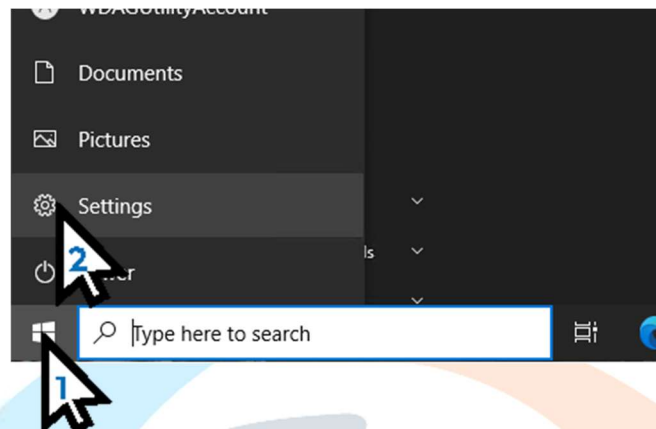# Communicator Installation Guide
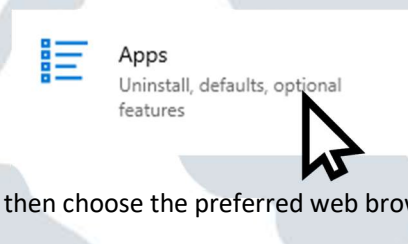
vita.

CONTENTS

Prerequisites

Default Browser

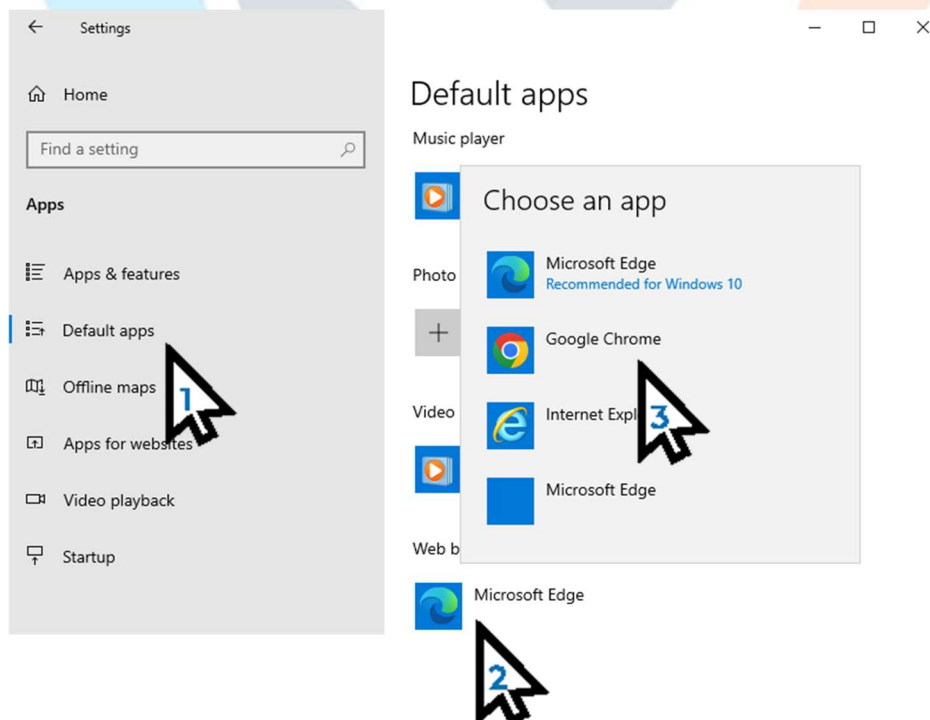To make full use of Communicator, the preferred web browser must be set as default in Windows.

Click the Windows **Start** button and click **Settings**…

Choose the **Apps** option…

Click **Default apps**, **Web Browser**, then choose the preferred web browser…
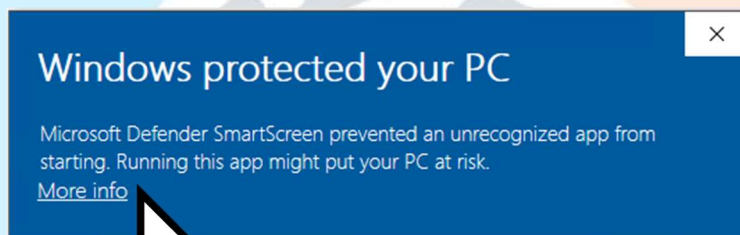
Download and Install

Download

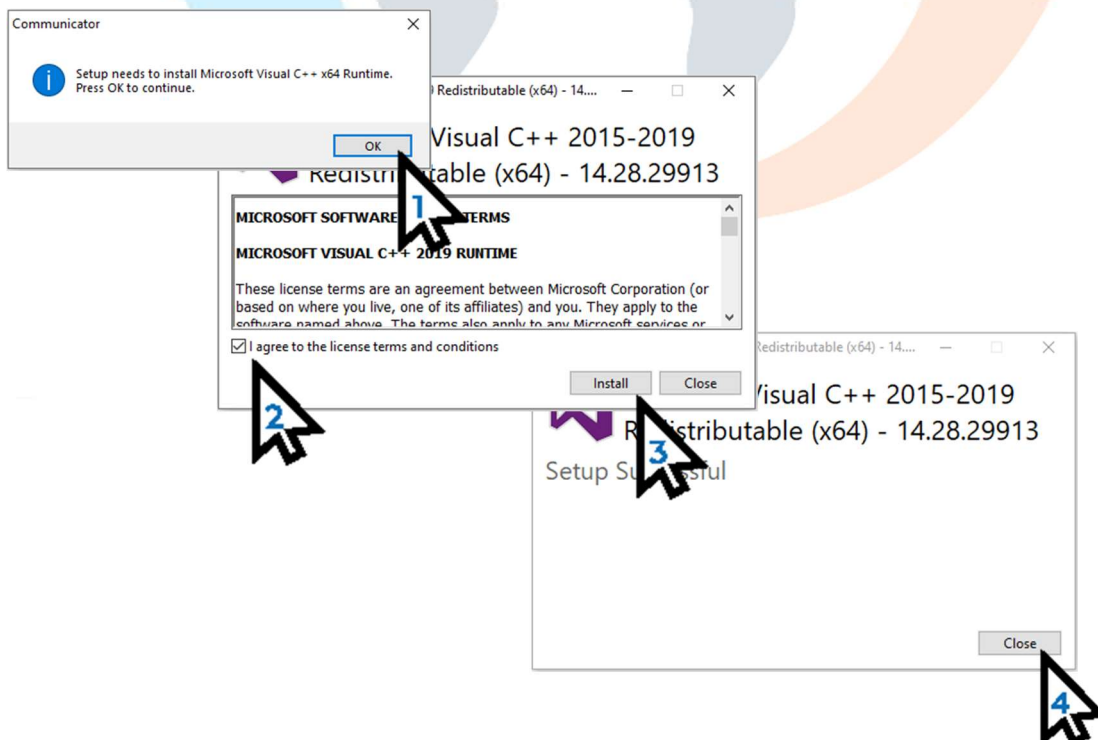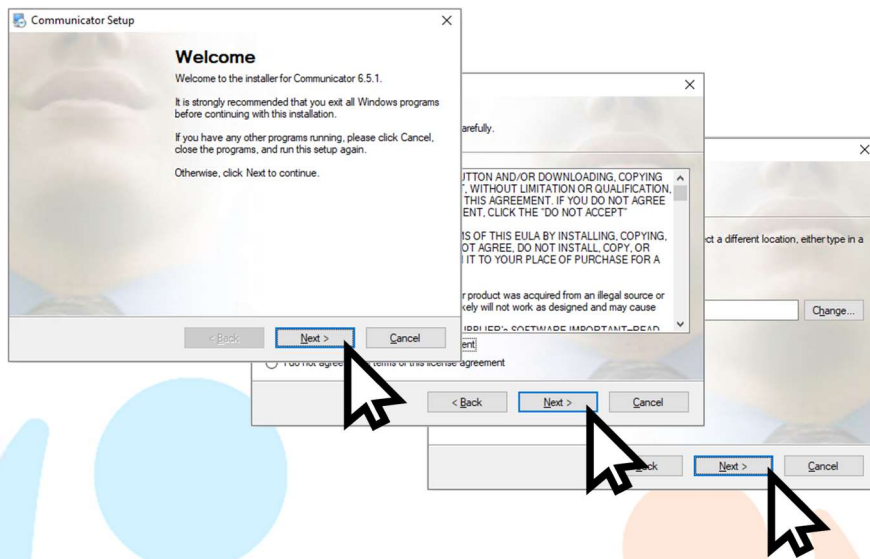Visit the Vita Guide page and follow the download link to download the installer…

Install

Run the installer, if you get the following message, click **More info** and then **Run Anyways**…

New PCs may require extra software for first setup, click through to install…

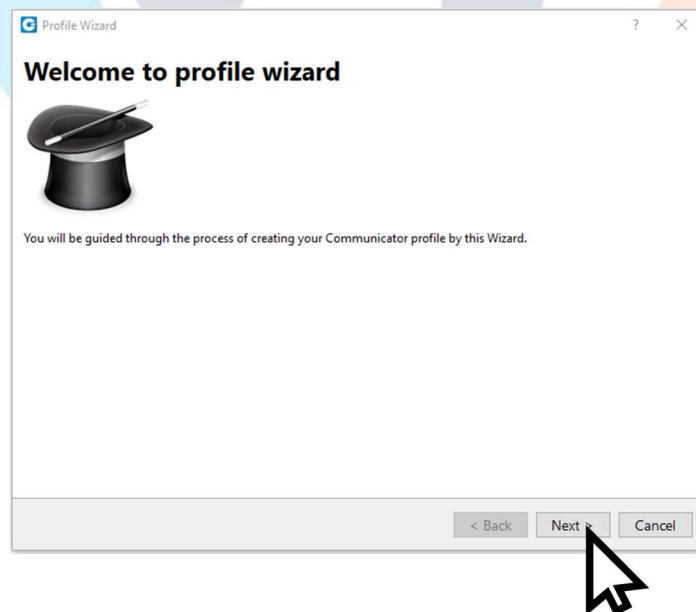At the main installer screen, click **Next** trough the stages to install...

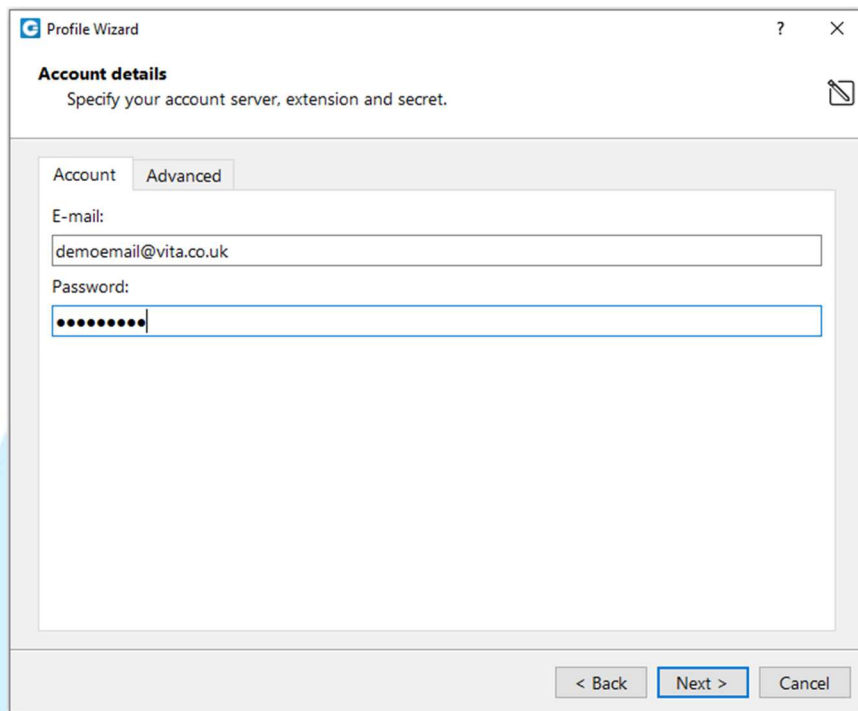Once install is complete the Communicator icon appears on desktop...

Initial Setup

Profile Setup

Run Communicator, the profile wizard appears for first time setup, click **Next**...
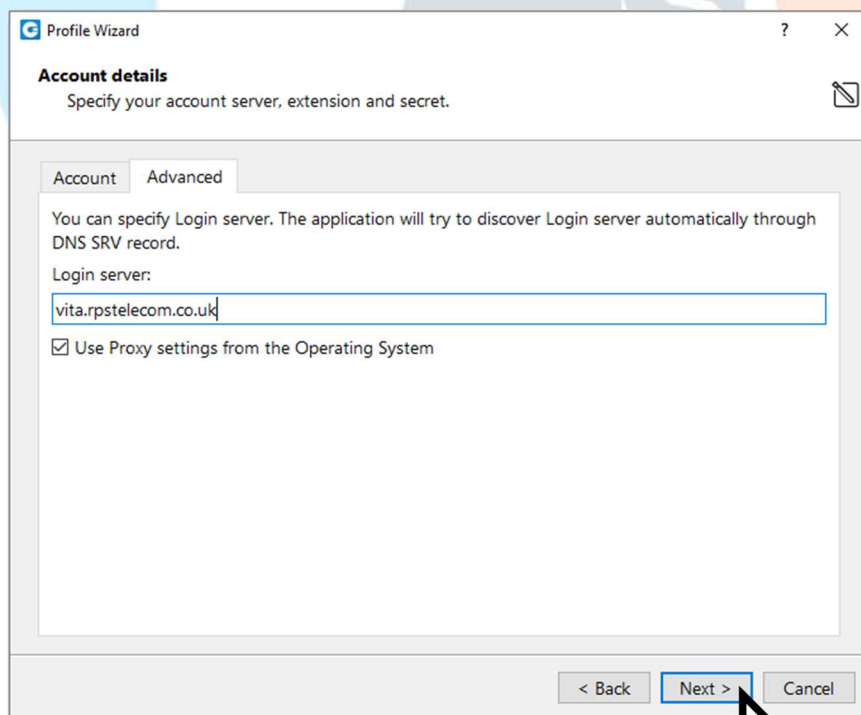
In Account details section enter colleagues' email and use the initial password;

Click the **Advanced** tab, enter the following into the server field;
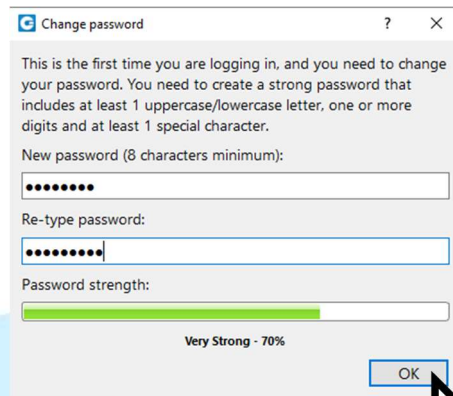
vita.rpstelecom.co.uk
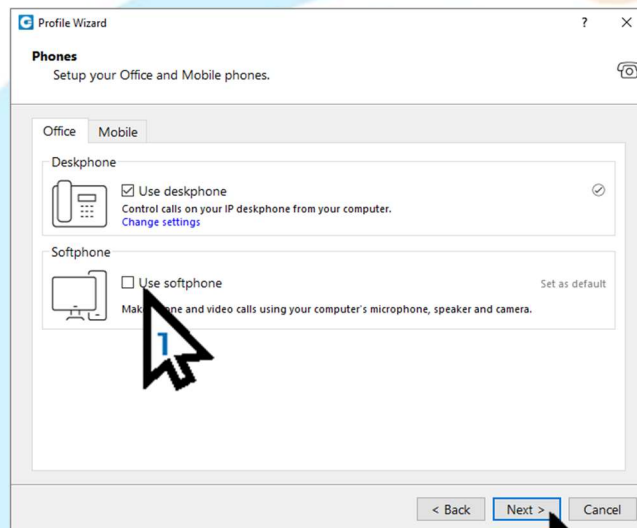
Then click **Next**….

It will then prompt for a new password, enter the new password;

At the Phones setup, untick **Use softphone** and click Next...

Click **Finish** to complete profile setup.

Click to Dial Setup

Click to dial is a browser extension that adds clickable links to phone numbers in a webpage, to save you copy & pasting or manually entering numbers at the dial pad.

On first time launch of Communicator, a message offers click to dial. Choose **Yes** to begin adding…
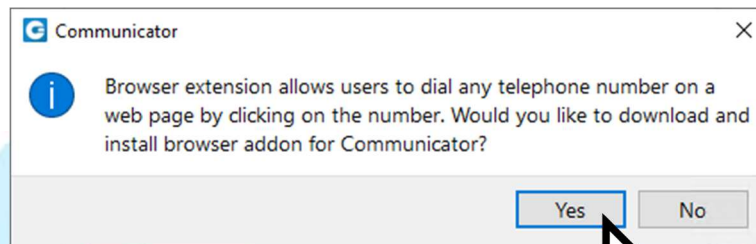
Select the preferred browser (the Windows default browser) and click **OK**…
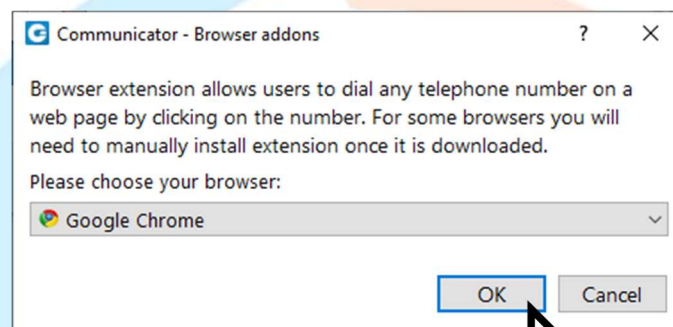
Your browser loads to the plugin page where you can add it to the browser…

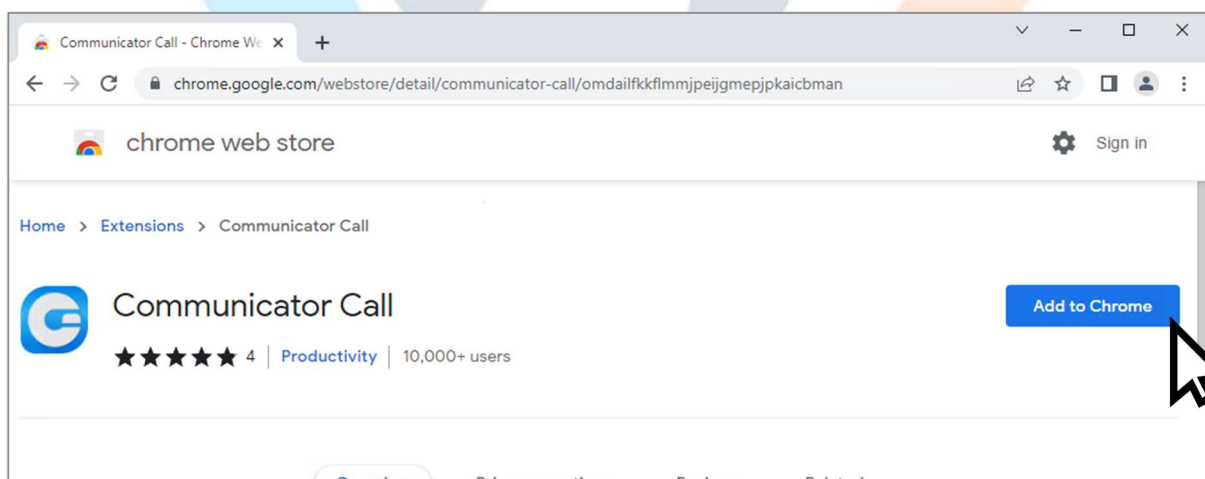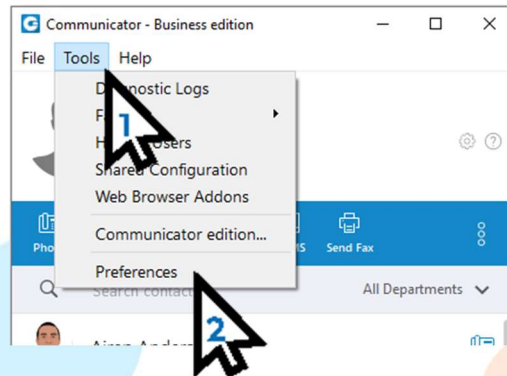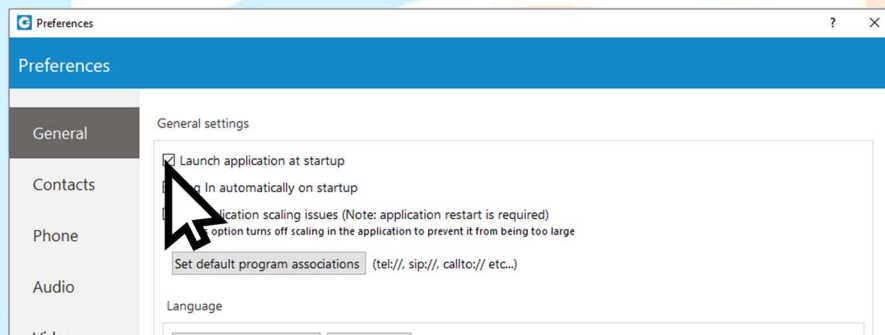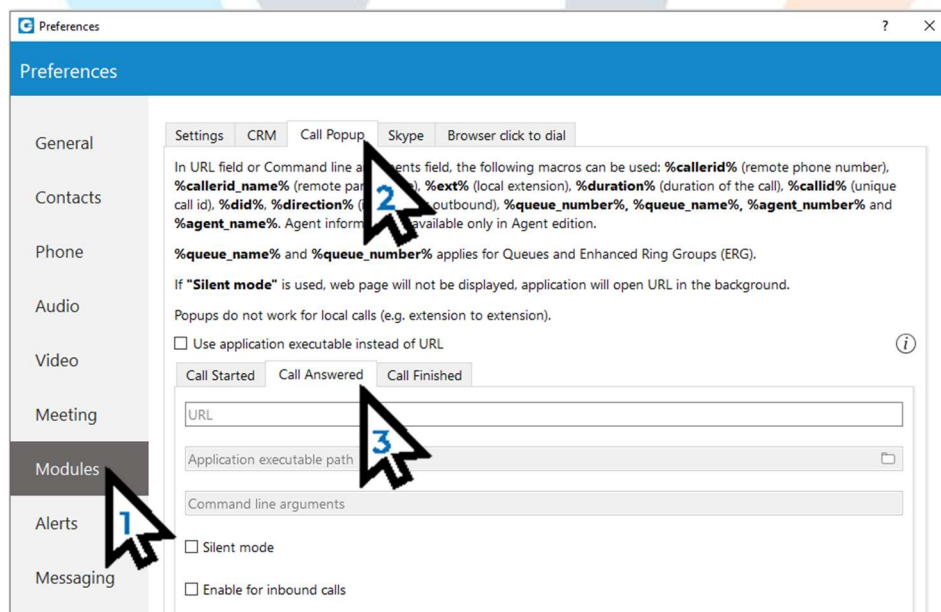## Preferences and ScreenPop

Final part of setup is to change the preferences, at the main Communicator screen click **Tools** then **Preferences**…

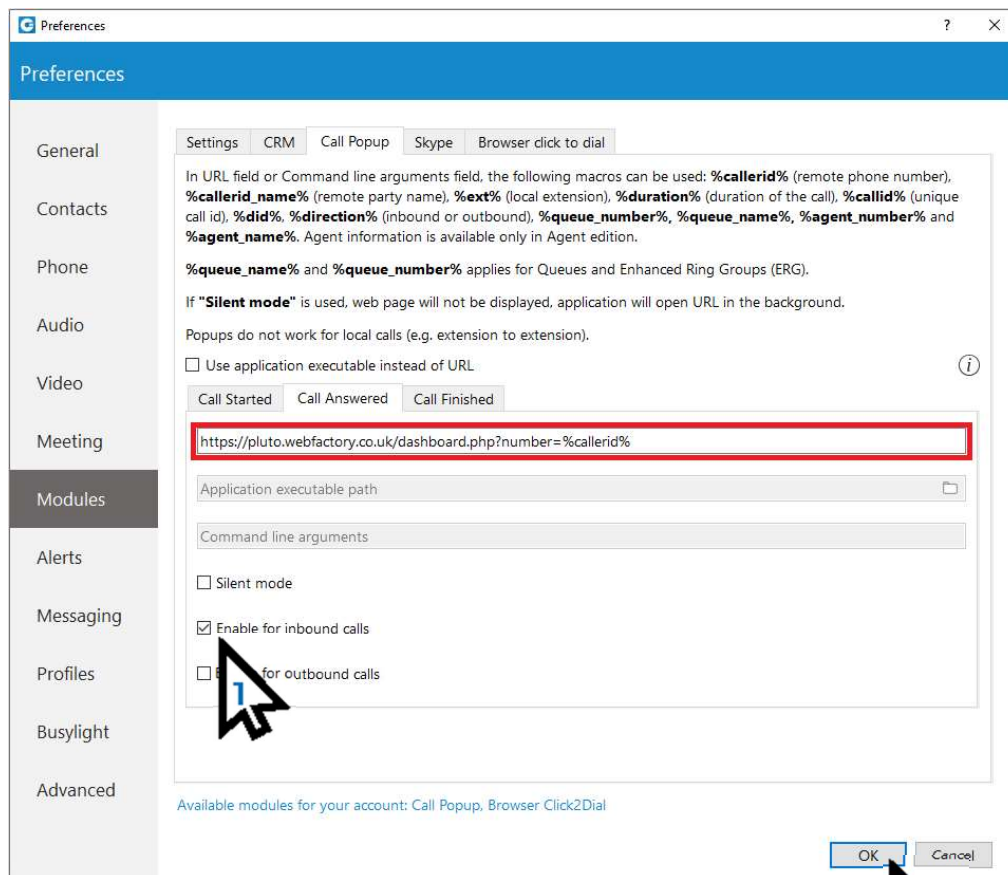In the General tab, check to enable **Launch application at startup**…

Then navigate to **Modules**, **Call Popup**, **Call Answered**…

In the **URL** field of the Call Answered box, enter the following link in full;

https://pluto.webfactory.co.uk/dashboard.php?number=%callerid%

Then check **Enable for inbound calls**…

Click **OK** to confirm changes.

Help & Support

Support

For any advice with the setup process or if something hasn't gone right, please contact us:

Email: helpdesk@rpssupport.co.uk
Phone: 01633481424 opt.1

Links

Vita Communicator Guide page:

https://www.rpstelecom.co.uk/communicator-guide-vita/