

BCT Communicator **for Desktop –** **Quick User Guide (QUG)** **By Broad Connect Canada (BCC)**



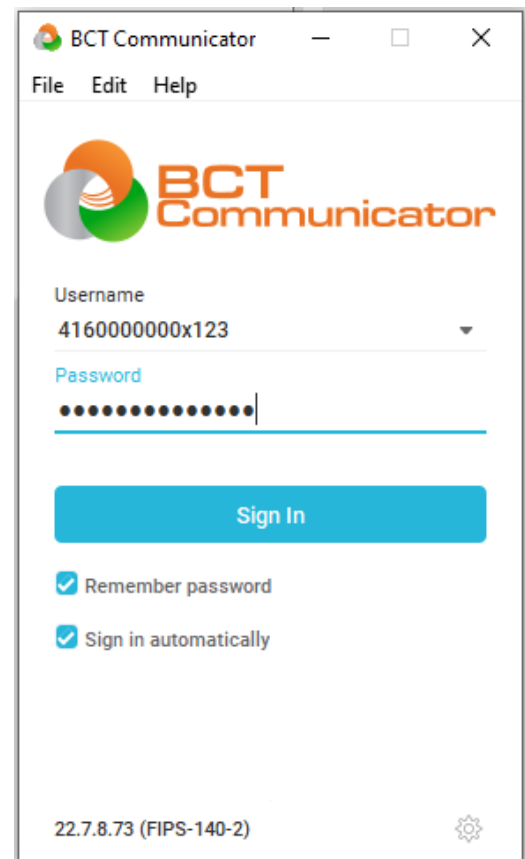
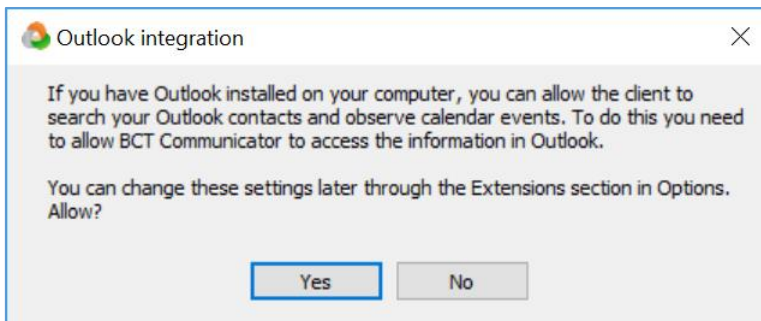
Signing In

When you launch the application, you are prompted to *sign in*.

1. Enter your username and password.
2. Select whether you would like the application to remember your password.
3. Select whether you would like the application to sign you in automatically on subsequent launches.
4. Click **Sign In**.

The first time you sign-in, you will receive the below prompt. Choose yes if you want BCT Communicator to integrate with your outlook in order to:

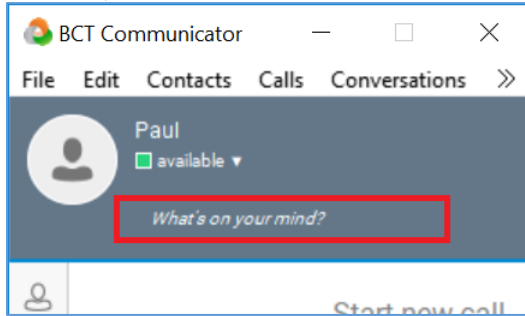
- (1) **update your presence based on your calendar entries, and**
- (2) **to be able to search contacts saved locally in Outlook**



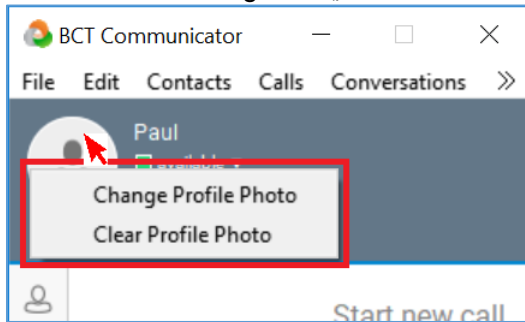
Main Window – Dial pad

When you sign-in BCT Communicator, it will always take you to the main window which is the Dial-pad tab.

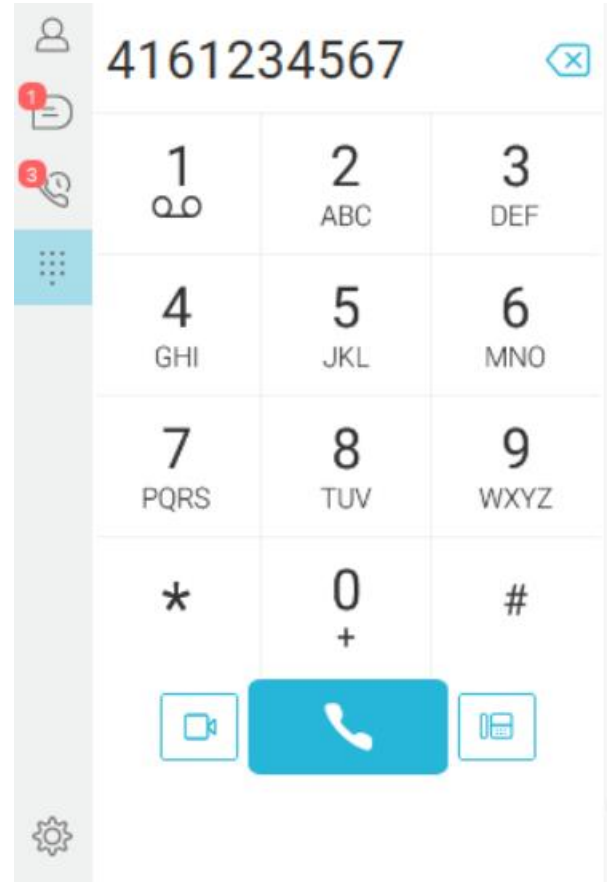
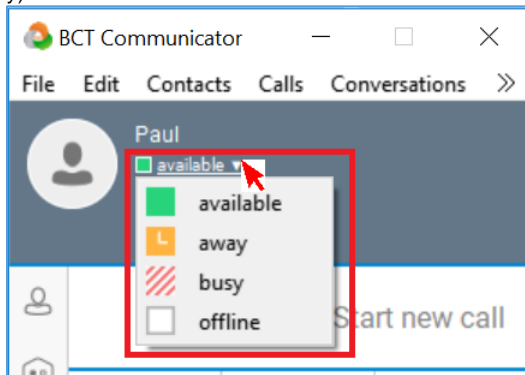
- Type what's on your mind



- Right click on the profile photo avatar to change the photo or to clear the existing one. (premium license only)



- Click on the status to change your presence (premium license only)

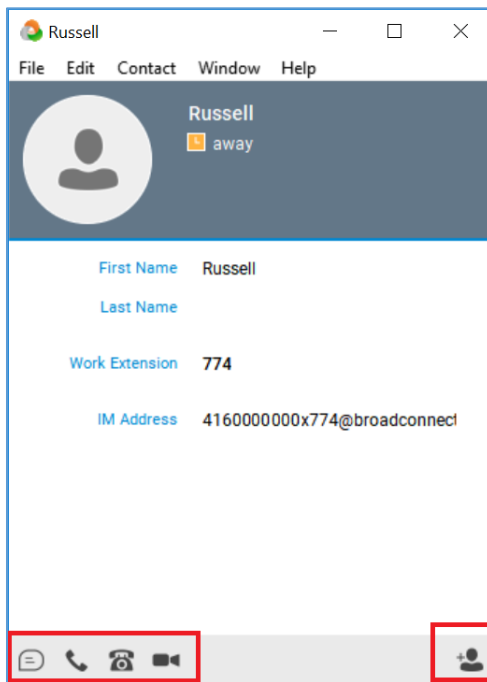
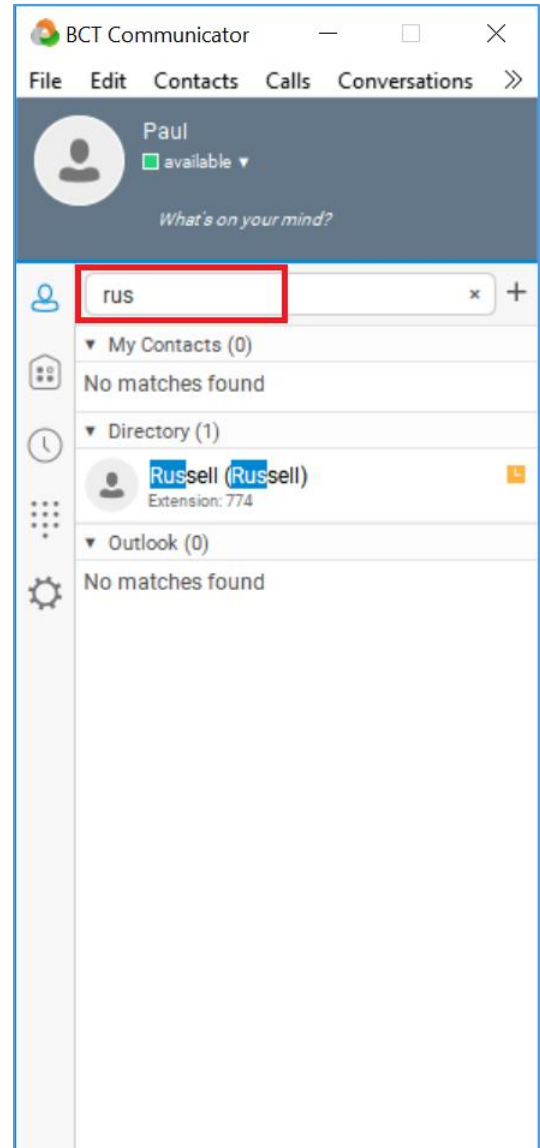
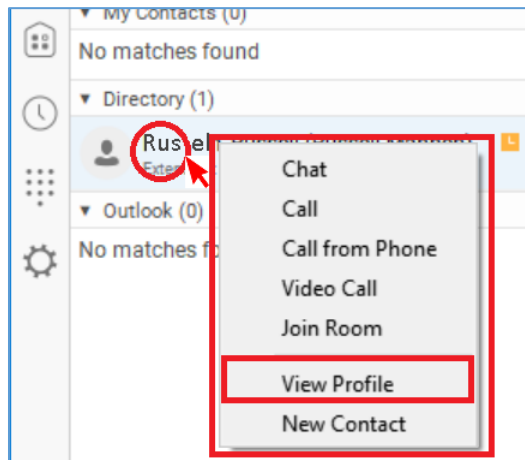


- Type a 10 digits number or a 3/4/5 digits extension and place the call either from the soft client by clicking on the handset icon (requires a USB headset connected to the computer), or from the hard phone by clicking on the phone icon, or if you have a web cam, you can start a 1-on-1 video call with an internal extension (provided the callee has a is using BCT communicator has a camera).

Contacts Window

The first time you start using BCT Communicator, your *Contacts* list would be empty.

- Use the Search and Dial field to find people in your organization by typing the first 3 characters of their first or last name
- When you find a contact, right click on their name and choose Profile in order to add them to your Contacts list.

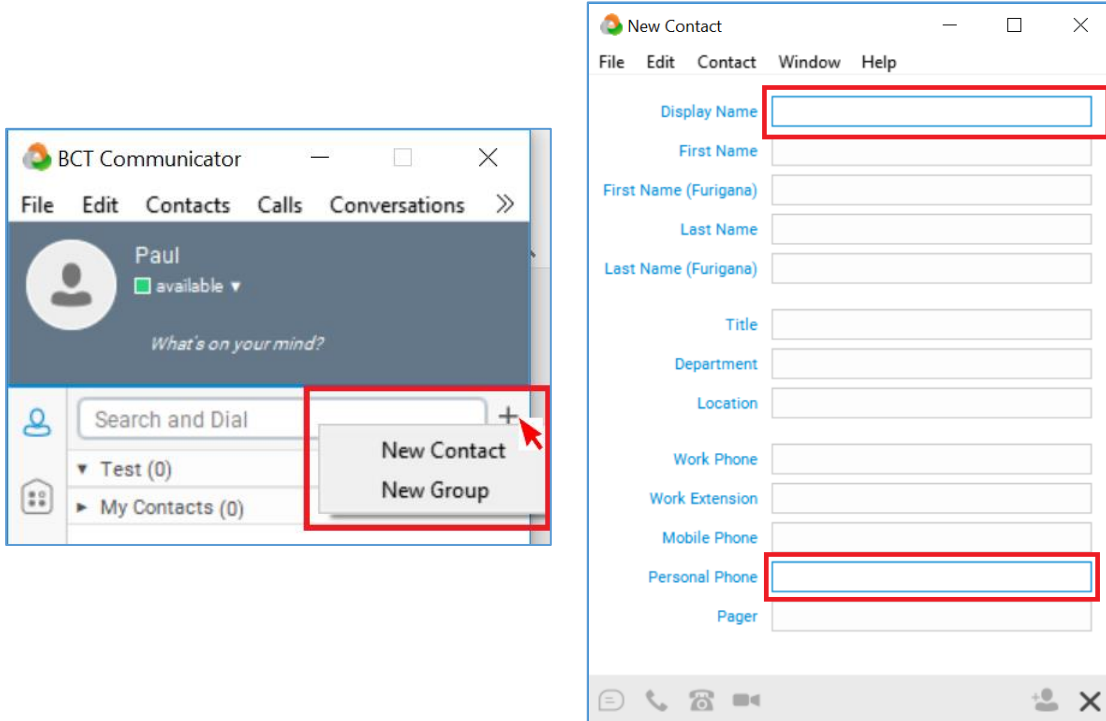


PS: IM Chat is only available in premium license.

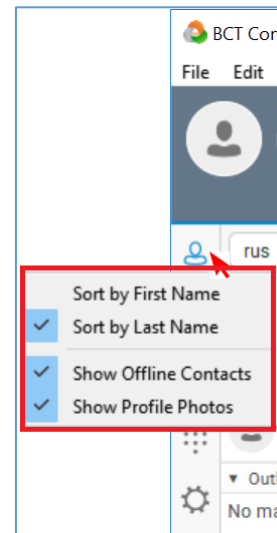
Contacts Window (cont'd)

The first time you start using BCT Communicator, your *Contacts* list would be empty.

- External contacts can also be added manually by clicking the **Add** button that has the '+' icon. Fill the Display Name and Personal Phone fields then click the add icon.
- You can also add groups to categorize/classify your contacts by also clicking on the **Add** button that has the '+' icon.



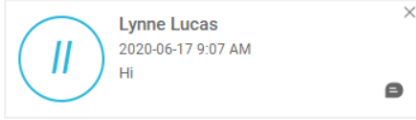
- You can also set certain contacts as favorites: right click on the contact and choose **“Set as Favorites”**
- Right click on the contacts tab icon to choose additional options like sorting contacts and showing/not-showing offline users



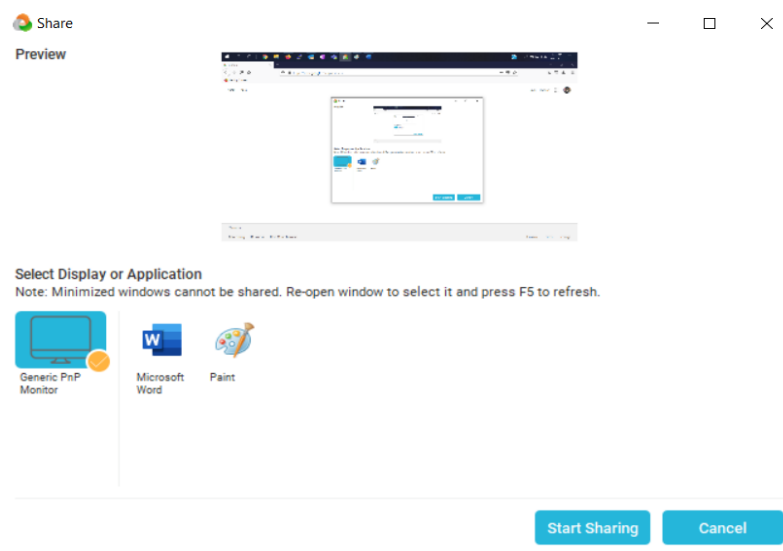
Instant Messaging Chat -premium license only-

While chatting with another user using BCT Communicator, there are several functions that can be done:

- When receiving an IM, a pop-up window will appear on the lower right corner of the screen.



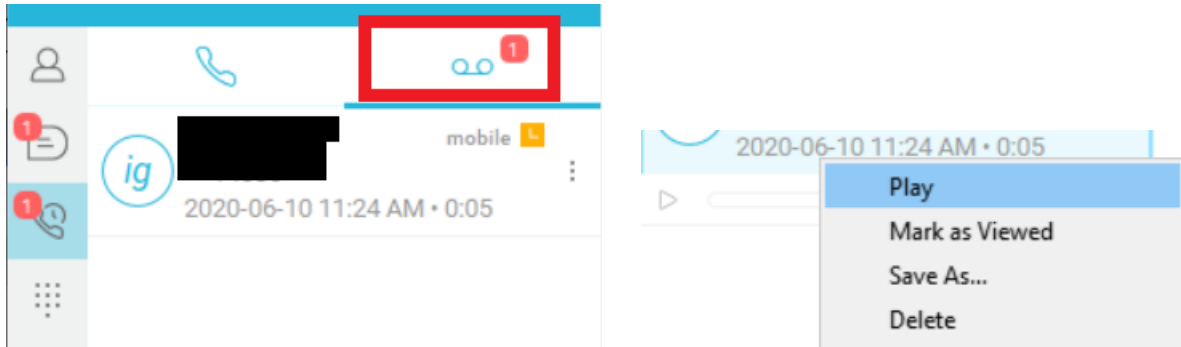
- You can call the person you're chatting with either from the PC (by clicking on the handset icon) and for that you'd require a supported USB headset, or, from the phone (by clicking on the phone icon), or if you have a web cam, you can, you can start a 1-on-1 video call (by clicking on the video icon; provided the callee is using BCT communicator and has a camera).
- You can share a file (only while chatting with someone who's using BCT Communicator on the computer and not on the mobile).
- You can share your entire screen or an opened window by clicking on the "monitor with arrow" icon.



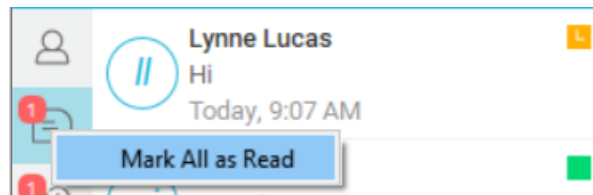
PS: File sharing and screen sharing are only available in premium license.

Communication History Window

This window shows you the communication history both voice calls (inbound, outbound, missed) and instant messaging (IM). You can also see the voicemail notification there as well as access your voicemail.



You can also right click on the communication history tab icon and choose some options for clearing unviewed missed calls and instant messages



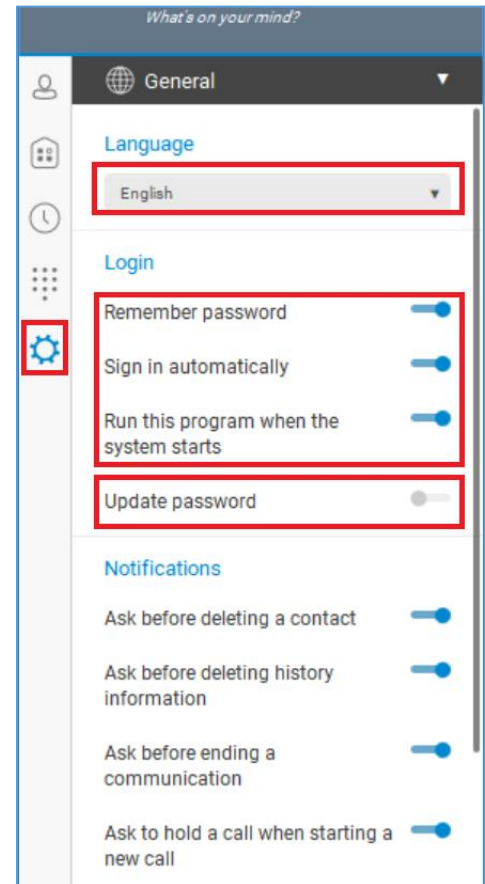
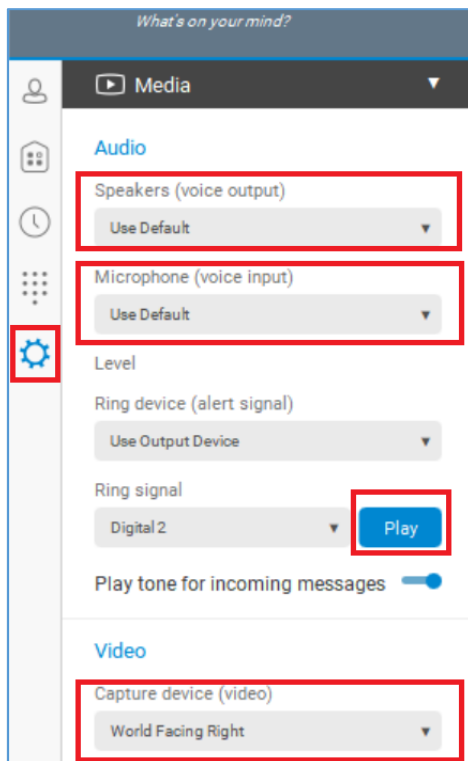
Settings Window

There are several sub-categories under the Setting windows where you can change several parameters related to your extension and soft phone application.

When going to the settings window, click on the drop-down menu at top of the window to see the different setting options; below are the most used:

- **General**
 - Change the interface language (En/Fr)
 - Change application startup settings (save password, auto login, etc...)
 - Reset your password

- **Media**
 - Check and test your Audio output device (speaker or headset)
 - Check and test your Audio input device (microphone)
 - Check your video device (web cam)

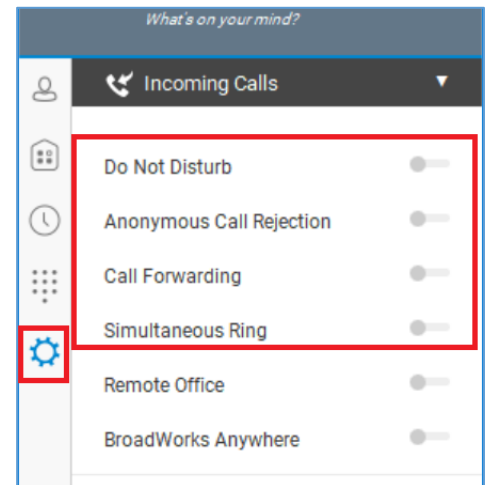


Settings Window (cont'd)

- **Incoming Calls**

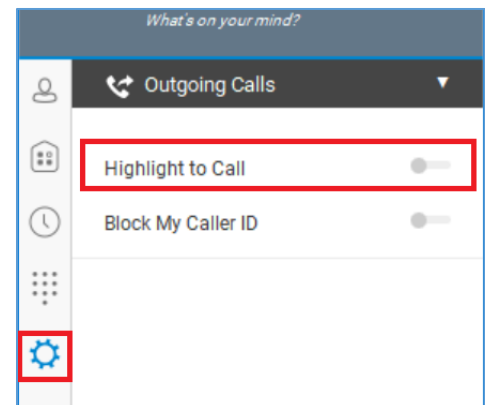
- **Do Not Disturb (DND)** – when on, calls will go to the voicemail
- **Call Forwarding** – to forward calls coming to your extension to go to another extension or number based on the chosen option (Always, when Busy, when No Answer / Unreachable)
- **Simultaneous Ring** – similar to find-me-follow-me feature where by when someone rings your extension, it rings another extension or number (your cell phone for example).

PS: Simultaneous Ring feature is only to users with premium license.



- **Outgoing Calls**

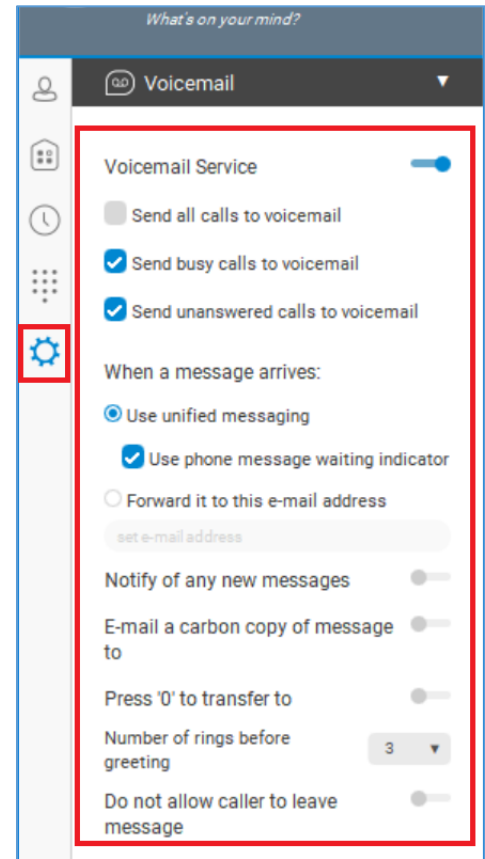
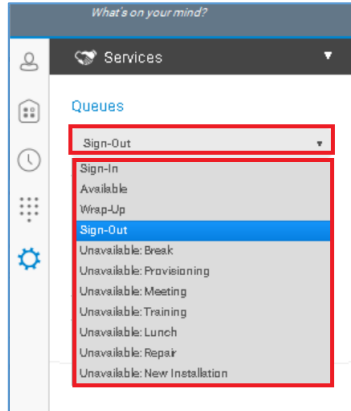
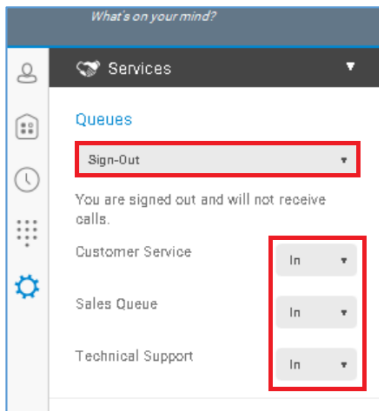
- **Highlight to call** – whereby you highlight any number on the screen (in a browser, word document, excel sheet, notepad, etc...) and press the shortcut key and it'll dial that number for you.



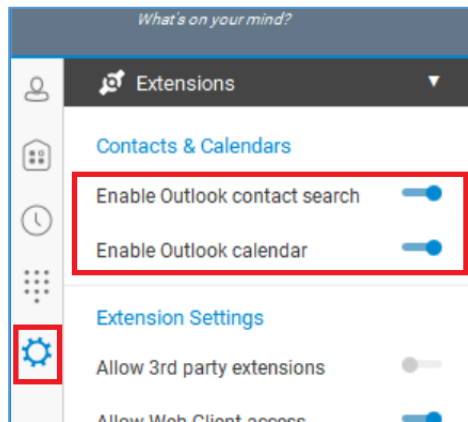
Settings Window (cont'd)

- **Voicemail**
 - Enable / disable your voicemail
 - Set how many rings before an unanswered call goes to voicemail
 - Setup your voicemail to email

- **Services** *(if you are a call center agent / supervisor)*
 - Choose what queues to receive calls from (if feature enabled for agents).
 - Change ACD Status (available, signed out, Unavailable: Break, Unavailable: Meeting etc...)



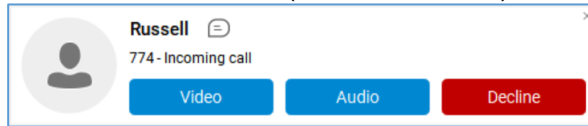
- **Extensions**
 - Disable/Enable outlook (contacts/calendar) integration



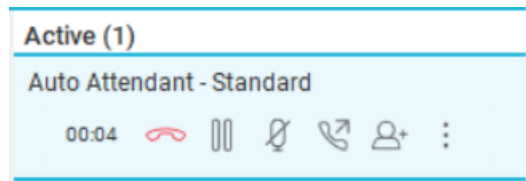
Call Handling

When answering a call using BCT Communicator, there are a number of controls that can be used:

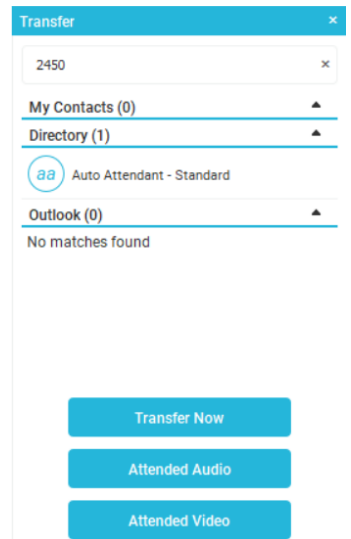
- When the call is received, a pop-up window will appear in the lower part of the screen. You can choose whether you want to answer it “Audio” or “Video” (if it’s a video call) or to “Decline” it.



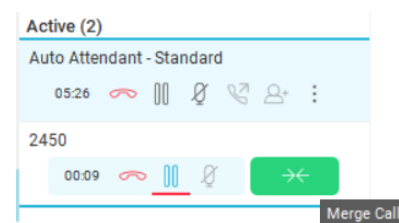
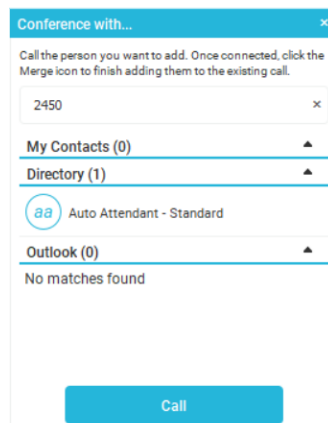
- While on a call, you can perform the following controls:
 - **Mute/Unmute** your microphone (the microphone icon)
 - **Hold/Resume** the call (the pause icon)
 - **Transfer** the call (the handset with arrow icon)
 - **Add** people to the call (the avatar with plus sign icon)



- When transferring the call, either enter the extension or 10-digits number you want to transfer to, or, search the contacts previously added to your list (if you’re not sure about an extension, you can always go back to the main BCT Communicator contacts window and search for someone in the directory and find out their extension). After typing in / choosing the number/contact you want to transfer to:
 - You can transfer the call blindly (by choosing “Transfer Now”)
 - Or consultatively (by choosing “Attended Audio” i.e. talking with the person before putting the call through)

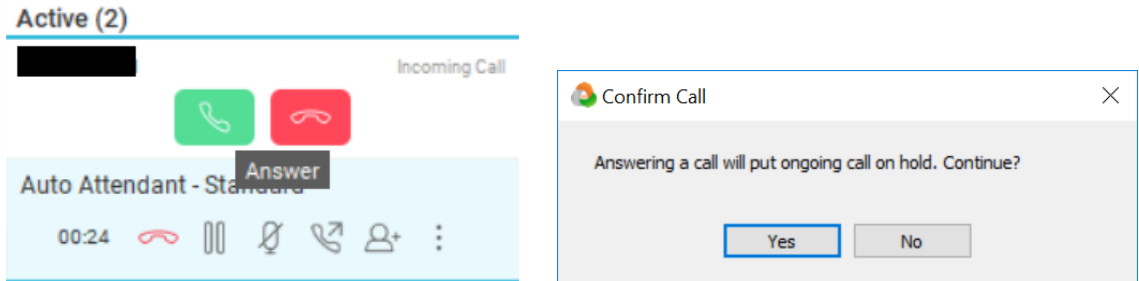


- When adding a person to the call, either enter the extension or 10-digits number, or, search the contacts previously added to your list (if you’re not sure about an extension, you can always go back to the main BCT Communicator contacts window and search for someone in the directory and find out their extension). After typing in / choosing the number/contact you want to add to the call:
 - Press on the “Call” button.
 - Both calls will appear under Active. Click on the green button to Merge the calls.

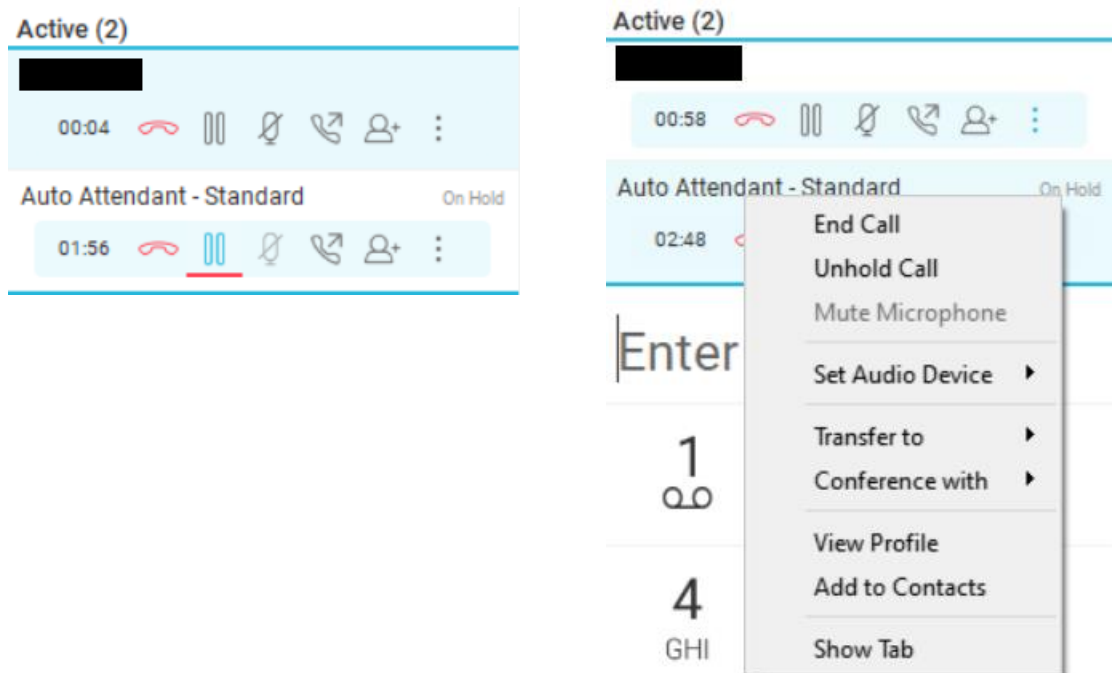


Call Handling (cont'd)

- You can receive multiple calls at the same time. While on a call, if another call came in, you can choose to decline or ignore it until the caller hangs up or the call times out to the voicemail (if active), or, you can choose to answer it and if so you'll get a prompt asking you whether you want to end the call with the current person or not.



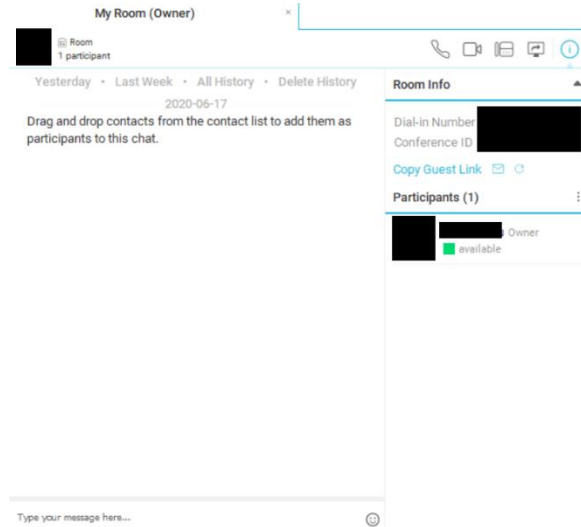
- While having 2 active calls, you can choose to conference them or transfer one to another simply by right clicking on either of the calls and choosing the "Transfer to" or "Conference with" options



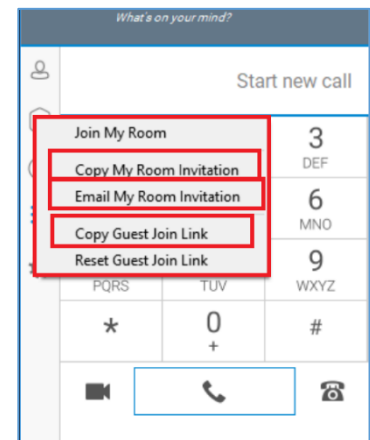
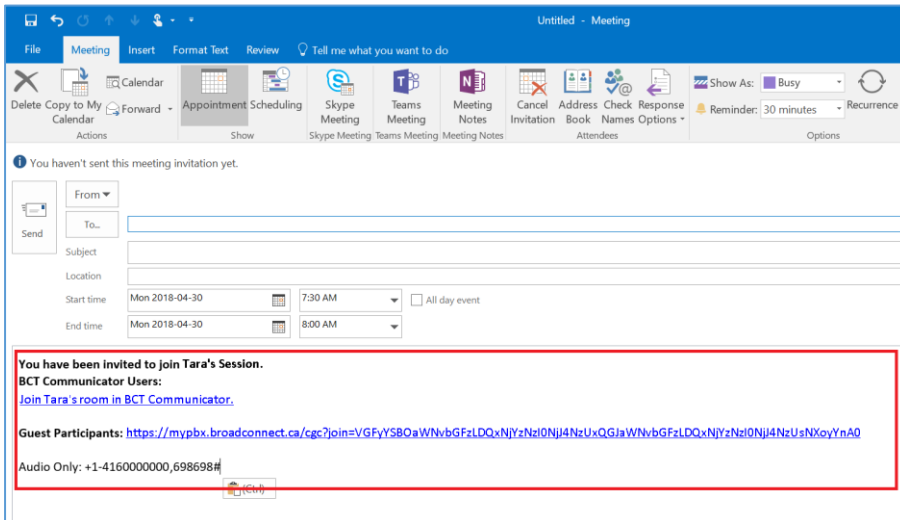
My Room Collaboration -premium license only-

With “My Room” the user will have their own conferencing bridge that they can use for audio/video conferences as well as screen sharing collaboration for up to 15 participants.

- Click on my room icon so that you can join the room. You can see the dial-in info in there.
- Once in the room, you can drag-and-drop anyone from your contacts into the room.
- Start the Audio by clicking on the handset icon (to place the call from the PC using a headset) or by clicking on the phone icon (to place the call from your physical Polycom phone), or, on the video icon to initiate a video conferencing.
- Once joined via Audio (whether from PC or physical phone), you’ve identified yourself to the system as the Moderator/Leader joining the room and hence all attendees waiting in the lobby will be admitted to the room.

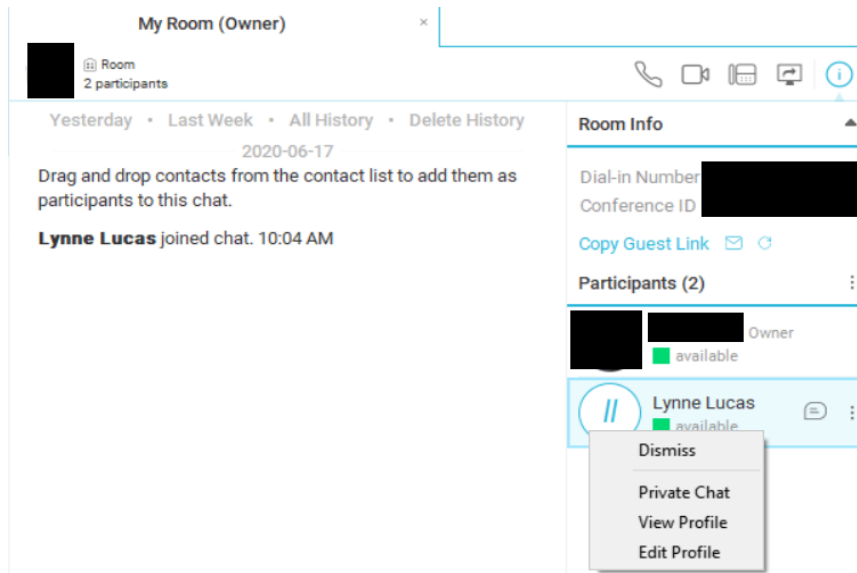


- You can also share your screen or an opened window on your computer by clicking on the “monitor with arrow” icon.
- Email your conference bridge details (or copy them and paste them in a meeting request) by right clicking on the My Room icon and choosing the option you want. The “Guest Participants” is meant to be used by external users joining the bridge in case they wanted to IM and/or see the shared screen.

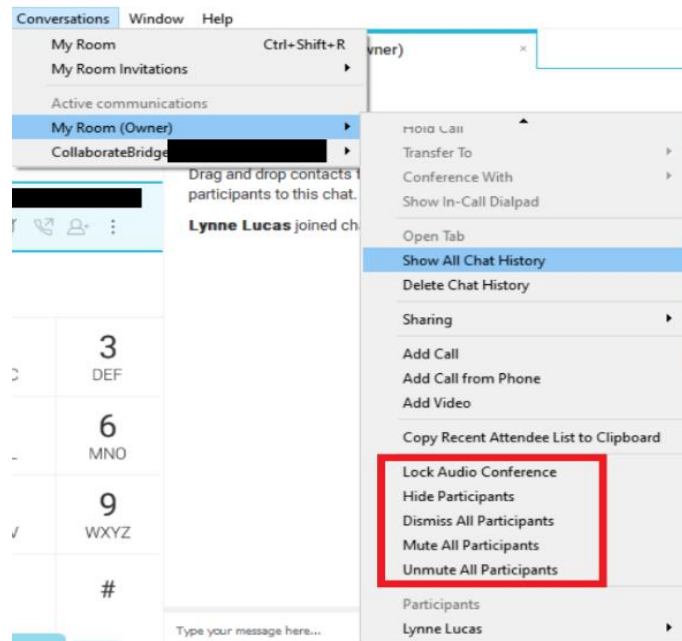


My Room Collaboration (cont'd) -premium license only-

- Mute or Dismiss an individual attendee by right clicking on the attendee's name and choosing the corresponding option.



- Use the “Conversations” menu while on a conference call to: Lock the conference, dismiss all participants, mute/unmute all participants.



Voicemail

To access or retrieve the voicemail, press the messages button on your Polycom hard phone, or, press and hold 1 in the Dial-pad window, or, click on the “Voicemail” area in the Communication History window.

The first time you access your voicemail, you need to set it up by:

- (1) Resetting your PIN (For default PIN code, **contact your IT team or Office Coordinator**)
- (2) Recording your name

You can record personalized greetings as well by following the prompts.

Once you logged into the voicemail, you will have the following choices based on your set up.

Key	Main Menu	Key	Message
1	Access Voicemail	1	Listen to Voicemail
2	Compilot express Profile	2	Busy
3	Greetings Menu	3	No Answer
4	Call Forwarding	4	Extended Away
5	New Announcement	5	Compose & Send new Message
6	Pass Code Reset	7	Delete Messages
9	Exit	*	Compilot Voice Portal
*	Repeat	#	Repeat

Key	Greetings Menu	Key	Options
1	Record your Name	1	Record a New Greeting
*	Previous Menu	2	Review current greeting
#	Repeat	*	Previous Menu
		#	Repeat

You can navigate based on your choice. If you **forgot the password** and want it to be reset, reach out to your IT help desk for support.

Supported / Tested Headsets

- Plantronics Voyager Edge UC
- Plantronics Savi 700 series
- Plantronics Blackwire C3xx, C4xx, C5xx, and C7xx
- Plantronics Calisto 620
- Plantronics Voyager Legend UC
- Logitech H570e Mono
- Logitech BCC950
- Logitech Conference Cam Connect
- Jabra Biz 2300/2400
- Jabra Speak 510
- Jabra Pro 930 (wireless)
- Sennheiser SC 230/260
- Sennheiser SP 20
- Sennheiser MB Pro1 UC

Additional Video Training Material

Video tutorial material can be found on the following link <https://www.broadconnect.ca/myphone/> and then clicking on the “Launch Tutorial” as shown in the snapshot below.

