

# Communicator Installation Guide

vita.



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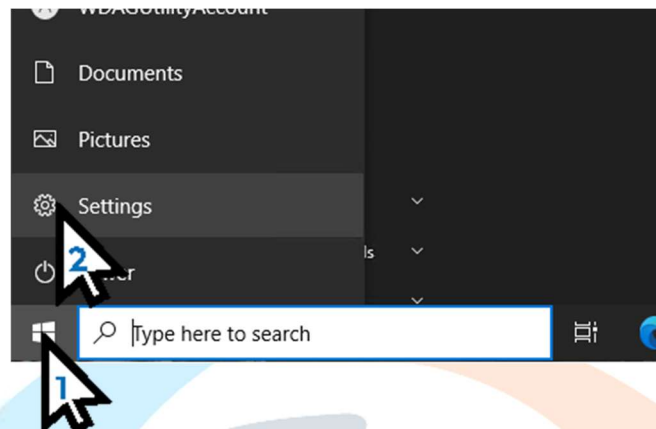


## Prerequisites

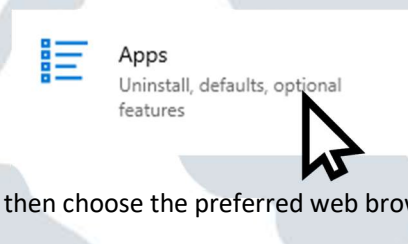
### Default Browser

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

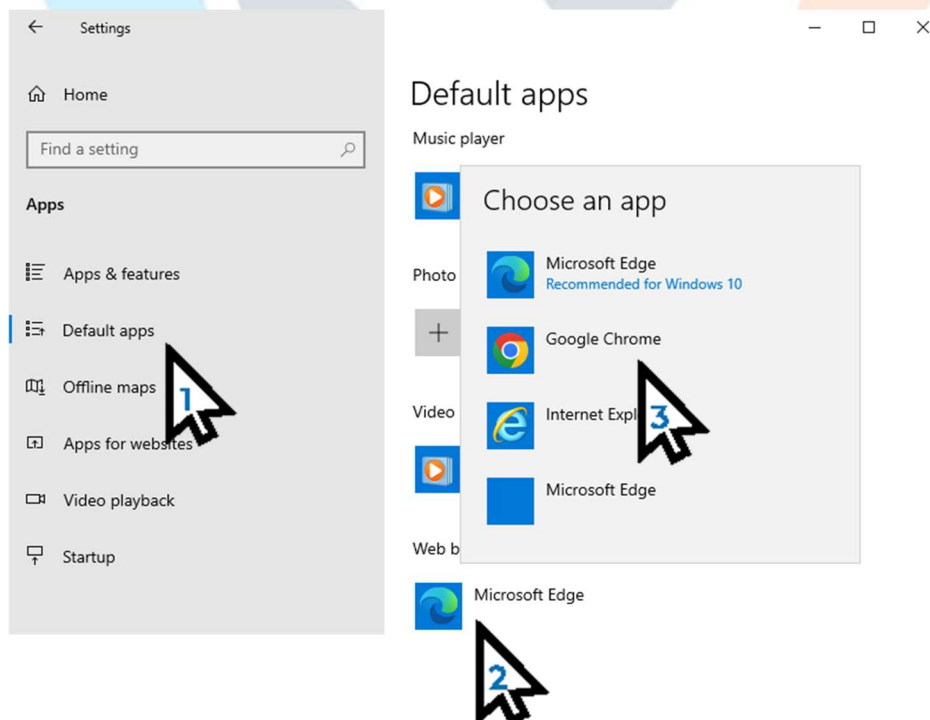
Click the Windows **Start** button and click **Settings**...



Choose the **Apps** option...



Click **Default apps**, **Web Browser**, then choose the preferred web browser...



## Download and Install

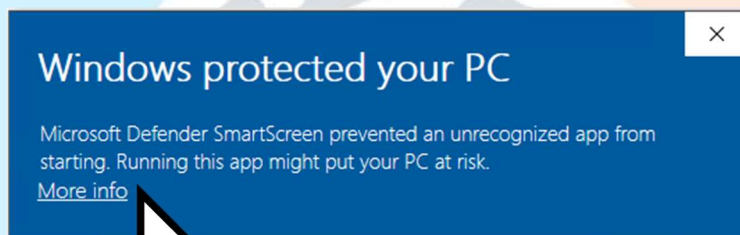
### Download

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

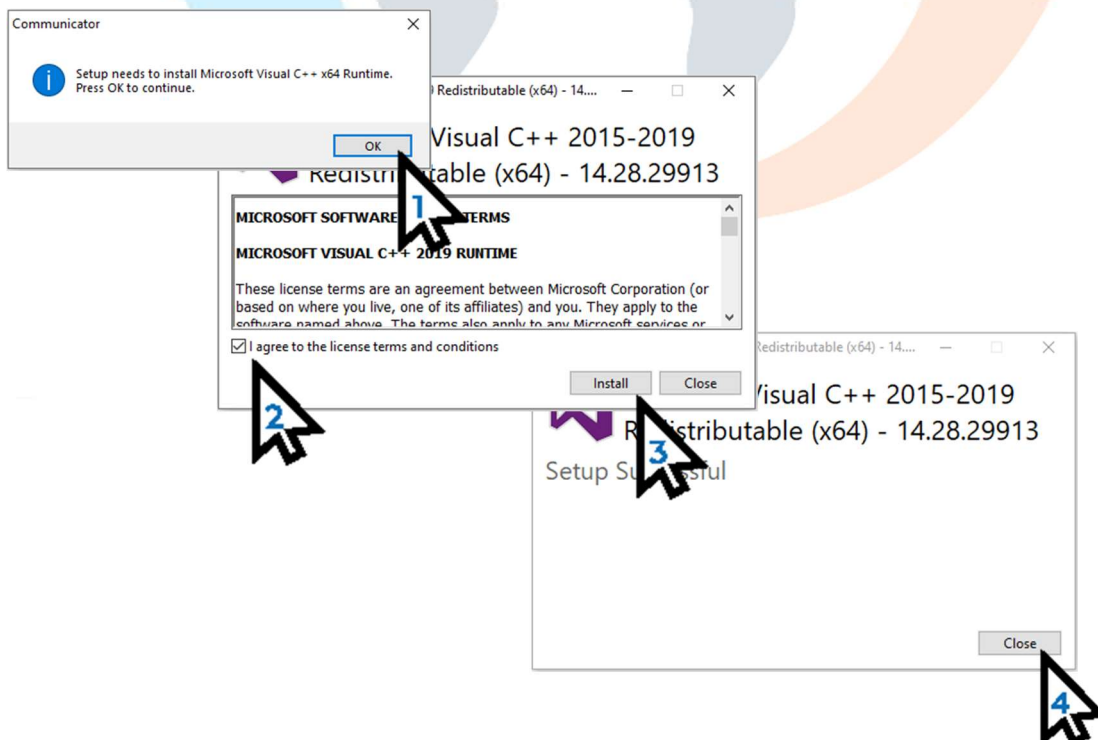


### Install

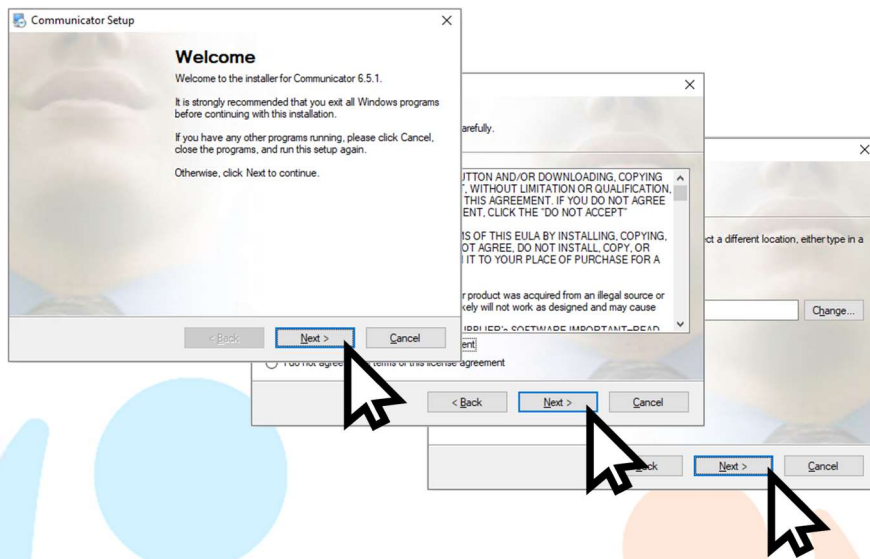
Run the installer, if you get the following message, click **More info** and then **Run Anyways...**



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



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



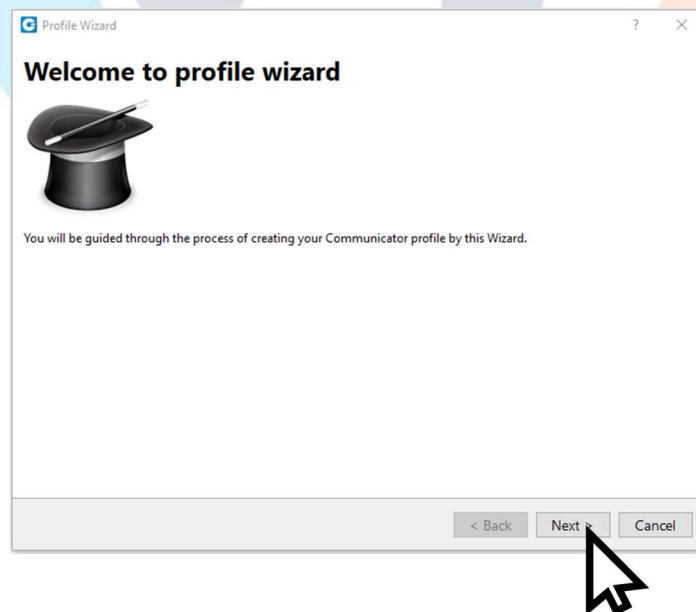
Once install is complete the Communicator icon appears on desktop...



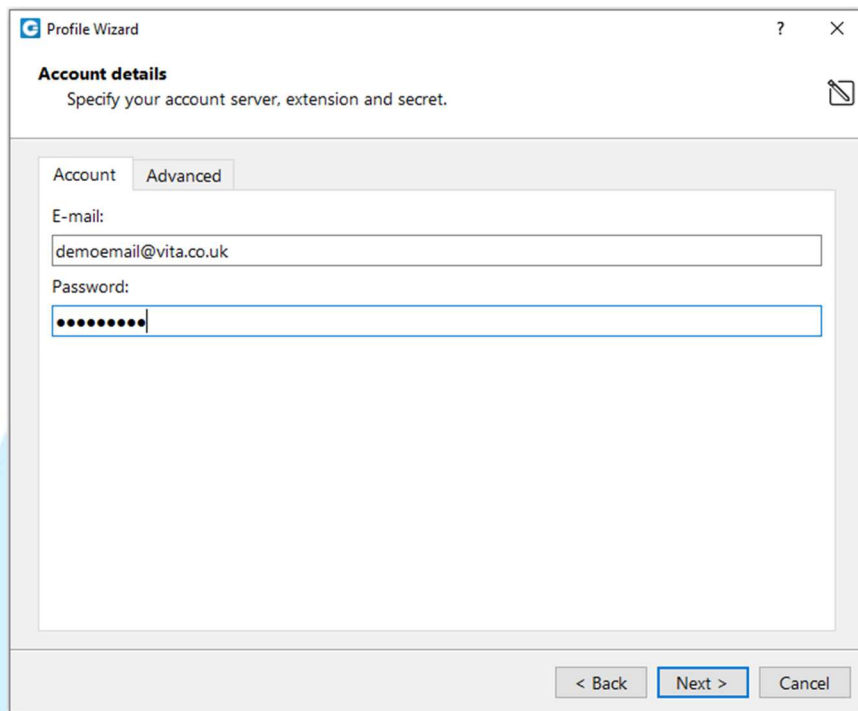
Initial Setup

Profile Setup

Run Communicator, the profile wizard appears for first time setup, click **Next**...



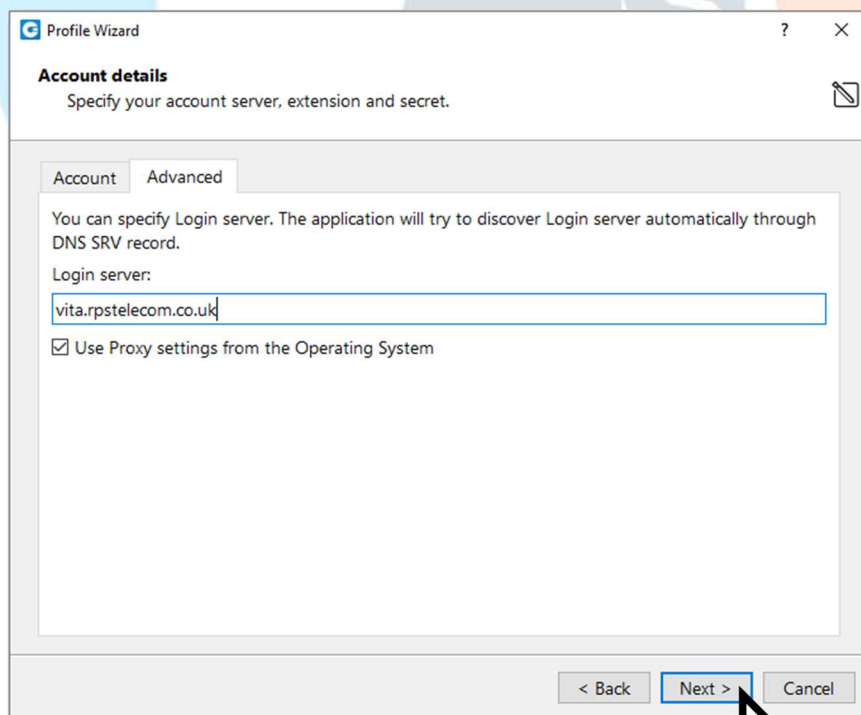
In Account details section enter colleagues' email and use the initial password;



The screenshot shows the 'Profile Wizard' window with the 'Account details' section. The 'Account' tab is selected, and the 'Advanced' sub-tab is active. The 'E-mail' field contains 'demoemail@vita.co.uk' and the 'Password' field is filled with ten dots. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

Click the **Advanced** tab, enter the following into the server field;

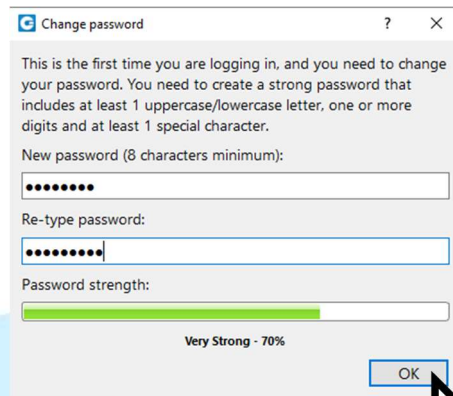
**vita.rpstelecom.co.uk**



The screenshot shows the 'Profile Wizard' window with the 'Advanced' sub-tab selected. It contains the text: 'You can specify Login server. The application will try to discover Login server automatically through DNS SRV record.' Below this, the 'Login server' field contains 'vita.rpstelecom.co.uk'. There is a checked checkbox for 'Use Proxy settings from the Operating System'. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. A mouse cursor is pointing at the 'Next >' button.

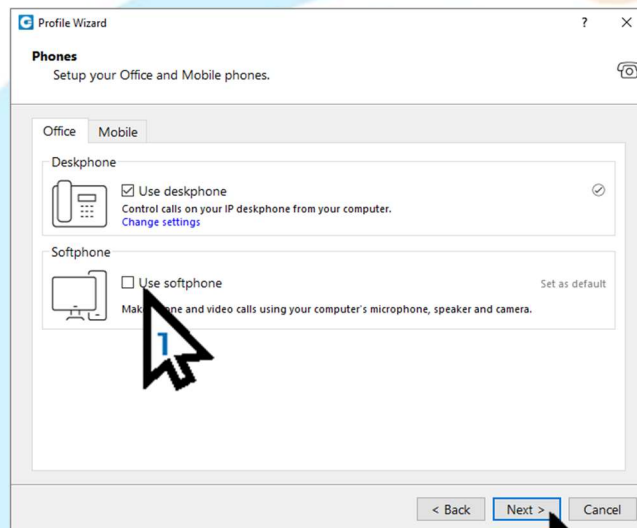
Then click **Next**....

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



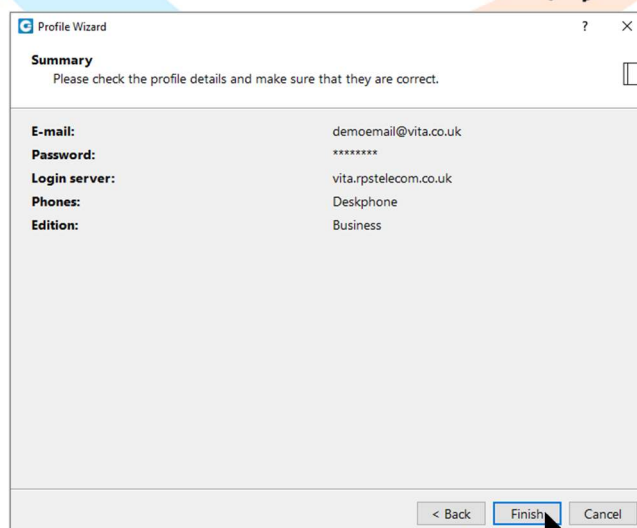
A dialog box titled "Change password" with a question mark icon and a close button. The text inside reads: "This is the first time you are logging in, and you need to change your password. You need to create a strong password that includes at least 1 uppercase/lowercase letter, one or more digits and at least 1 special character." Below this, there are two input fields: "New password (8 characters minimum):" and "Re-type password:". The "New password" field contains eight dots. The "Re-type password" field contains eight dots and a cursor. Below the fields is a "Password strength:" indicator, which is a green progress bar showing approximately 70% completion, with the text "Very Strong - 70%" below it. An "OK" button is located at the bottom right of the dialog box.

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



A "Profile Wizard" window titled "Profile Wizard" with a question mark icon and a close button. The main heading is "Phones" with the sub-heading "Setup your Office and Mobile phones." There are two tabs: "Office" and "Mobile". Under the "Office" tab, there are two sections: "Deskphone" and "Softphone". The "Deskphone" section has a checked checkbox for "Use deskphone" and a description: "Control calls on your IP deskphone from your computer." The "Softphone" section has an unchecked checkbox for "Use softphone" and a description: "Make voice and video calls using your computer's microphone, speaker and camera." At the bottom of the window are three buttons: "< Back", "Next >", and "Cancel". A mouse cursor with a blue number "1" is pointing at the "Use softphone" checkbox, and another mouse cursor with a blue number "2" is pointing at the "Next >" button.

Click **Finish** to complete profile setup.



A "Profile Wizard" window titled "Profile Wizard" with a question mark icon and a close button. The main heading is "Summary" with the sub-heading "Please check the profile details and make sure that they are correct." Below this is a table of profile details:

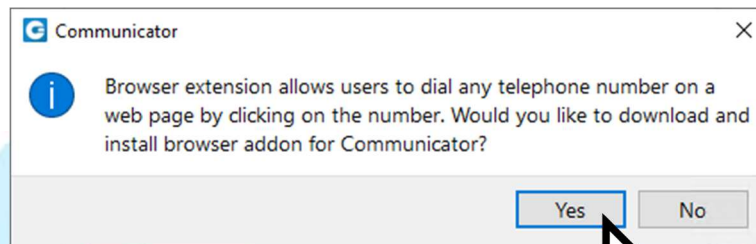
|                      |                       |
|----------------------|-----------------------|
| <b>E-mail:</b>       | demoemail@vita.co.uk  |
| <b>Password:</b>     | *****                 |
| <b>Login server:</b> | vita.rpstelecom.co.uk |
| <b>Phones:</b>       | Deskphone             |
| <b>Edition:</b>      | Business              |

At the bottom of the window are three buttons: "< Back", "Finish", and "Cancel". A mouse cursor with a blue number "2" is pointing at the "Finish" button.

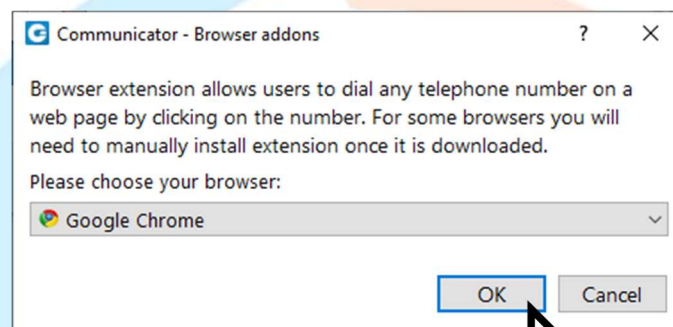
## Click to Dial Setup

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.

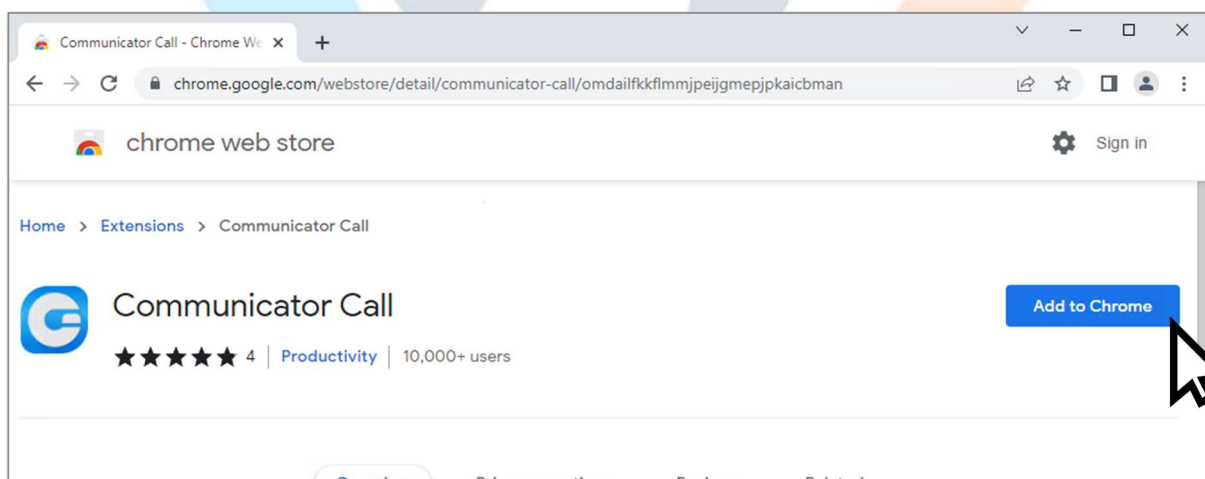
On first time launch of Communicator, a message offers click to dial. Choose **Yes** to begin adding...



Select the preferred browser (the Windows default browser) and click **OK**...



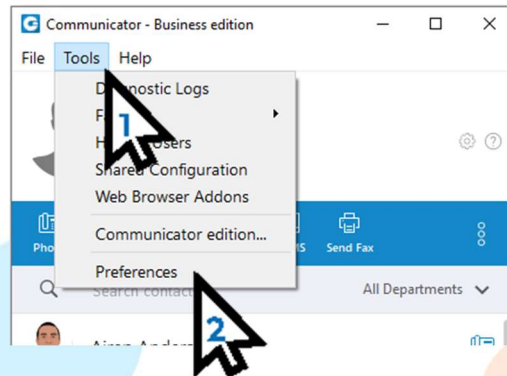
Your browser loads to the plugin page where you can add it to the browser...



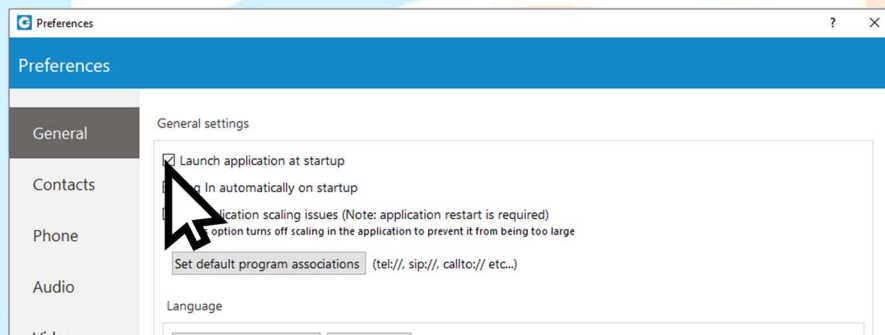


## Preferences and ScreenPop

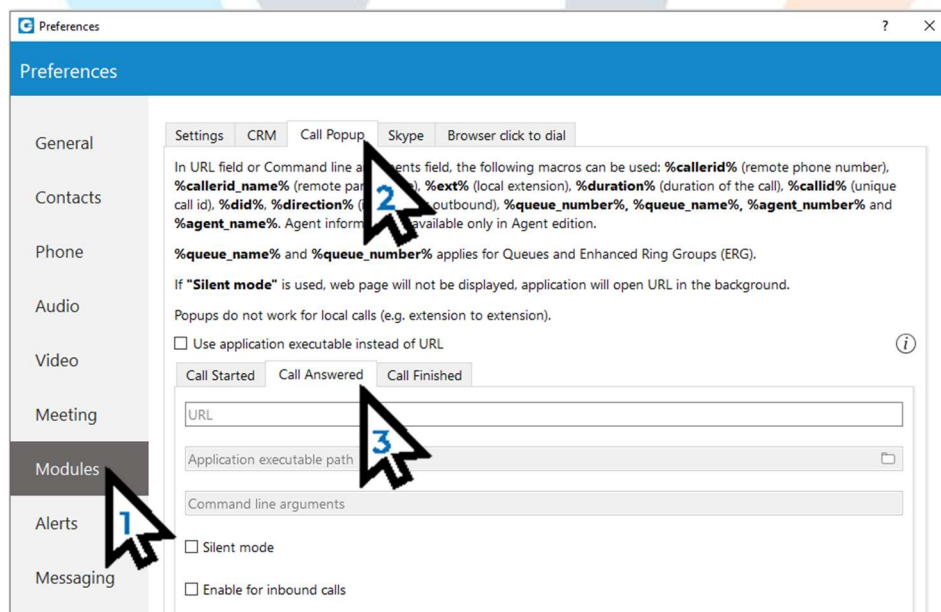
Final part of setup is to change the preferences, at the main Communicator screen click **Tools** then **Preferences...**



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



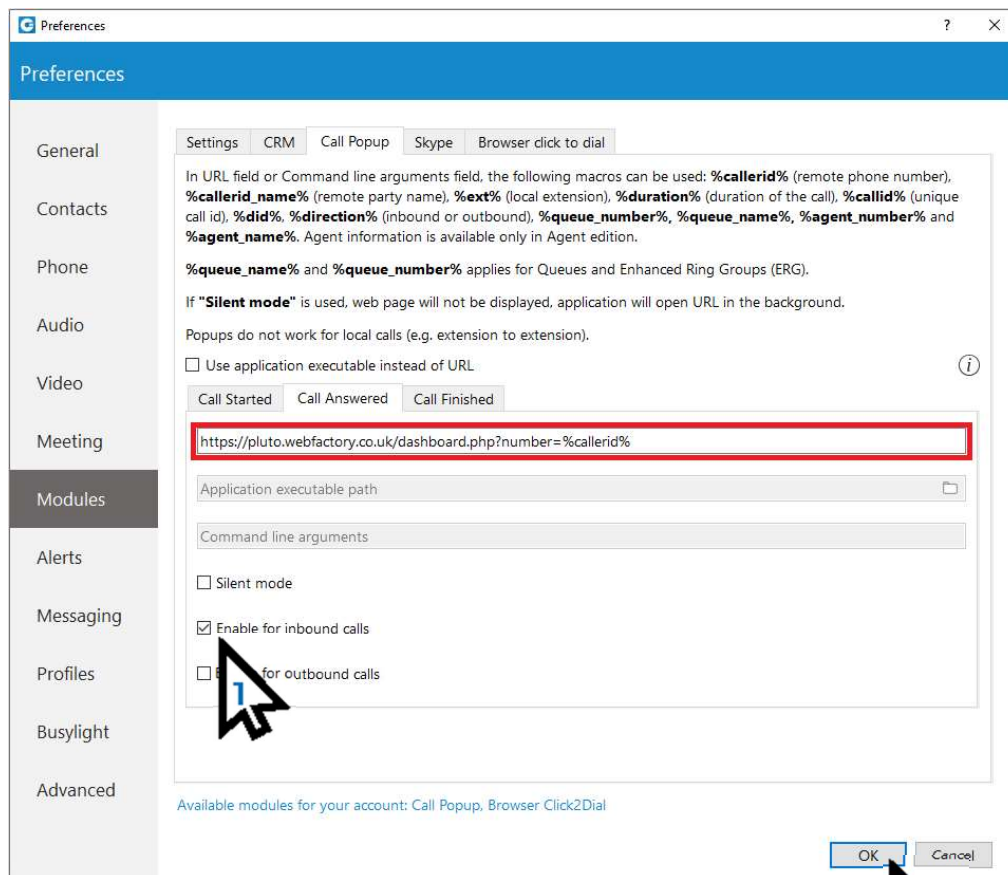
Then navigate to **Modules, Call Popup, Call Answered...**



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](mailto:helpdesk@rpssupport.co.uk)

Phone: 01633481424 opt.1

### Links

Vita Communicator Guide page:

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