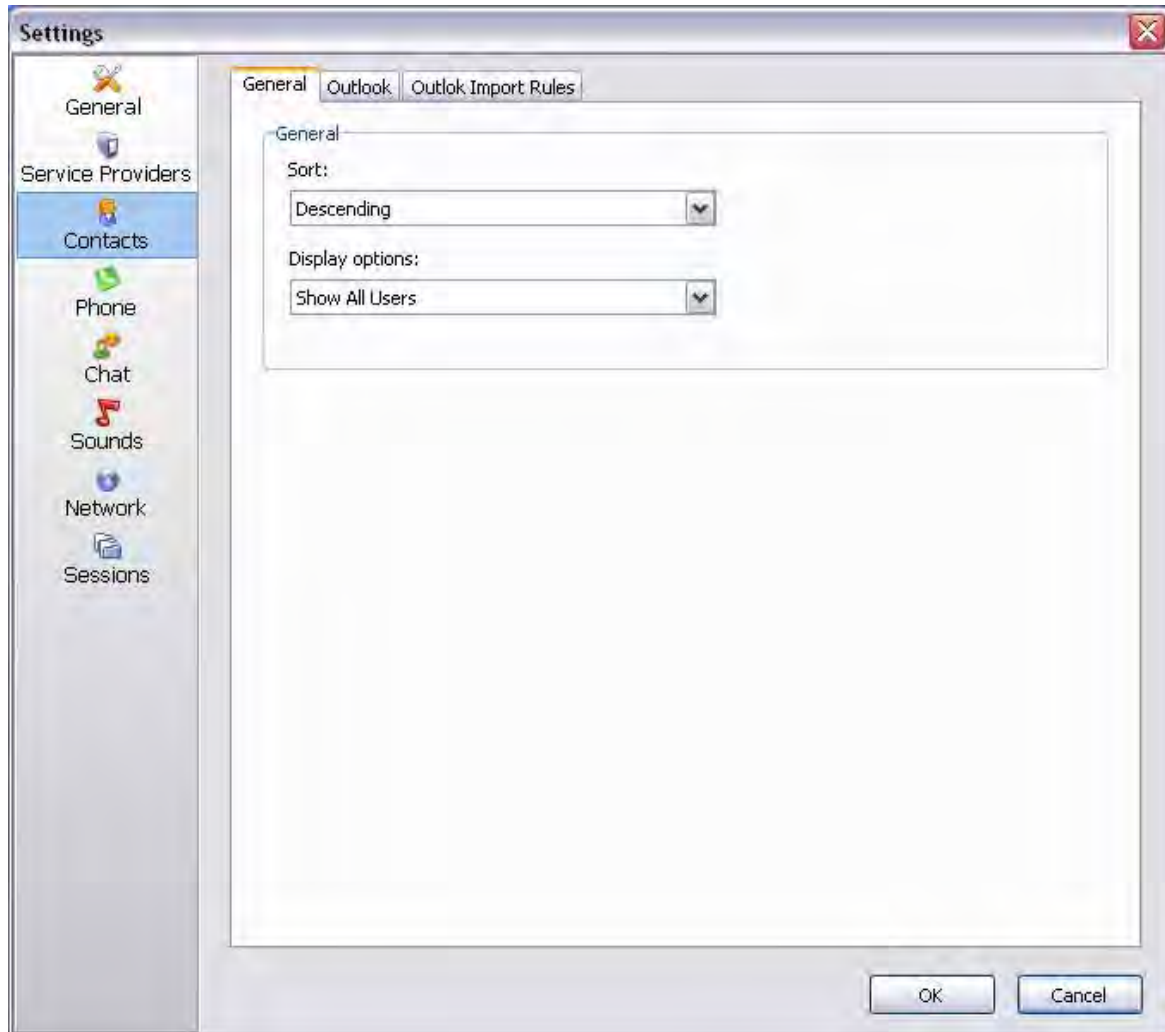


Table 6.24.

Item	Description	Field Type
Sort:	Sort contacts Ascending, Descending or Disabled.	Select box
Display options:	Show contacts by type or status.	Select box

Outlook

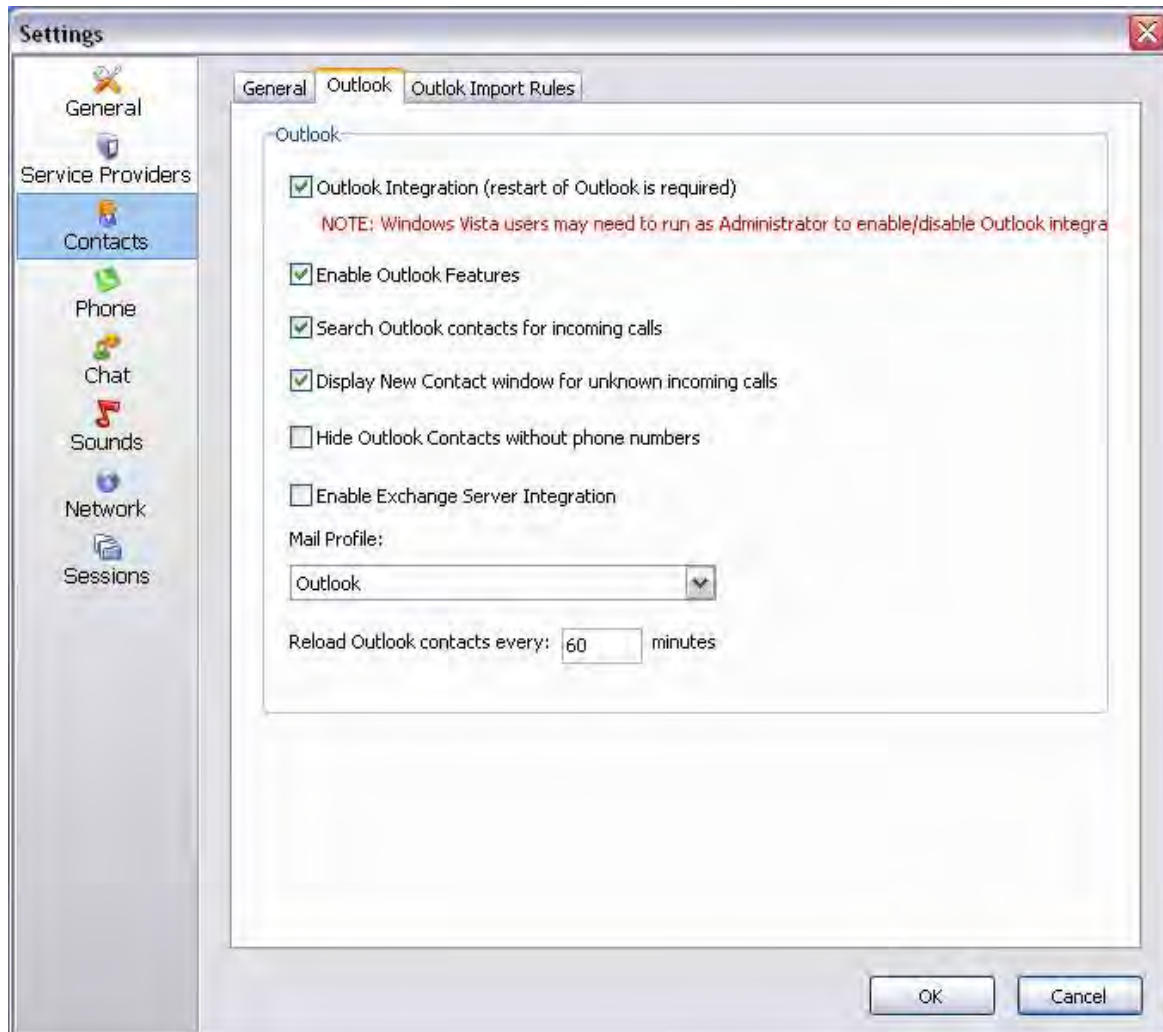
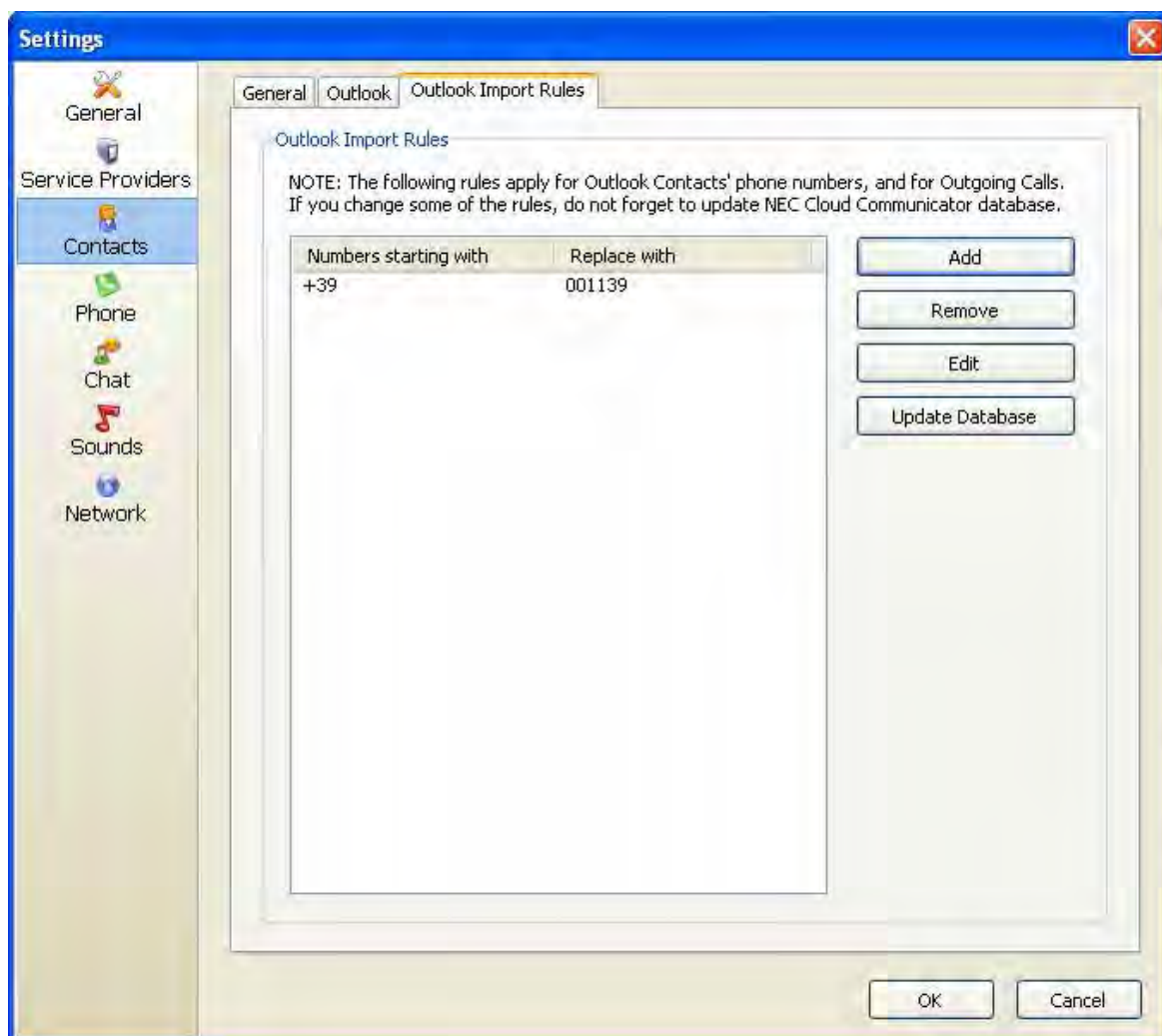


Table 6.25.

Item	Description	Field Type
Outlook integration	This option allows you to make calls with NEC Cloud Communicator from Outlook.	Check box
Enable Outlook Features	This option will allow NEC Cloud Communicator to use Outlook.	Check box
Search Outlook contact for incoming calls	Every incoming call will be searched in outlook and if it exist there details will be displayed.	Check box
Display new contact windows for unknown incoming calls	If an incoming call is unknown NEC Cloud Communicator will open a new contact window from Outlook so that you can create this contact.	Check box
Hide Outlook contacts without phone number	This option will hide all Outlook contacts that hadn't phone number in NEC Cloud Communicator.	Check box

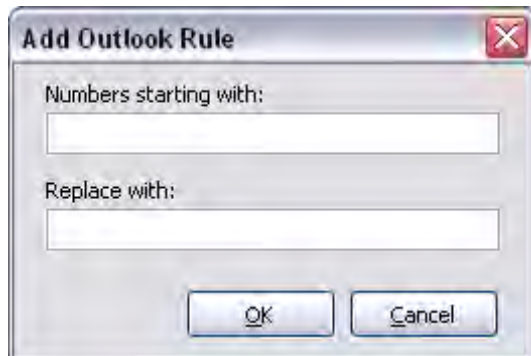
<p>Enable Exchange Server integration</p>	<p>With this option you can enable Exchange server integration so that NEC Cloud Communicator can use his database of contacts.</p>	<p>Check box</p>
<p>Mail profile</p>	<p>Here you select the mail profile that you want to use.</p>	<p>Select box</p>
<p>Reload Outlook contacts every:</p>	<p>Time that will be used for reload of Outlook contacts.</p>	<p>[0-9]</p>

Outlook Import Rules



NOTE: Every time you change settings in this feature you will need to click on 'Update database' so that these changes can take effect.

Add/Edit



'Number that starts with:' enter number that you want to change with 'Replace with:'.

Phone

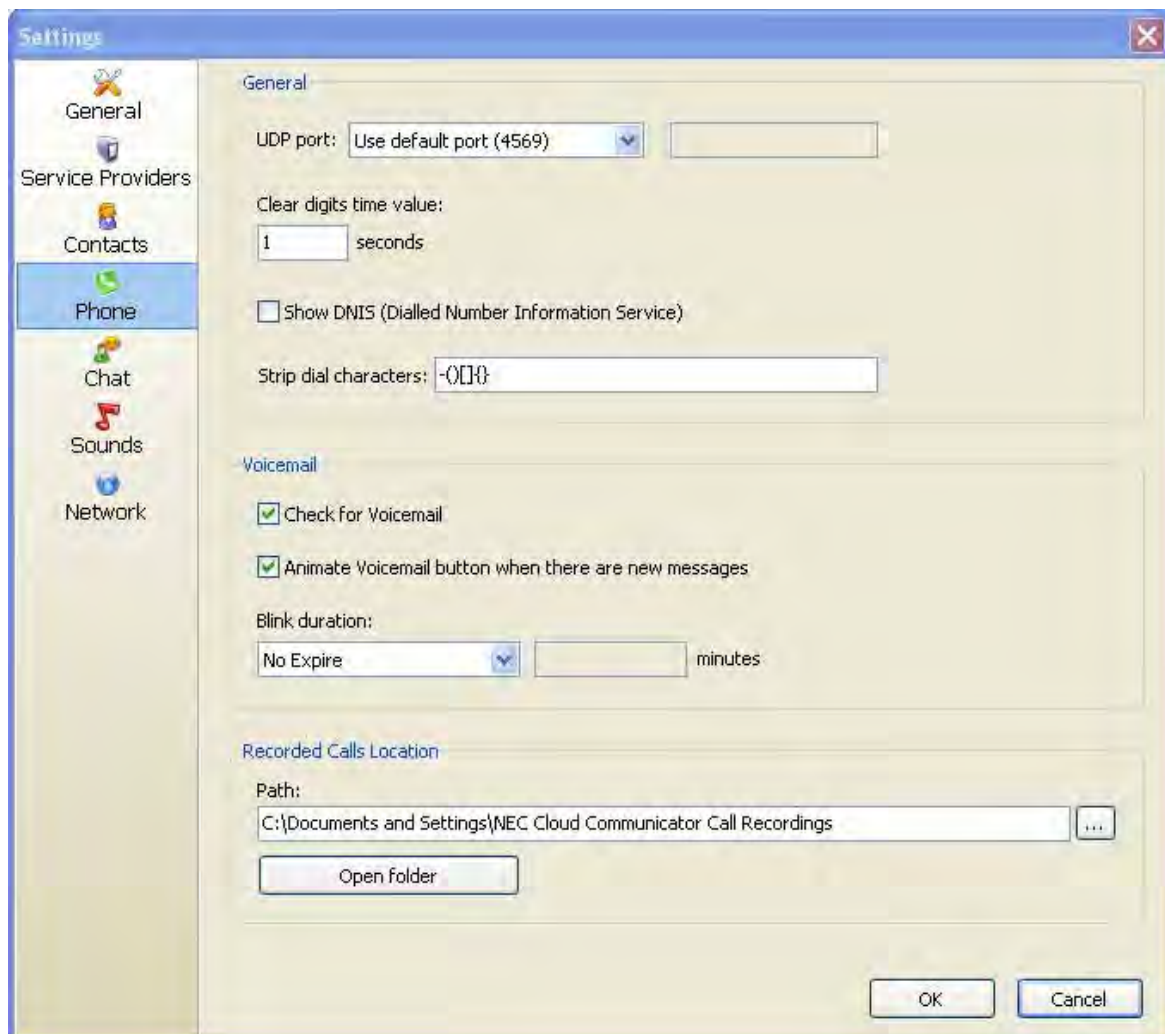
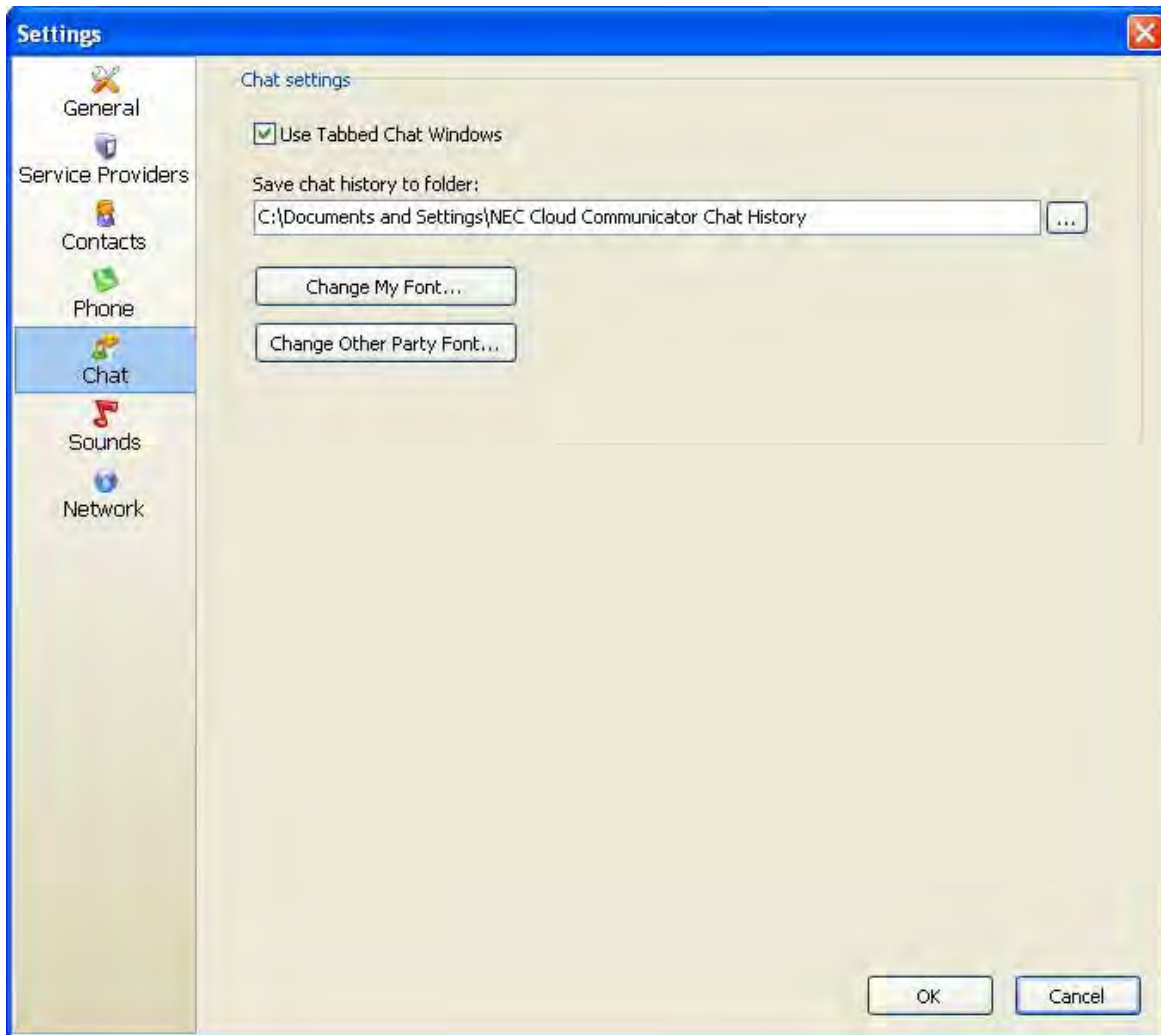


Table 6.26.

Item	Description	Field Type
UDP Port:	Select your UDP Port. If you choose 'Use dynamically assigned port' the NEC Cloud Communicator will use the first free local port. Or if you use 'Bind to the specified port' you will be able to enter your port.	Select box
Clear digits time value:	How long to hold the Clear button in dialler, to clear the whole number.	[0-9]
Show DNIS:	Show Dialed Number Information Service	Check box
Strip dial characters:	In this field you can enter characters that you want to strip while dialling.	[-{} /()]
Check for Voicemail	When this option is enabled NEC Cloud Communicator will check for new voicemail automatically.	Check box
Animate Voicemail button when there are new messages	Every time you get a new voicemail, the voicemail button will blink.	Check box
Blink duration:	Here you define how long should the voicemail button blink if there is a new voicemail. If you choose 'Limited' you will be able to enter the time in minutes.	Select box
Recorded Calls Location	Select a location on your PC where you want to save your call recordings.	Browse

Chat

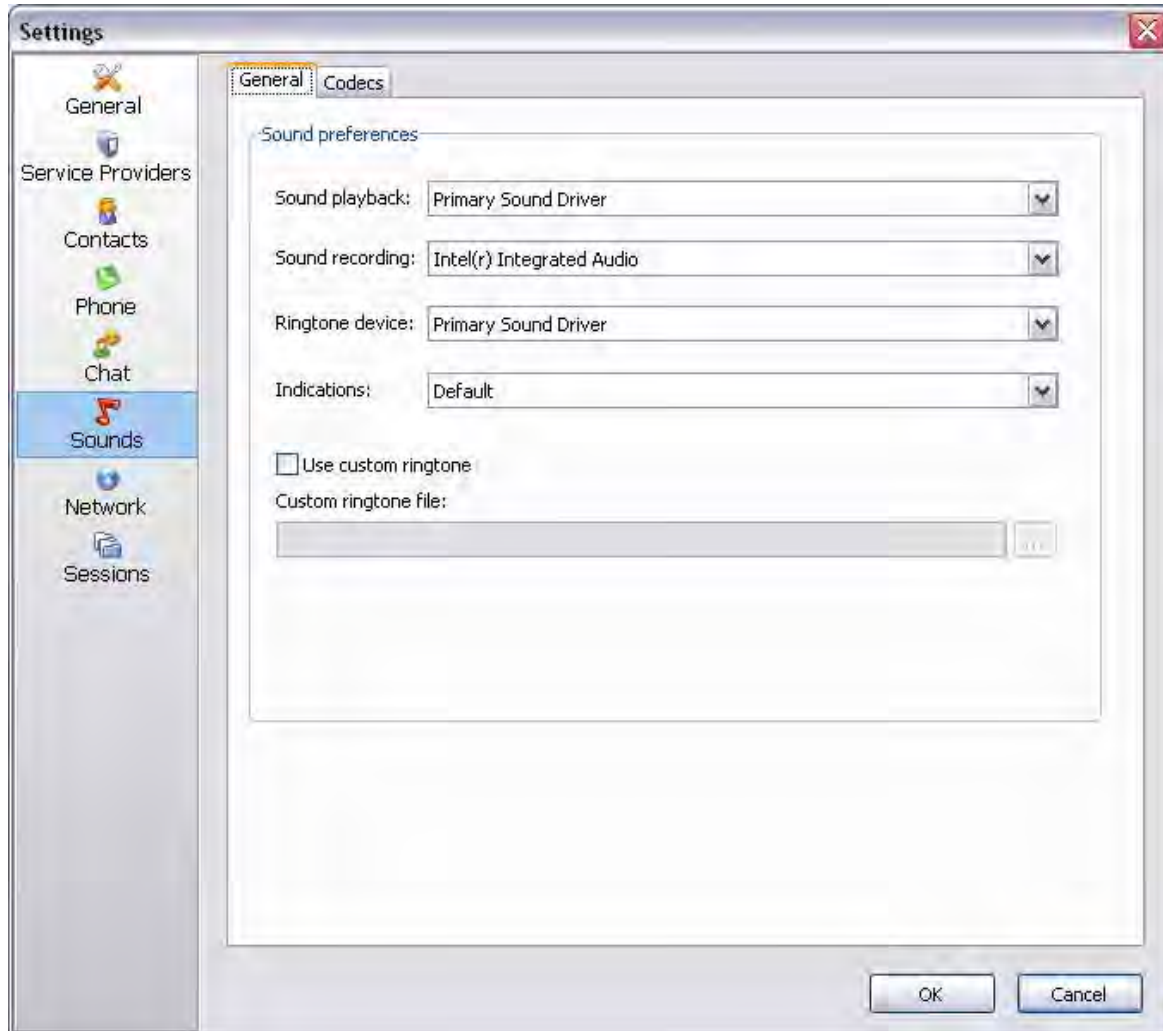


This screen shows your Chat (Instant Messages) settings. Tabs, chat history location and font settings.

Sounds

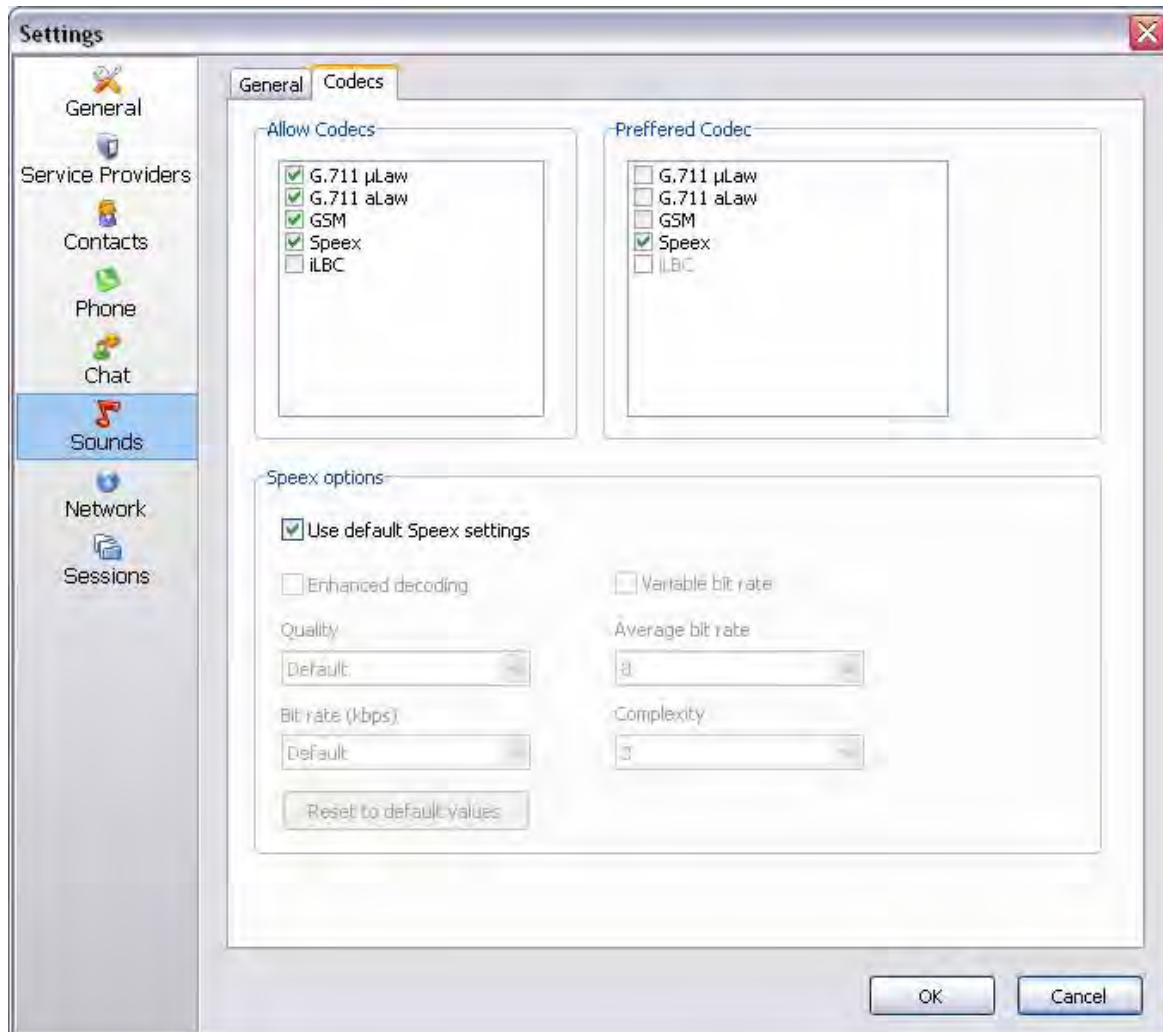
General

In this window you can choose audio devices that you want to use for Playback, Recording and Ringing.



Codecs

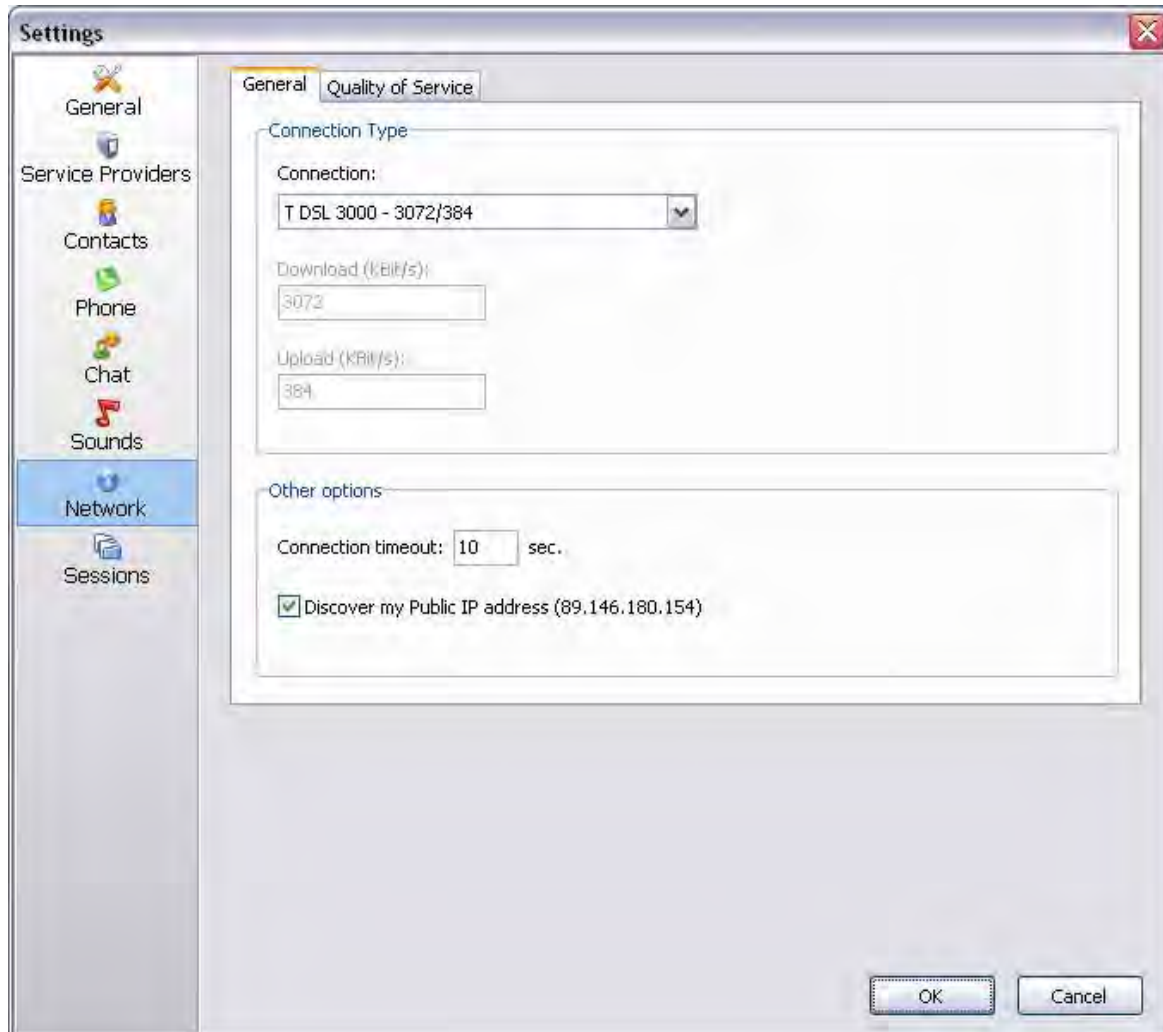
Select codecs you want to use and tweak advanced Speex options.



Network

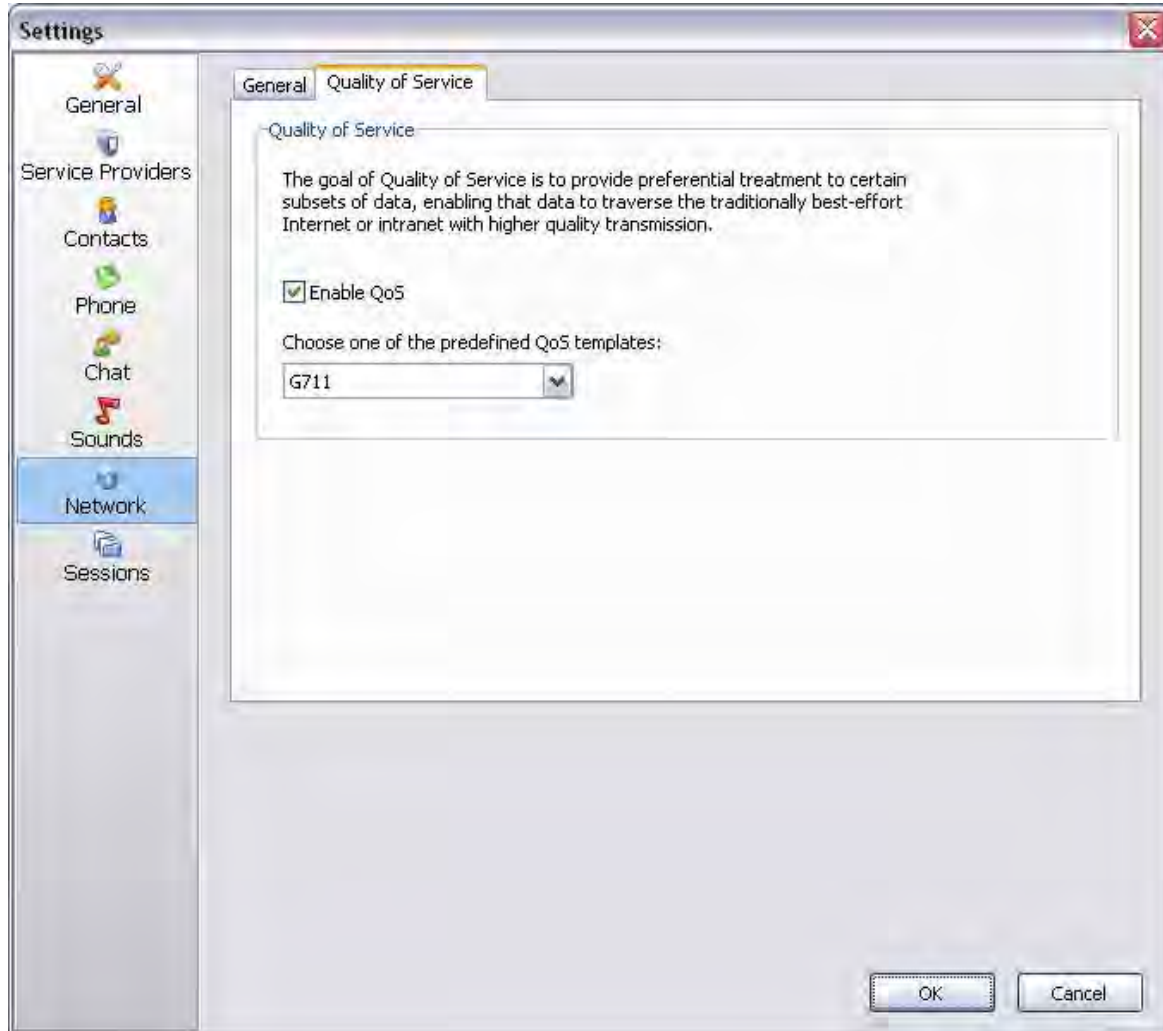
General

Choose your 'Connection Type' and set your 'Connection timeout'.



Quality of Service

The goal of Quality of Service is to provide preferential treatment to certain subsets of data, enabling that data to traverse the traditionally best-effort Internet or intranet with higher quality transmission.



Instant Messaging & Group Chat

Users can securely communicate with each other by chat by using the Instant Messaging feature of the Cloud Communicator.

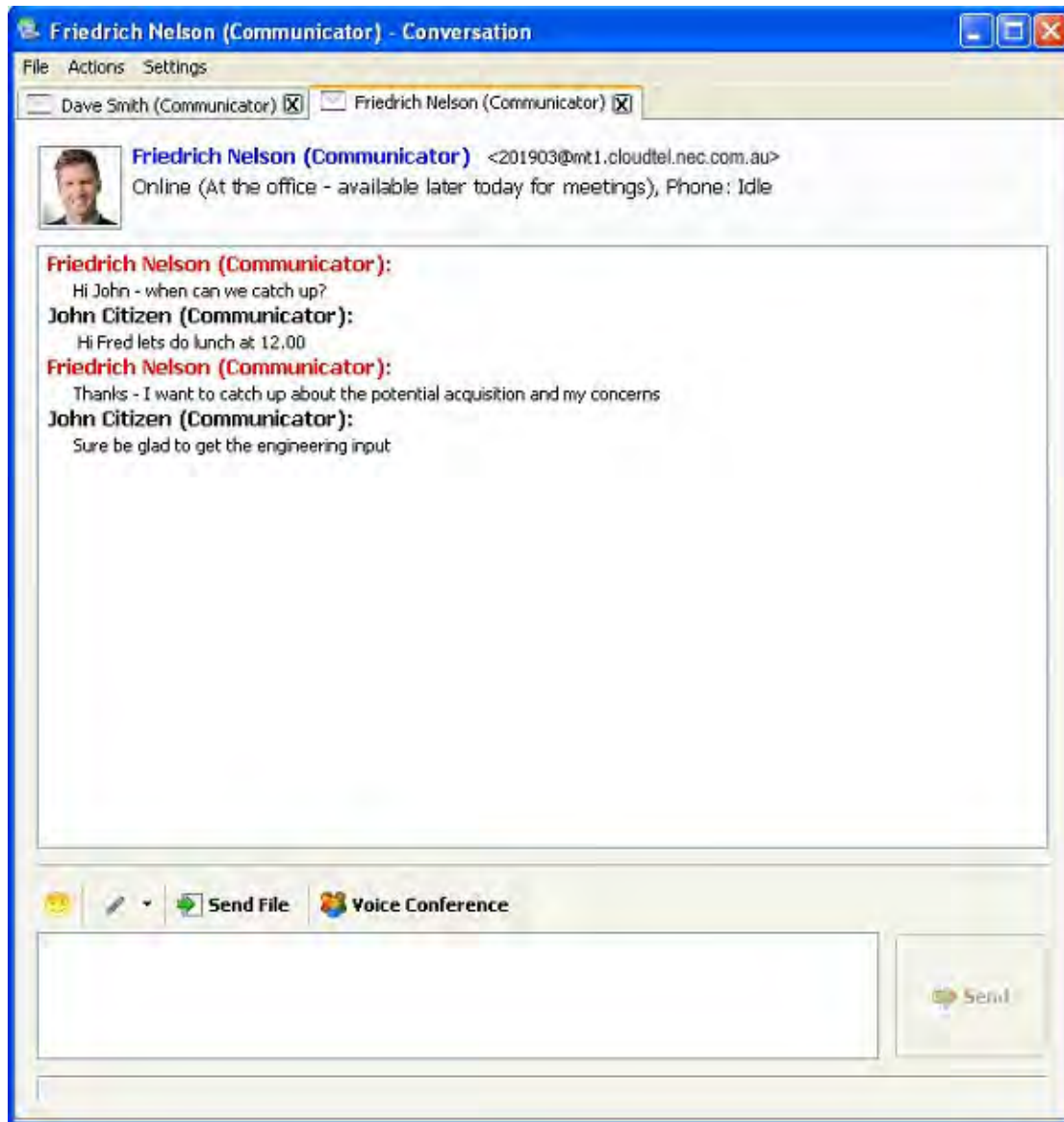
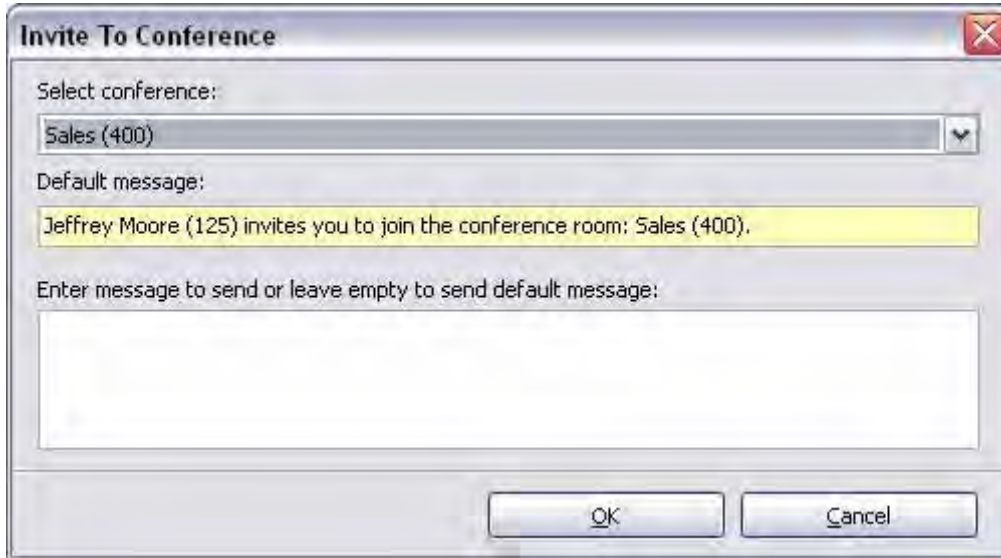


Table 6.27.

Item	Description	Field Type
Emoticon icon	Select an Emoticon you want to send.	Button
Pencil icon	Select fonts 'My Font' and/or 'Other Party Font'. And change them in your favorite.	Button
Send File	Send files to others.	Button
Voice Conference	Invite others to a Voice Conference during a chat.	Button

Voice Conference



'Select Conference' and enter your personal message to send or simply leave this field empty to send the system defined default invite message.

Group Chat

Whilst in a secure one to one chat, users can initiate a Group Chat by selecting the Invite Someone to this Conversation option from the Actions Menu.

When the secure group chat has been established the following screen will be displayed. The initiator of the conference will automatically become the room moderator, other chat members will become participants.



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