

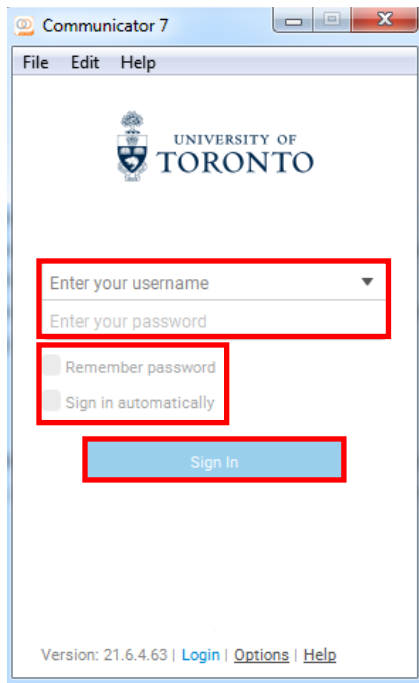
## Communicator 7 Application for Desktop

### Logging into the application:

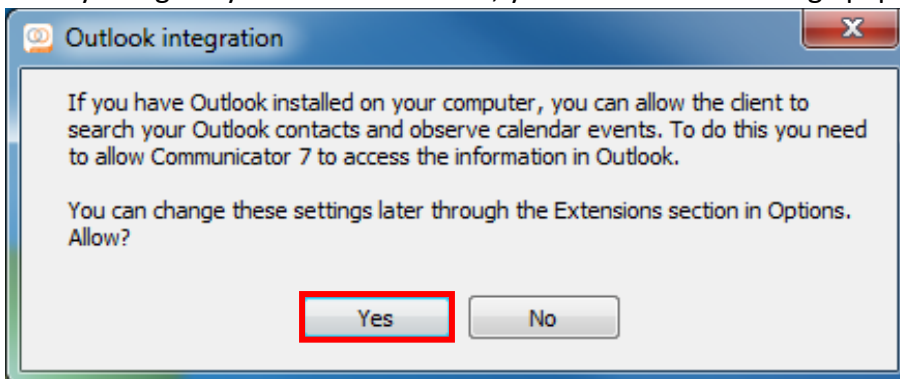
1. To launch the application, locate the icon on your desktop and double click it. Once the application is launched, you will be prompted to sign in.



2. Enter your username (username is your phone number) and password information, check off the **Remember Password** and **Sign in Automatically** boxes and click **Sign In**.

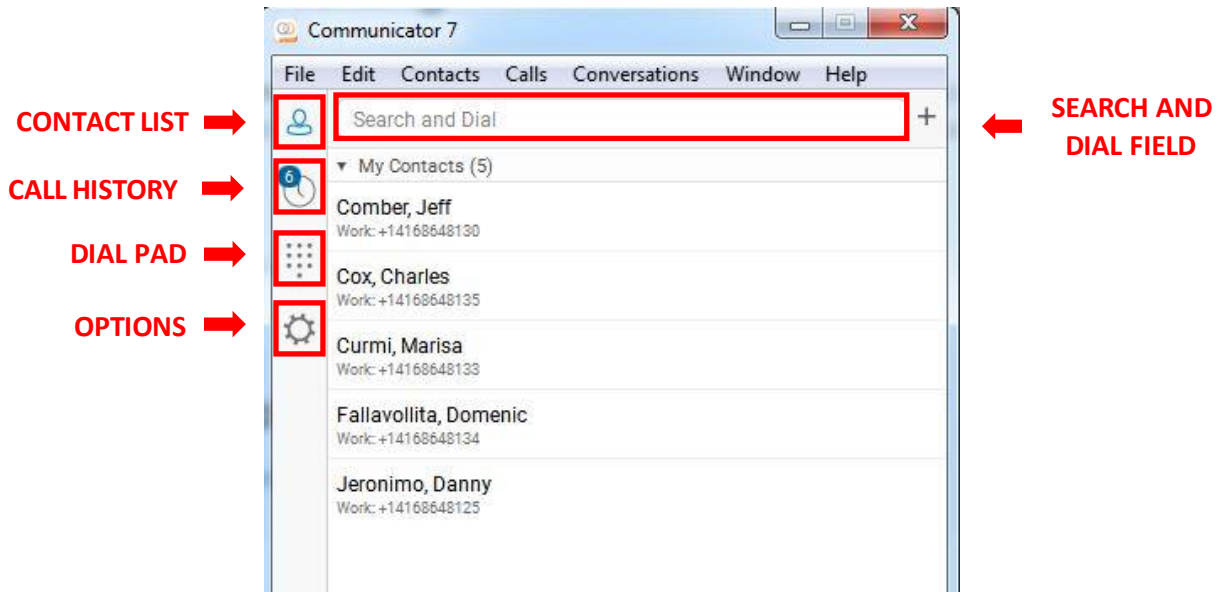


3. After you sign in you for the first time, you will see this message pop up:



- Click **Yes** – this will allow the communicator to search for contacts already listed in your Outlook personal contact list that you have created. **NOTE: This is not the dentistry address list.**

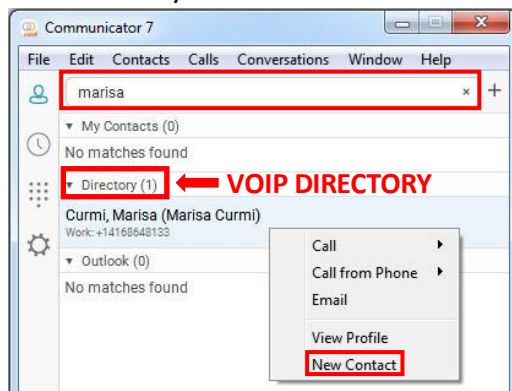
## Main Window:



## Adding contacts to your Communicator Contacts List:

When you start the communicator application for the first time, your contacts list will be empty. Use the **Search and Dial** field to find contacts and add them to your contacts list.

1. Start by typing the name of the contact you want to add to your list.
2. Once you see your contact, right click on their name and click on **New Contact**. This will add them to your communicator contact list.



3. Once you have added the contact, you will be able to see it in your VoIP contact list after you delete the entry from the **Search and Dial** field, by pressing the X in the search area..

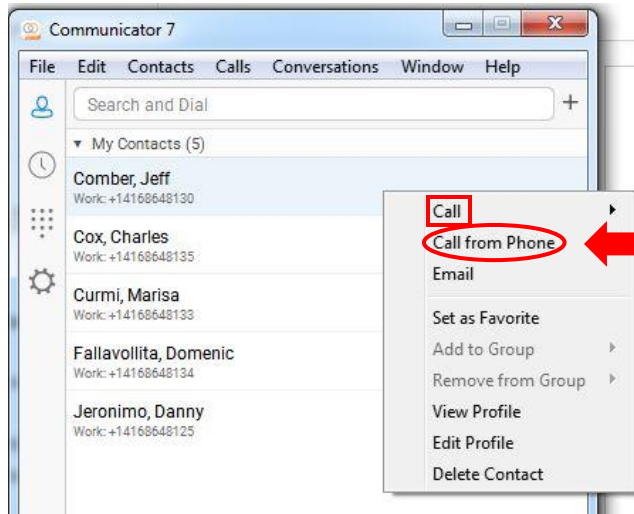
- **Until the VoIP migration is complete across the entire university, some U of T contacts may not show up when you search for them in the VoIP directory. To look up a U of T contact that is not in the VoIP directory, search for them here:**

<http://directory.utoronto.ca/phonebook/pages/admin/main.xhtml>

## Making a call from your computer:

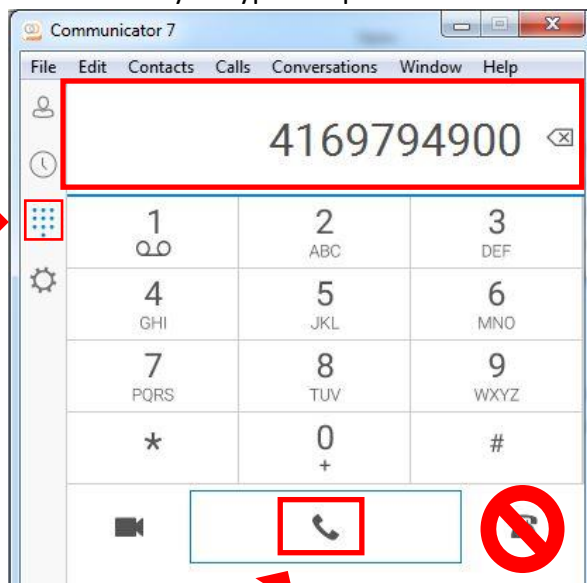
There are a few ways you can make a call from your computer using the application:

- Double click on a contact from your contacts list or **Search and Dial** results – this will immediately begin the call.
- Right click on the contact and then click **Call**.



**CALL FROM PHONE FEATURE  
CAN ONLY BE USED IF YOU  
HAVE A HANDSET.**

- Enter a phone number in the **Search and Dial** field. Press **ENTER** to start the call. You can also right click on the number after typing it in and click the **Call**.
- Open the dial pad, enter a phone number, and then click the **Call**. You can also press **ENTER** after you type the phone number to initiate the call from your computer.



**CLICK HERE TO  
OPEN DIAL PAD**

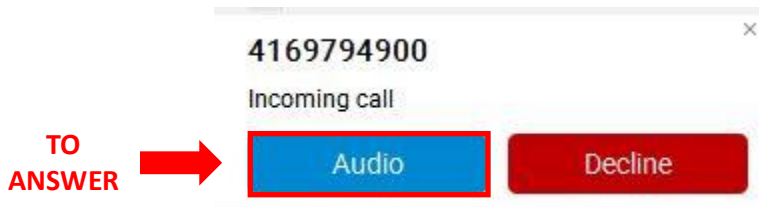
**TYPE PHONE  
NUMBER HERE**

**CALL FROM PHONE  
FEATURE – DO NOT USE.  
THIS IS ONLY IF YOU HAVE A  
HANDSET AT YOUR DESK.**

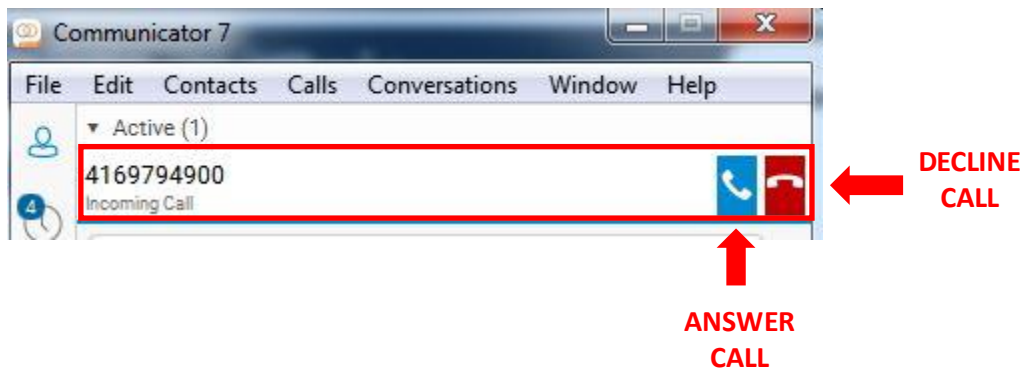
**CALL  
BUTTON**

### Answering a call:

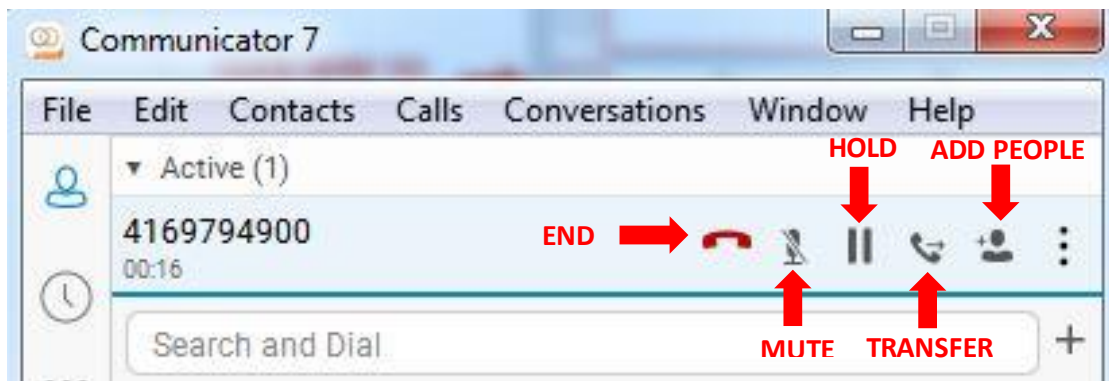
When someone is calling you, you will see a pop-up notification on your screen. You can choose to answer or decline the call. To answer, click the **Audio** button. When you decline a call, the caller will be alerted that you are not available and will be prompted to leave a message.








- If your communicator application window is in view during an incoming call, you can also answer or decline the call through this window. Click the blue telephone icon to answer or the red icon to decline the call.



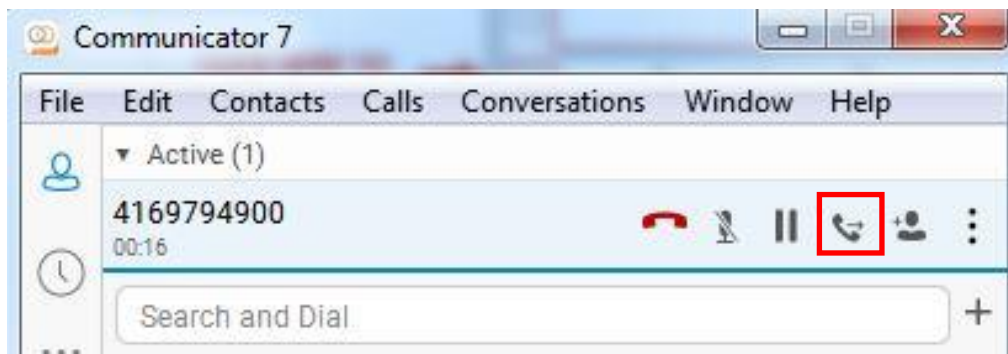
- Once you are in an active call (either by making a call or answering an incoming one), you will see the following icons next to the phone number:



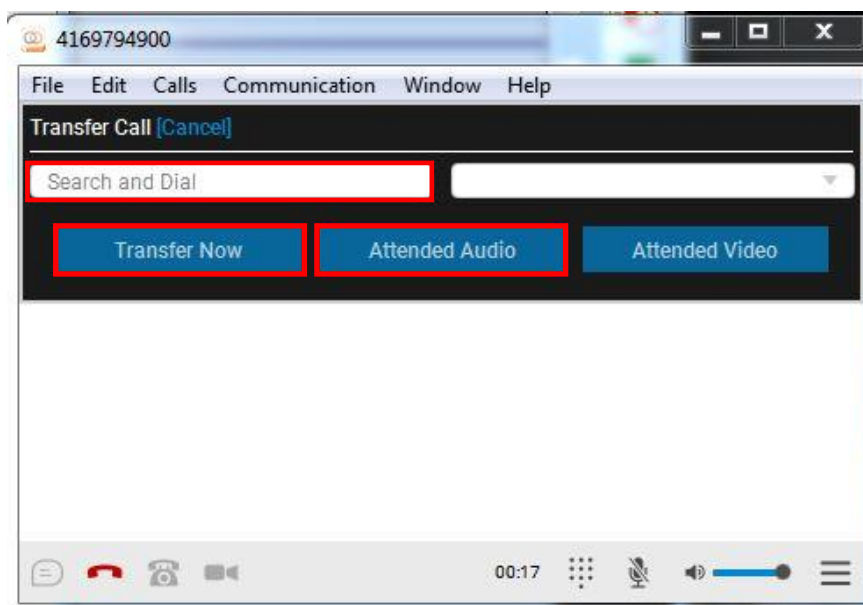
- Click  to **end** the call.
- Click  to **mute** the call. Click it again to unmute
- Click  to put the call on **hold**. Click it again to take the call off hold.
- Click  to transfer a call.
- Click  to add other callers.

### Transferring a call:

1. To transfer an active call, click on the **Transfer** button in the communicator window:



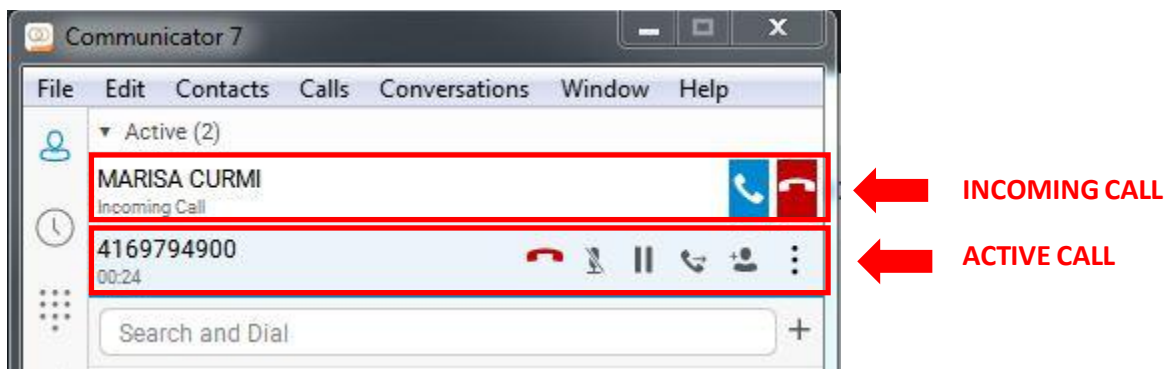
2. The **Transfer** window will pop up. Search for your contact's name by typing it into **the Search and Dial** field, or type in the contact's phone number.



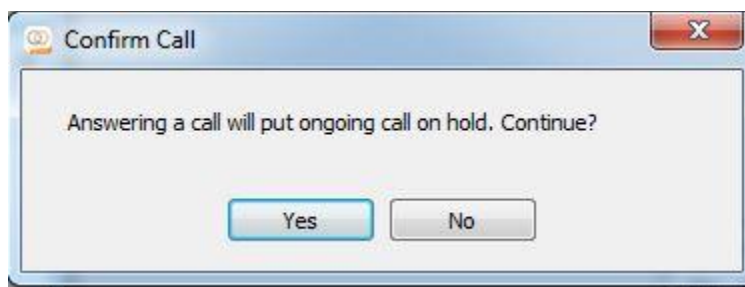
- Once you are ready to transfer the call you will have two options:
  - Click on **Transfer Now** to transfer the call immediately. You will be disconnected from the call as soon as the call is transferred.
  - Click on **Attended Audio** if you would like to speak to the person you are transferring the call to first before transferring the call. This option comes in handy if you would like to see if the person you are transferring the call to is available first.

## Call Waiting

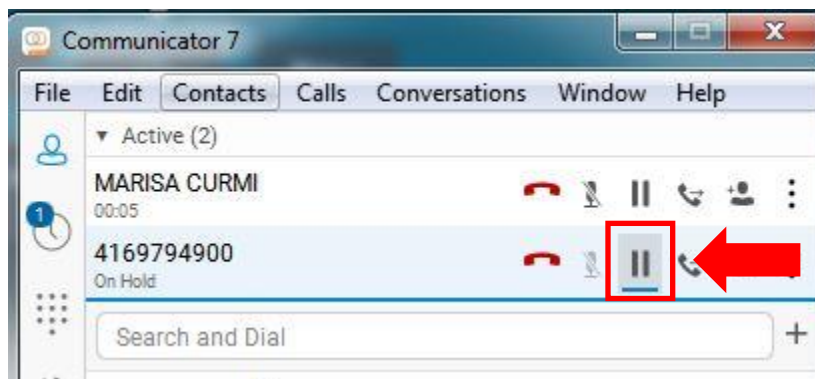
- To answer an incoming call when you are already on an active call, click on the call answer button (blue telephone icon) in your communicator window. You can also pick up the call by clicking on the Audio button when the incoming call pop up appears on bottom right hand corner of your screen.



- After you accept the incoming call, a pop up will appear letting you know that answering this call will place your current call on hold and it will ask if you want to continue. If you click yes, the incoming call will be answered and your active call will be placed on hold. If you click no, the caller will be prompted to leave a voicemail and you will stay on the call that you are currently on.



- This is what your communicator will look like when you have an active call going and a call on hold at the same time:



**BLUE LINE UNDER  
HOLD BUTTON  
INDICATES THAT  
CALL IS ON HOLD**

- Once you have ended one of the calls, you can make the other call active again by clicking on the hold button to take the call off hold.

### **VoIP 9-1-1**

- With traditional phone services, your 9-1-1 call is sent directly to the nearest emergency response centre. With VoIP service for business, our 9-1-1 call is forwarded to a third-party service provider that will automatically or manually route your call to the emergency response centre. This third-party service provider is different from the Public Safety Answering Point (PSAP) that would answer a traditional 9-1-1 call, which has automatically generated your address information, and consequently, you may be required to provide your name, address, and telephone number to the call centre.

### **Campus Police**

- To contact Campus Police, dial 416-978-2222.