BroadTouch™ Guide

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This document is printed in the United States of America.
## Document Revision History

<table>
<thead>
<tr>
<th>Release</th>
<th>Version</th>
<th>Reason for Change</th>
<th>Date</th>
<th>Author</th>
</tr>
</thead>
<tbody>
<tr>
<td>10.0.0</td>
<td>1</td>
<td>Created document for Release 10.0.0</td>
<td>December 21, 2012</td>
<td>Veli-Pekka Heinonen</td>
</tr>
<tr>
<td>10.0.0</td>
<td>1</td>
<td>Edited and published document.</td>
<td>December 31, 2012</td>
<td>Patricia Renaud</td>
</tr>
<tr>
<td>10.0.1</td>
<td>1</td>
<td>Added more FAQ entries.</td>
<td>January 25, 2013</td>
<td>Veli-Peka Heinonen</td>
</tr>
<tr>
<td>10.0.1</td>
<td>1</td>
<td>Edited and published document.</td>
<td>February 6, 2013</td>
<td>Patricia Renaud</td>
</tr>
<tr>
<td>10.0.2</td>
<td>1</td>
<td>Added info on new features</td>
<td>March 25, 2013</td>
<td>Veli-Pekka Heinonen</td>
</tr>
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1 Summary of Changes

This section describes the changes to this document for each release and document version.

1.1 Changes for Release 10.0.1, Document Version 1

This version of the document includes following change:

- Added ore FAQ entries on new features

1.2 Changes for Release 10.0.1, Document Version 1

This version of the document includes following change:

- Added more FAQ entries.

1.3 Changes for Release 10.0.0, Document Version 1

This is the first version of the document, introduced for Release 10.0.0.
2 Introduction

This guide describes best practices for the BroadTouch Business Communicator Desktop client and explains how to use the client in various situations. This guide can be combined with the BroadTouch Business Communicator Quick Reference Guide that provides high-level guidance on the key features of the client.
3 System Requirements

System requirements are as follows:

- **Operating systems**: Linux, Mac OS 10.5 Leopard, Mac OS 10.6 Snow Leopard, Mac OS 10.7 Lion, Mac OS 10.8. Mountain Lion, Windows XP, Vista, Windows 7 or Windows 8 (Classical mode).
- The installation footprint is 100 MB.
- For voice calls, a sound card, speakers, and a microphone or a headset are required.
- For video calls, a web cam is required.
- A minimum of 512 MB RAM is required, however, 1 GB is recommended.
- Pentium 3 or higher with a minimum of 800 MHz; however, 1.5 GHz is recommended.
- Open Graphics Library (OpenGL) – Calling may not be available in some older desktop models with incompatible OpenGL graphics drivers. For more information, see the BroadTouch Business Communicator Release Notes.
4 Frequently Asked Questions

This section lists frequently asked questions (FAQs) and provides corresponding answers.

How do I troubleshoot issues?
Issues are sent to the Technical Assistance Center (TAC) by your service provider according to BroadSoft support procedures. Your service provider must have a support and maintenance contract in place with BroadSoft for this type of support.

Can the client be branded?
Yes, the BroadTouch Business Communicator client can be branded. For more information, contact your Account Manager.

What are the BroadTouch Business Communicator Release 9.3.0 features not in Release 10.0.2?
These Release 9.3.0 items are not in Release 10.0.2:

- Attended call transfer is not available in 10.0.2, but blind transfer is.
- Chat room configuration dialog with public chat room lists is not supported.
- Third-party call control mid-call controls are not yet supported.
- History filters are not yet done.

What are they key differences between BroadTouch Business Communicator Release 9.3.0 and Release 10.0.1?

- Enhanced user interface
  - New main window with login
  - Single communications window
  - Right-click, drag and drop

- Focus on contacts
  - Groups, favorites, conferences, and active contacts
  - Contact synchronization
  - Automated location, part of presence

- New features
  - My Room
  - Desktop sharing
  - Outlook integration using a plug-in and calendar integration
  - Live search enhancements
  - Local Outlook search
  - Active Directory search
What is the target market?
This solution applies to all markets and all company sizes; however, there is further BroadWorks integration required.

Can this be used for residential users?
Yes. However, enabling or disabling features would fall under a separate customization project.

Where can I get help?
There is a help file included with the client, available from the Main window main menu or from the Login window.

Do I need to provide a domain with my user name?
It is not necessary. However, if you want to specify your domain, you need to enter it in the Login window. If you do not provide a domain, the default domain is used.

How do I dial a number?
You can dial a number in the combined search and quick dial field. Once you type your numbers, the client searches for contacts in both the local contact list and on the enterprise directory.

What does the enterprise directory search look for?
The enterprise directory searches for the first name and last name. By default, it waits for 1.5 seconds after it sends the search request to the server to minimize load on the server.

What data is imported from enterprise directory search?
Typically, there are phone numbers and first names in addition to last names available. In addition, the Extensible Messaging and Presence Protocol (XMPP) address and other fields are imported when found.

Why is the search result view sometimes different?
The search view depends on the following factors:

- If LDAP search (Corporate directory) or Outlook search are enabled, there are more result groups.
- If there are no results for a certain search source (local contacts, Outlook, LDAP, or BroadWorks telephony directory) is empty that group is different in the UI.

Can I chat with contacts from other domains?
Yes; however, XMPP chat and presence are by default specified in the configuration and you need to have a separate XMPP account on another server, such as BroadCloud. BroadCloud also supports Google federation. Group chat is not supported in Google federation so group chat option with those contacts is greyed out.

Can I call Public Switched Telephone Network (PSTN) numbers?
This depends on the network you are using; there is no technical limitation.

Is the avatar real time?
The avatar in this version is not completely in real time. The avatars are retrieved at login, when the contact is added, and when the contact comes online. An enhanced avatar is planned as part of the road map for a future release.
How do I change the avatar?
Double-click on the avatar and a file explorer view opens.

My client’s status bar says “XMPP unavailable”. What does this mean?
It means that the XMPP connectivity has been lost for chat, as well as for presence; however, you can still make calls. You should contact your XMPP service provider.

What happens when I lose my network connection?
The client logs out. However, you can enable the Auto-login feature and a network error pop-up notification appears before the client logs out.

What kind of video resolutions can I have?
You can choose your video resolution from Preferences and the Video tab. Your selection is used by default for future video calls. The available resolutions are automatically presented based on your camera.

Can I change my user name and password?
This is only not officially supported. You need to change the user name and password outside of the client. For SIP, XMPP and Xi the credentials are read only. The client supports changing only LDAP and collab credentials.

How do I delete a chat room?
Deletion of a chat room explicitly is not supported in this release.

Is Shared Call Appearance supported?
Yes, Shared Call Appearance (SCA) is supported in the client; however, server support depends on your network environment.

Is Outlook search supported?
Yes it is supported but needs to be enabled by your service provider. Outlook integration requires one of the following versions installed on the desktop:
- Outlook 2007
- Outlook 2010

Is Lightweight Directory Access Protocol (LDAP) search supported?
Yes it is supported but it needs to be enabled by your service provider. Also you need to manually provide your LDAP credentials in the Preferences->Security tab. LDAP search results are provided in the Corporate Directory group in the search results.

What kind of calendar entries trigger Busy – In Meeting?
In order to trigger the presence update the meeting has to be self-generated or accepted (tentative or fully accepted). The presence update is only triggered by appointments and meetings that are either accepted by the user or made by them. Finally all day meetings do not trigger a presence change to “Busy - In Meeting”.

Are chat messages saved?
Only the newest chat room messages are stored on the server. 1-1 chat messages are only saved locally.
Can I change the XMPP address of a contact?
Not in this release.

What's the difference between My Room sessions and other multiparty sessions?
My Room utilizes your permanent chat room, permanent collaboration room, and your conference bridge (audio or video). My Room is the only way to use the permanent rooms. Any other multiparty communication, such as multi-selecting contacts and right-clicking to a conference call or dragging and dropping to a 1-1 chat is done using ad hoc rooms, which are deleted once the session is over.

What is the Favorites filter?
Since 80% of communication is done with just a few contacts, the client provides a special filter called Favorites where the user can list the favorite contacts for easy viewing so that communication initiation is fast and does not require scrolling or expanding the contact list.

What is the conference contacts filter?
For frequently used conferences, such as weekly meetings, it is easy to create a conference contact that contains the conference number and PIN which is automatically played into the call so that the user does not have to enter any PINs.

Do I have to update contacts’ details to be able to call them?
No, contact details such as phone number and XMPP Jabber Identifiers (JIDs) are automatically retrieved from various servers. You may add further information such as additional phone numbers that may not be available in the network servers.

How are contacts synchronized and when?
All contacts in the contact list, presence-enabled or not, are synchronized across all devices using BroadCloud servers when the contact list is modified, however after a small pause to allow the user to complete all contact list modifications.

How does the automated location in presence work?
It is done based on the IP address that the machine is using. The IP address is mapped to a physical location. BroadSoft is working with the mapping provider to improve the accuracy of the location.

Can I manually change the location?
Yes, click on the avatar and then the location icon to go to the manual location change view.

How can I enable desktop sharing?
In order to share your desktop, you need to manually enter desktop sharing credentials in the Preferences->Credentials window. You can participate in desktop sharing sessions even without any sharing credentials.

How can I enable My Room?
In order to use the full functionality of My Room (desktop share, conferencing, and chat combined), you need to manually enter desktop sharing credentials, and your conferencing number and PIN in the Preferences->Credentials window.
How is My Room used?
When My Room is started by clicking on the My Room icon on the left pane, My Room is started automatically with your permanent chat room. You can add more participants by dragging and dropping them into the communications window or they can join your room by right-clicking you in their contact list and choosing the Join room menu option. Once people have joined the chat room, they can click on the Call button of that window to also join the conference. The room owner can also share their desktop.

Who can share the desktop in a room?
Only the owner of the room can share the desktop. This applies to both My Room and ad hoc sessions.

How can I start an ad hoc multi-party session?
In contrast to using My Room, which uses your permanent chat and collaboration rooms, and conference bridge, you can start ad hoc multi-party sessions by either multi-selecting Contacts in the contact list and starting a chat or call with them, or by expanding a 1-1 session into a multi-party session by dragging and dropping a contact into the communications window. In an ad hoc session the room used is a temporary one that is deleted once the session has ended (that is, when the last participant leaves). Voice conferencing does not use a bridge but instead uses the BroadWorks n-way calling supplementary service.

Can I add participants to an existing session?
Yes, by dragging and dropping onto the communications window, or selecting the conference menu item via the communications window menu button. By choosing the menu item you can also add participants with just a telephone number.