# **Communicator Installation Guide**

# vita.



### CONTENTS

| Prerequisites             | <br>2 |
|---------------------------|-------|
| Default Browser           | <br>2 |
| Download and Install      | <br>3 |
| Download                  | <br>3 |
| Install                   | <br>3 |
| Initial Setup             | <br>4 |
| Profile Setup             | <br>4 |
| Click to Dial Setup       | <br>7 |
| Preferences and ScreenPop | <br>8 |
| Help & Support            | <br>9 |
| Support                   | <br>9 |
| Links                     | <br>9 |
| 2.110                     | <br>  |

## 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...



# Download and Install

#### Download



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

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

| 😓 Communicator Setup            | ×   | ]   |   |
|---------------------------------|---|---|---|
|                                 | Welcome   |   |   |
| Contraction of the second       | Welcome to the installer for Communicator 6.5.1.<br>It is strongly recommended that you exit all Windows programs | ×   |   |
|                                 | before continuing with this installation.<br>If you have any other programs running, please click Cancel.         | arefully.   |   |
|                                 | close the programs, and run this setup again.<br>Otherwise, click Next to continue.                               |   | ×   |
|                                 |   | THIS AGREEMENT. IF YOU DO NOT AGREE<br>ENT, CLICK THE 'DO NOT ACCEPT'   |   |
|                                 |   | IS OF THIS EULA BY INSTALLING, COPYING,<br>OT AGREE, DO NOT INSTALL, COPY, OR<br>I IT TO YOUR PLACE OF PURCHASE FOR A | ct a different location, either type in a |
| 1 and 1                         |   | r product was acquired from an illegal source or<br>kely will not work as designed and may cause                      | C <u>h</u> ange                           |
|                                 | <back next=""> Cancel</back>  | ent<br>sigreement   |   |
|                                 |   | Back Next > Cancel  |   |
|                                 |   |   | Next > Cancel                             |
|                                 |   | N   |   |
|                                 |   |   | hr  |
| Once install is complete the Co | mmunicator icon appears   | on desktop  |   |
|                                 |   |   |   |
|                                 |   |   |   |
|                                 |   |   |   |
|                                 | Communit  |   |   |
|                                 |   | -   |   |
|                                 |   |   |   |
| Initial Setup                   |   |   |   |
| Profile Setup                   | · /   |   |   |
| Frome Setup                     |   |   |   |
|                                 |   |   | • / · · · · · · · · · · · · · · · · · ·   |
| Run Communicator, the profile   | wizard appears for first ti   | me setup, click Next  | . /. /.                                   |
|                                 |   |   | 1   |
| C Profile Wizar                 | d   | ?   | ×   |
| Welcon                          | ne to profile wizard  |   |   |
|                                 | 6   |   |   |
|                                 |   |   |   |
|                                 |   |   |   |
| You will be quid                | ed through the process of creating your Communicato   | r profile by this Wizard  |   |
| for white good                  | ea anough the process of creating your communicato  | pione by this wizard.   |   |
|                                 |   |   |   |
|                                 |   |   |   |
|                                 |   |   |   |
|                                 |   |   |   |
|                                 |   |   |   |
|                                 |   |   |   |
|                                 |   | < Back Next Ca  | ancel                                     |
| L                               |   |   |   |
|                                 |   | N   |   |

In Account details section enter colleagues' email and use the initial password;

| G   | Profile Wizard  | ? >              | × |
|-----|---|------------------|---|
|     | ccount details  |                  |   |
|     | Specify your account server, extension and secret.                                    | Ĉ                |   |
|     | Arrent Advand   |                  |   |
|     | Account Advanced  |                  |   |
|     | E-mail:   |                  |   |
|     | Demoernali@vita.co.uk   |                  |   |
|     |   |                  |   |
|     |   |                  |   |
|     |   |                  |   |
|     |   |                  |   |
|     |   |                  |   |
|     |   |                  |   |
|     |   |                  |   |
|     |   |                  |   |
|     |   |                  |   |
|     |   |                  |   |
|     | < Back N  | evt > Cancel     |   |
|     | N DOLK  | Cancer           |   |
|     | vita.rpstelecom.co.uk   |                  |   |
| G P | rofile Wizard   | ? >              | × |
| A   | ccount details  |                  |   |
|     | Specify your account server, extension and secret.                                    | Ĺ                |   |
|     |   |                  | _ |
|     | Account Advanced  |                  |   |
|     | You can specify Login server. The application will try to discover Login server autom | atically through |   |
|     | DNS SRV record.   | , ,              |   |
|     | Login server:   |                  |   |
|     | vita.rpstelecom.co.uk   |                  |   |
| 1   | Use Proxy settings from the Operating System  |                  |   |
|     |   |                  |   |
|     |   |                  |   |
|     |   |                  |   |
|     |   |                  |   |
|     |   |                  |   |
|     |   |                  |   |
|     |   |                  |   |
|     |   |                  |   |
|     |   |                  |   |
|     | < Back N  | ext > Cancel     |   |
| L   |   |                  |   |
|     |   |                  |   |

Then click Next....

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

|                            | G                   | Change password   |  | ? ×              |      |  |
|----------------------------|---------------------|---|--|------------------|------|--|
|                            | Thyo                | his is the first time you are log<br>our password. You need to cre<br>cludes at least 1 uppercase/log | ging in, and you need t<br>ate a strong password t<br>wercase letter, one or m | o change<br>that |      |  |
|                            | di                  | gits and at least 1 special char  | acter.   |                  |      |  |
|                            | N                   | ew password (8 characters mi  | nimum):  |                  |      |  |
|                            | •                   | •••••   |  |                  |      |  |
|                            | Re                  | e-type password:  |  |                  |      |  |
|                            | •                   | ••••••  |  |                  |      |  |
|                            |                     | assword strength:   |  |                  |      |  |
|                            |                     | Very Stro   | ong - 70%  | ОК               |      |  |
|                            |                     |   |  | 4                |      |  |
| At the Phones setup, unti  | ick <b>Use so</b> f | ftphone and click   | Next   |                  |      |  |
|                            | C Profile Wizard    |   |  | ?                | ×    |  |
|                            | Phones              |   |  |                  |      |  |
|                            | Setup your C        | ffice and Mobile phones.  |  |                  | 6    |  |
|                            | Office Mobi         | le  |  |                  |      |  |
|                            | Deskphone           |   |  |                  |      |  |
|                            |                     | Use deskphone   |  | 0                | >    |  |
|                            |                     | ontrol calls on your IP deskphone from yo<br>hange settings   | our computer.  |                  |      |  |
|                            | Softphone           |   |  |                  |      |  |
|                            |                     | Use softphone   | mputer's microphone, speaker a   | Set as defau     | It   |  |
|                            |                     |   | inputer s intropriorie, speaker a  | na camera.       |      |  |
|                            |                     |   |  |                  |      |  |
|                            |                     |   |  |                  |      |  |
|                            |                     |   |  |                  |      |  |
|                            |                     |   |  |                  |      |  |
|                            |                     |   | < Back   | Next > Ca        | ncel |  |
|                            |                     |   |  |                  |      |  |
| Click Finish to complete p | orofile setu        | ıp.   |  | 23               |      |  |
| [                          | G Profile Wizard    |   |  | ?                | ×    |  |
|                            | Summary             |   |  |                  |      |  |
|                            | Please check        | the profile details and make sure t   | hat they are correct.  |                  |      |  |
|                            | E-mail:             |   | demoemail@vita.co.uk   |                  |      |  |
|                            | Password:           |   | ****   |                  |      |  |
|                            | Phones:             |   | Deskphone  |                  |      |  |
|                            | Edition:            |   | Business   |                  |      |  |
|                            |                     |   |  |                  |      |  |
|                            |                     |   |  |                  |      |  |
|                            |                     |   |  |                  |      |  |
|                            |                     |   |  |                  |      |  |
|                            |                     |   |  |                  |      |  |
|                            |                     |   |  |                  |      |  |
|                            |                     |   |  |                  |      |  |
|                            |                     |   | < Back   | Finish Ca        | ncel |  |
|                            |                     |   |  |                  |      |  |
|                            |                     |   |  | え                |      |  |
|                            |                     |   |  |                  |      |  |

#### 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...



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...

| references |  |  |
|------------|--|--|
| General    | General settings   |  |
| Contacts   | ☐ Launch application at startup<br>g In automatically on startup   |  |
| Phone      | ication scaling issues (Note: application restart is required)<br>option turns off scaling in the application to prevent it from being too large |  |
| Audio      | Set default program associations (tel://, sip://, callto:// etc)   |  |
| Video      | Language   |  |

Then navigate to Modules, Call Popup, Call Answered...

| Preferences |   | ?   |
|-------------|---|---|
| references  |   |   |
| General     | Settings CRM Call Popup Sky   | /pe Browser dick to dial  |
| Contacts    | In URL field or Command line a<br>%callerid_name% (remote par<br>call id), %did%, %direction% (<br>%agent_name%. Agent inform | Its field, the following macros can be used: %callerid% (remote phone number),<br>%ext% (local extension), %duration% (duration of the call), %callid% (unique<br>outbound), %queue_number%, %queue_name%, %agent_number% and<br>available only in Agent edition. |
| Phone       | %queue_name% and %queue_numb  | er% applies for Queues and Enhanced Ring Groups (ERG).  |
| Audio       | If <b>"Silent mode"</b> is used, web page wi<br>Popups do not work for local calls (e.g.                                      | I not be displayed, application will open URL in the background.<br>extension to extension).  |
| Video       | Call Started Call Answered Cal  | of URL  |
| Meeting     | URL   |   |
| Modules     | Application executable path   |   |
| Alerts      | Command line arguments  | -   |
| k           | Silent mode   |   |
| Messaging   | Enable for inbound calls  |   |

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...

| C P                                | references                        |  | ?  | ×    |
|------------------------------------|-----------------------------------|--|--|------|
| Pre                                | ferences                          |  |  |      |
| G                                  | ieneral Setting                   | CRM Call Popup   | Skype Browser click to dial  |      |
| C                                  | ontacts (all id).                 | ield or Command line argu<br>id_name% (remote party<br>%did%, %direction% (inb | Iments field, the following macros can be used: %callerid% (remote phone number),<br>name), %ext% (local extension), %duration% (duration of the call), %callid% (unique<br>ound or outbound), %queue_number%, %queue_name%, %agent_number% and<br>on is a will-ho achi is Acast calition. |      |
| P                                  | hone %queu                        | _name%. Agent information  | un is available only in Agent edutori.<br>umber% applies for Queues and Enhanced Ring Groups (ERG).  |      |
| A                                  | udio If "Siler<br>Popups          | <b>t mode"</b> is used, web pag<br>do not work for local calls                 | e will not be displayed, application will open URL in the background.<br>(e.g. extension to extension).  |      |
| v                                  | lideo Call S                      | application executable inste   | ead of URL (i  | )    |
| N                                  | feeting https                     | //pluto.webfactory.co.uk/d   | ashboard.php?number=%callerid%   |      |
| N                                  | 1odules Appli                     | ation executable path  |  |      |
| A                                  | Comr                              | nand line arguments<br>nt mode   |  |      |
| N                                  | 1essaging 🛛 En                    | ble for inbound calls  |  |      |
| P                                  | rofiles                           | for outbound calls   |  |      |
| В                                  | usylight                          | ST.  |  |      |
| A                                  | dvanced                           | modules for your account:  | Call Popup. Browser Click2Dial   |      |
|                                    |                                   |  | OK   | el . |
| Click <b>OK</b> to c               | confirm changes.                  |  |  | /    |
| Help & S                           | Support                           |  |  |      |
| Support                            |                                   |  |  |      |
| For any advi                       | ice with the setu                 | o process or if s  | something hasn't gone right, please contact us:  |      |
| Email: <u>helpd</u><br>Phone: 0163 | desk@rpssupport<br>33481424 opt.1 | co.uk  |  |      |

#### Links

Vita Communicator Guide page:

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