Bell Aliant
Unified Communications

Bell Aliant PC Phone
User Guide

Release: 10.3

Bell Aliant

Table of Contents

Welcome

The *Bell Aliant PC Phone User Guide* provides you with the instructions necessary to get up and running with this product.

Topics in this section include

Bell Aliant PC Phone

This guide describes the capabilities of Bell Aliant PC Phone, a feature-rich user interface that transforms your PC into a powerful telephony and multimedia communications tool.

Bell Aliant PC Phone services and features

This guide describes all services and features available for Bell Aliant PC Phone.

Access to some of the features listed below depends on the services and service profiles assigned to you for each service wherever applicable. Contact your system administrator for this information.

Bell Aliant PC Phone is an application that provides advanced IP telephony features, many of which are not available on a traditional telephone:

- Internet Protocol (IP) calls
- advanced call logging to keep track of incoming, outgoing, and missed calls
- a personal address book (PAB), which is stored on the network and synchronized across clients
- global address book, which is stored on the network
- presence to see who is online and let others know that you are online
- control of IP Phones
- call hold/retrieve
- call park/retrieve
- call transfer (direct or consultative)
- file transfer to send and receive files

- sharing tools, such as web push, shared whiteboard, shared clipboard
- do not disturb (DND)
- call handling to decline, redirect, or ignore incoming calls
- instant messaging
- video calls (on demand, one-way, and two-way video)
- conference calls (requires network conference server)
- Assistant support service
- Assistant console service
- Outlook plug-in support for Microsoft Outlook that allows you to make calls from and import contacts

Online help

There are several ways that you can access Bell Aliant PC Phone help.

Do this	To receive this	From
Roll your mouse over a button on the Bell Aliant PC Phone main interface.	a small help description of the button	the tool tip help
Roll your mouse over an icon to see the tool tip help.	the most relevant information in the tip displayed on the Bell Aliant PC Phone, such as o your presence status. o whether there are new calls. o whether there are new voice mail messages	the tool tip help from the system tray icon
Select Help, Contents from the Bell Aliant PC Phone main menu to view a PDF-based user guide.	o information about procedures that help you use the Bell Aliant PC Phone. o a table of contents with hypertext links. o search method within the document.	the online help

Getting started

Before you begin

You need the following items to start using Bell Aliant PC Phone:

- a PC configured with the required minimum software and hardware, as described in the following section
- network access with a connection that meets the minimum transmission speed requirements, as described in the following section

Minimum hardware and operating system requirements

The following configuration allows for voice-only sessions:

- 550-MHz Pentium-III or equivalent processor
- Windows XP, Windows Vista, Windows 7 or Windows 8
- 56-Kbit/s modem
- microphone and full-duplex sound card

- 48-MB free RAM (This requirement is in addition to the memory requirements of the OS and other concurrent applications.)
- 50-MB free hard-disk space
- 640x480 @8bpp (256 colors) VGA graphics card
- mouse
- PC speakers internal or external connected to the sound card

If a separate microphone and speakers are used instead of the recommended headset, then users must select the Echo Reducer option. Otherwise, other parties may experience an annoying echo while on a call.

Recommended hardware and operating system requirements

The following configuration allows for Medium-Bandwidth video and simultaneous voice and sharing sessions:

- 2.0 (or higher) GHz Pentium-4 or equivalent processor
- Windows XP, Windows Vista, Windows 7 or Windows 8
- Broadband internet connection of sufficient speed
- 64-MB free RAM (This requirement is in addition to the memory requirements of the OS and other concurrent applications.)
- 50-MB free hard disk space
- 800x600 @16bpp (65,536 colors) VGA or better video graphics card
- mouse
- full-duplex sound card with speakers (external or built in)
- separate USB headset or analog headset with built-in microphone

With speakers connected to the PC sound card, you will be able to send the ringing (alerting sounds) through the PC's speakers and use a USB headset for voice and audio while on a call. This will enable you to be away from your desk and still be able to hear an incoming call with this combination. Otherwise, the alerting tones would only get played through the headset if this combination is not used, or if an analog headset (non-USB headset) that connects directly to your PC's sound card is used.

Best performance hardware and operating system requirements

The following configuration allows for high-bandwidth or custom-configured video and simultaneous voice, sharing, and web collaboration (point to multi-point application sharing) sessions:

- 3.0-GHz (or higher) Pentium-4 or equivalent processor
- Windows XP, Windows Vista, Windows 7 or Windows 8
- high-speed network connection (10base-T Ethernet or better)
- 64-MB free RAM (This requirement is in addition to the memory
- requirements of the OS and other concurrent applications.)
- 50-MB free hard disk space
- 1280x1024 @ 32bpp (16,777,216 colors) VGA or better video graphics card
- mouse
- full-duplex sound card with speakers (external or built in)
- separate USB headset or analog headset with built-in microphone

Optional hardware and software requirements

The following optional hardware and software are required to use some services and features:

- IP Phone is needed to receive services requiring a hard set, including Bell Aliant PC Phone with IP Phone Service.
- A web browser is required to use Auto Web Push:
  — Internet Explorer 6.0 and above
  — Firefox 2.0 and above
- Microsoft Outlook 2003 and above is required if you want to use the Microsoft Outlook Plug-In or Import Contacts features.

- A USB-based video camera (Web Cam) is required to send video. A 16bpp (65,536) VGA or better video graphics mode is required in order to send video.

Some PCs (not all) may not have sufficient USB bandwidth to support a USB camera and USB headset. This is not an issue if you are using an IP Phone for voice instead of PC, or using an analog headset that connects to the sound card instead of USB port. For more information, go to **Help, Contents, Troubleshooting, Audio problems, Choppy audio** when using USB headset. Additionally, some USB cameras could cause a blue screen error. For more information on this issue, go to **Help, Contents, Troubleshooting, Video, Blue screen error**.

Logging in to Bell Aliant PC Phone

You will be prompted to log in to Bell Aliant PC Phone when you launch it. At other times (for example, if you disconnect or lose connection with the server), you may need to manually log in.

> Tip: If you chose the option to have Bell Aliant PC Phone start automatically, and you set your Network preferences to automatically connect to your proxy server, be sure to select the **Remember password**

option so that you won't have to type your password during login.

> Tip: When you access Bell Aliant PC Phone, some Security Alert
> dialog boxes may appear (depending on your configuration). These
> alerts should be reviewed and, if necessary, investigated.

1   Start your Bell Aliant PC Phone application.

2   Select a profile and click the **Launch** button.

    If you are a Bell Aliant PC Phone user with more than one profile, you are
    prompted to select a profile. If you have more than one profile and you do not
    choose a profile within 15 seconds, Bell Aliant PC Phone will select the last used
    profile. A count down timer at the bottom of the Profile Manager indicates
    how much time is left.

    •   If you have just upgraded to Bell Aliant PC Phone from Multimedia
        Office Client (MOC), you will see your MOC profile (Outlook-Outlook).
        The Profile Manager will not appear.

    •   If you are a Bell Aliant PC Phone user with only one profile, the
        existing profile is used. The Profile Manager will not appear.

3   Enter your password in the Login window.

    •   Select the **Remember Password** check box if you do not want to enter
        your password every time you sign in (optional step).

    •   Select the **Automatically Sign In** check box if you want the Bell Aliant
        PC Phone to automatically sign in (optional step).

> Tip: If you select both options (**Remember password** and **Sign me in
> automatically**), then you will not be prompted with the Login window
> again.

4   Click the **Login** button

    Your service provider or system administrator restricts the number of
    concurrent logons that you can have using Bell Aliant PC Phone, the IP
    Phone, or Bell Aliant PC Phone with IP Phone Service. If you are logged on to

other devices, you can log off from the other device and try logging on again. Otherwise, contact your system administrator if you receive an error message stating that you have exceeded your logon limit.

5   Select your **Location**.

Tip: The physical location you choose becomes your default location whenever you log on to Bell Aliant PC Phone until you decide to change it again.

Caution: You must provide your correct location information on Bell Aliant PC Phone; otherwise, some services, such as emergency and conferencing services, may not work properly. For example, the location you choose determines where you are during an emergency. If you choose **Other** as your default location, and you have to make an emergency call, the emergency call may route to the incorrect Public Safety Answering Point (PSAP).

If you are logging in from a different location, ensure that you change your location from the Login window or access the Settings Button ⚙, **User** tab from the main menu.

6   Click **OK**.

If you choose **Other** as your default location, the following warning box message appears: "Your location is set to a default value. This selection may affect emergency services. You may reset your location at any time by selecting the change location button on the User tab in the Preferences or by clicking the location on the main GUI."

7   Select **Don't show me this message again** if you do not want this window to appear again when you login to Bell Aliant PC Phone.

Starting Bell Aliant PC Phone automatically

When you install, Bell Aliant PC Phone gives you the option of having the client start automatically whenever you log on to your computer. If you do not choose this option and you would still like to start the client automatically, perform the following steps:

On Windows XP or Vista:

1   Right-click on the **Start** button and then click **Properties**.

2   On the **Start Menu** tab, click **Classic Start menu** and then click **Customize**.

    This changes the style of the **Start** menu.

3   Click **Advanced**.

4   In the Start Menu folder, find the shortcut to the program you want to start each time you start Windows, and drag it to the Startup folder located in the Programs folder.

On Windows 7:

1   Click the **Start** button and select **All Programs, Startup**.

2   Right-click on **Startup** and select **Open**.

3   Copy the Bell Aliant PC Phone shortcut to the Startup folder.

4   Restart your PC.

On Windows 8:

1   Open the Startup folder by navigating to:

    ```
    C:\Users\<user>\AppData\Roaming\Microsoft\Windows\
    Start Menu\Programs\Startup
    ```

    Note: You can pin this folder to the Start Screen for future access by right-clicking the Startup folder and selecting **Pin to Start**.

2   Copy the Bell Aliant PC Phone shortcut to the Startup folder.

3   Restart your PC.

Navigating Bell Aliant PC Phone

The main window interface appears when you start Bell Aliant PC Phone.

Bell Aliant PC Phone must be enabled for voice to use the following options

available on the main page of your client:

- Call, Show dialpad, and Video buttons
- Call Logs panel (History tab in the Bell Aliant PC Phone interface)
- Missed or new calls and voice mail notifications

Main menu actions

Bell Aliant PC Phone has a flexible interface that allows you to perform commands using the menus, and the GUI. The following tables list the actions you can perform from the Bell Aliant PC Phone main menu and their corresponding menu location.

> Tip: Access to some of the menu action items depends on the services and service profiles assigned to you. If a menu item is not available to you, it does not appear on your Bell Aliant PC Phone.

The following table shows the buttons available from the Bell Aliant PC Phone interface.

Modern interface button	Description
	Clicking the Make Call button places a call to the selected contact.
	Clicking the Send IM button starts an IM session with the selected contact.
	Clicking the Send email button allows you to send email to the selected contact.
	Displays the Send File window that allows you to send one or more files to another user.

	Click this button to Start Sharing with the selected contact. Bell Aliant PC Phone allows you to o Send File(s) o Share a Whiteboard o Transfer Clipboard data o Send Web Page(s)
	Click this button to Edit Contact detail for the selected entry.
	Click this button to Delete the Contact.
	The Click to access your Voice Mail button accesses the voice mail server.

	Displays the Dialpad that allows you to dial the number for the call you wish to make.
	Launches your system default web browser application and allows you to access the Personal Agent or a custom web server URL. For more information about the custom Personal Agent link, contact your next level of support.
	Click the Show Help menu button to access the Help drop down menu with the following options. o Contents o Show Tip of the Day o Capture Logs for Support o About...
	When active, click the **Presence Watcher Authorization** button to grant authorization when a new watcher is requesting authorization to view your presence.
	When active, click the Assistant Console button to open the Assistant Console. If available, it allows one or more assistants to monitor, transfer, or route incoming and outgoing calls for the Assisted user from the Assistant Console. Access to Assistant Console depends on whether this service is assigned to you.
	The Disconnect button toggles the client connection to the network. Lights up red when you are not connected to the network. Lights up green when you are connected to the network.
	Clicking the More... button accesses: o Software Update to check for new software releases and the status of any updates that have been installed. o Preferences to allow you to adjust the Bell Aliant PC Phone settings to suit your need. o Exit which exits Bell Aliant PC Phone.

Status buttons

The status buttons display important information and provide quick access to the features of Bell Aliant PC Phone.
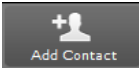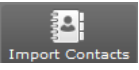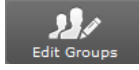
The following table shows the status buttons displayed on the Bell Aliant PC Phone interface.

interface indicator	Description
	View call logs. Indicates if you have any missed calls that have not been acknowledged.
	Parked calls indicator. Displays any parked calls. Flashes if you have any parked calls.

	Calls the voicemail server defined in preferences. Flashes when you have new messages.
	Call Pickup Indicator. Indicates that there is an active call available for pickup.
	Displays your IP Phone connection state and preferences. Lights up when an IP Phone is actively being controlled by Bell Aliant PC Phone.
	Converged Mode Indicator.
Connected	The Status Bar displays your presence status and allows you to set status as well as create and manage new status notes.

Main tabs on the Bell Aliant PC Phone interface

The Bell Aliant PC Phone interface provides three tabs to access the following features.

Tab	Buttons	Description
Directory		The Directory tab shows your personal address book and the global address book. It also allows you to search for a contact from both address books.
	Add Contact	The Add a contact button from the Directory tab enables you to add a new contact to your directory.
	Import Contacts	The Import Contacts button from the Directory tab allows you to import contacts from Microsoft Outlook.
	Edit Groups	The Edit Groups button from the Directory tab enables you to: o add a new group. o change the name of existing groups. o delete an existing Group name.
History	**Inbox** **Outbox**	The History tab contains the o Inbox button that shows you a list of all your incoming calls o Outbox button that shows you a list of all your outgoing calls
		Clicking the Unmark All Missed Call Entries button clears the state of all missed calls and marks them as received.
		Clicking the Save Call Logs button prompts for a file name and location to store call logs.

System tray icon

When you start Bell Aliant PC Phone, an icon appears in the system tray:

Double-click on the system tray icon to restore Bell Aliant PC Phone and bring it to the front of your desktop. Right-click on the system tray icon to access Bell Aliant PC Phone.

The globe icon will be blue if connected
When PC Phone is offline, the icon in the system tray changes to red

> Tip: When you are not using Bell Aliant PC Phone, you can click the **X** in the upper-right-hand corner to minimize the window. It will continue to run in the system tray and prompt you when you receive a call or instant message.

Making an emergency call

> E911 is supported in North America only.

Bell Aliant PC Phone

When you use Bell Aliant PC Phone to make an E911 call, you cannot disconnect or initiate any features while on an active call.

The system disables the following features during a 911 call:

o Stop	o Call	o Instant Message
o Send File	o Share	o Hang Up
o Hold	o Mute	o Start Camera
o Audio Quality	o New Call	o Conference
o Transfer		

While Bell Aliant PC Phone is in an emergency call, you cannot access the Bell Aliant PC Phone main window (or any other) until the client releases the active call dialog box.

During an E911 call, the following Bell Aliant PC Phone features behave as described in the following table:

Feature	Behavior
Do-not-disturb (DND)	The DND feature blocks new calls, instant messages, and collaborations. During the E911 call, this feature transitions the Bell Aliant PC Phone into a mandatory Do-Not-Disturb (DND) mode. This results in rejecting all new inbound requests. Requests subject to rejection include such things as new calls, instant messages, collaborations. After the operator disconnects the call, Bell Aliant PC Phone disables this DND behavior.
Client Collaboration	Active collaboration sessions (those created before an emergency call) will be cancelled if Bell Aliant PC Phone establishes a call to the emergency operator. Remote participants of the collaboration observe the cancelled collaboration as if the user had clicked Stop on the collaboration session window.

Bell Aliant PC Phone with IP Phone Service

This section is applicable when Bell Aliant PC Phone is in control of a UNISTIM IP phone. For a SIP phone, E911 service is handled by the hardware phone.

When you use an IP Phone to make an E911 call, the behavior of the set changes during that call to prevent the caller from disconnecting the call or initiating any features while on an active call.

When the system establishes an emergency call, that system modifies the IP Phone in the areas shown in the following table.

Feature	Behavior
Do-not-disturb (DND)	The DND feature is used to block new calls, instant messages, and collaborations. During the emergency call this feature temporarily enables DND on the device involved in the call. This results in rejecting all new inbound requests. Requests subject to being rejected include: new calls, instant messages and collaborations. After the operator disconnects the call, the device disables this DND behavior.
Soft Keys	During the emergency call this feature removes all soft-labels from the LCD display and disables all softkeys. This new behavior prevents the originator from initiating new mid-call features.
New Keys	During an emergency call this feature consumes key press events that would normally allow the call to be disconnected. For instance, pressing the "Release" key or the "onhook" button (on which the handset usually rests) would typically disconnect the call. The system disables the following keys during an E911 call: Hold, Line keys, Mute, Inbox, Service, Release, Soft Keys, Address Book, Outbox, Transfer.
Device Mode	During the emergency call, new behavior is assigned to the Release button and hook-switch button as described in the table below. Bidirectional transitions between handset mode and speakerphone (or headset) mode are allowed. After the emergency session has completed, the IP Phone returns to the state it was in before the emergency call.

IP Phone Emergency terminal call control behavior		
Emergency call is made using:	Action taken: Handset On-hook (assuming handset was offhook)	Action taken: Release Key Pressed
Handset Mode	The device transitions to speakerphone mode. The call is not disconnected.	No action taken. The call continues in handset mode. The call is not disconnected.
Speakerphone Mode	No action taken. The call continues in speakerphone mode. The call is not disconnected.	No action taken. The call continues in speakerphone mode. The call is not disconnected.
Headset Mode	No action taken. The call continues in headset mode. The call is not disconnected (current behavior).	The device transitions to speakerphone mode. The call is not disconnected.

Multimedia communication

Making a call

There are multiple ways to initiate a call using Bell Aliant PC Phone.

> Tip: To make voice or video calls, Bell Aliant PC Phone must have voice enabled.

The following table shows the most common ways to make a call.

- o Double click on any Directory or History entry. Double clicking to make a call is dependent upon your configuration in the Preferences window.
- o Click the Show Dialpad button and manually enter a number to call.
- o Use the Make A Call button to call any entry selected in the Directory or History tab.

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Sending and receiving video

Bell Aliant PC Phone enables you to make both voice and video calls. For video calls you must have a web camera for your PC so you can transmit video to the other party. A high-bandwidth network connection and fast PC processor are recommended for optimal video performance. If the other party has a camera and subscribes to video service, then you can receive their video transmission as well.

> Tip: During a Video Conference call, if there are multiple participants sending video feeds, only the participant that is speaking will be displayed.

There are pre-defined video configurations for

- Low bandwidth (ISDN, Cable modem, DSL -192 Kbps)
- Medium bandwidth (High speed LAN- 512 Kbps)
- High bandwidth (High speed LAN-768 Kbps)

- Very high bandwidth (HD-Ready Video - Lan-4 Mbps)

In addition, Bell Aliant PC Phone allows you to specify a custom video configuration.

The default setting for video is receive-only video. Before you can send video, you must configure the video settings.

Making a voice or video call

You can make voice and video calls from Bell Aliant PC Phone. Making video calls depends on whether this service is assigned to you. If you do not have video support, you cannot make video calls.

> Tip: To make video calls successfully, ensure that you enable the video option from Settings button ⚙ , **Video** tab, which you access from the main menu.

Initiating a voice or video call

1   Click the **Show Dialpad** button. The **Dialpad** window appears.

2   Enter a number in the **Dialpad** field.
    Depending on your service provider, you might be able to enter a username, SIP address, or public telephone number.

3   Select a contact to call from the **Directory** or **History** tab. Double-clicking the contact or clicking the **Make a Call** button will initiate a call to that contact.

> Tip: Double-click on a personal address book entry to immediately make a call to that entry.

Making a call with a dialing prefix

You can set up dialing prefixes from the Settings button ⚙️ , **Calls** window to make calls.

When you set up dialing prefixes and make a call to what appears to be a PSTN number, the **Choose A Dialing Prefix** window appears.

1   Select the number from the Dialing Prefix drop-down list. Note that the default dialing prefix is initially selected in the drop-down list.

2   Click **OK**.

3   Click **None** or **Cancel** to use no prefixes for making a call.

Receiving a call

When Bell Aliant PC Phone receives an incoming call, the call appears in a separate window.

When a new call is received while an existing call is in full-screen mode, the user receives incoming call notification in the form of a notification popup which allows them to **Accept**, **Decline**, **Ignore** or **Send IM** (reply with Instant Message).

An existing system tray notification mechanism is used for this notification. If the system tray notification is in a disabled state (set in Preferences), it is temporarily activated for this specific case. If the new incoming call is answered, the present video call is placed on hold which causes the video window to close. Once the call is un-held, full-screen video resumes. If the new incoming call is answered with an IM, the full-screen video session continues uninterrupted and an IM window pops up on top of it to send a response to the calling party. Ignore and Decline operations reject the new incoming call without interrupting the ongoing video session.

You also receive a notification of an incoming call from the Bell Aliant PC Phone system tray. When the window pops up in the system tray area, you can either answer or ignore the call.

The following table shows the button and status information that you see in the Receiving Call **Conversation** window.

Receiving Call Conversation window	Description
Name on the title bar	The name of the calling party appears in the title bar. Select the name that will appear in the window by using the following order of precedence: o If the calling party is defined in your personal address book, then the user's nickname appears. o If the user has provided a display name and the user is not in your personal address book, then their display name appears. o If the calling party is not in your personal address book, and no display name is provided, then the user's username appears.

Call	Until the call is answered, the Call button has no action. Once a call is answered, the Call button closes or reopens the call control pane. It also initiates a call to the other party.
Picture	If the caller provides a network calling picture ID, a photo of the caller appears.
Answer	The call is answered and voice is started.
Answer Video	The call is answered and voice (and, if negotiated, video) is started. This button is enabled if you have a camera and the other party has a camera installed on its Bell Aliant PC Phone.
Decline	When selected, this button informs the caller that the call has been declined and the Conversation window closes. You have the option of declining with or without a reason.
Ignore	The conversation window closes. You can configure whether the caller is informed that the call has been ignored using Tools, Preferences, Miscellaneous.
Redirect	A Redirect Call window appears and you can select or enter an address where the call will be redirected. After selecting or manually entering a redirect address, the Conversation window closes.

Receiving Call Conversation window	Description
Reply w/IM (if IM is enabled)	When selected, the Conversation window expands to show the instant messaging control pane where you can enter a message to send to the caller. The incoming call is not affected and can still be handled through one of the other Conversation window call-handling buttons.
Instant Message	The Conversation window expands to show the instant messaging control pane where you can enter a message to send to the caller. The incoming call is not affected and can still be handled through one of the other Conversation window call-handling buttons.

Send File	You can select the Send File button under the Call List area.
Share (if enabled)	The Conversation window expands to show the share control pane. From there you can access Bell Aliant PC Phone sharing tools: o Send File to send files to the other user. o Share Whiteboard to share a common whiteboard with the other user. o Transfer Clipboard to send the contents of your system clipboard to the other user. o Send Web Page to send web pages for viewing on the other user's system.

Receiving a new call during a call

When you are on a call, and you receive another call, right click the mouse button on the incoming call in the Call List area to:

- answer the call
- decline the call (with or without reason)
- redirect the call
- ignore the call

Answering a voice or video call

When you receive a call, you can answer it either as a voice call or a video call. To answer an incoming call, click **Answer** in the Call area. The window changes to include active call controls.

The following table shows the buttons and status information available in an active call window.

Conversation window	Description
Transfer	Displays the following buttons: o Announce button calls the user in the edit box to announce the transfer o Transfer button directly transfers to the user in the edit box. o Voice Mail button transfers the call to voice mail. o Cancel button returns to the active call view Transfers the conversation to another user. The transfer can be unattended (direct transfer) or attended (consultative transfer).
Hold Retrieve	Places the conversation on hold or retrieves the held conversation. The Hold button flashes when the conversation is actively held.

| Mute | Mutes the microphone and stops video for the conversation or un-mutes the muted microphone and restores video for the conversation.

The Mute button flashes when the conversation is actively muted. |
|------|------|
| Conference | Places the conversation on hold (if it is not already held) and opens a Make A Call window that allows you to originate another call. Once that new call is answered, the Conference button becomes a Join button that allows you to join the new call and the held call into a single conference call. |
| New Call | Places the conversation on hold (if it is not already held) and opens a new Make A Call window that allows you to originate another call. |

Conversation window	Description
Start Camera	Attempts to add video to the existing voice conversation.
More commands o Audio Quality o Park Call	Provides the following buttons: o Audio Quality: displays what type of voice CODEC is actively being used for the call (low speed or high speed). When selected, Bell Aliant PC Phone attempts to switch CODECs for the call (high speed to low speed, or low speed to high speed). Also allows you to increase or decrease the call volume (applies to active calls only) o Park Call: Parks or holds a call in a general lot so another user can retrieve it with a call park token or parks a call for a specific user for retrieval.
Hang up	Closes the Conversation window and ends the call.

Disabling call waiting

If you do not wish to receive any incoming calls while you are on an active call, you can have your system administrator activate the call-waiting disable feature. When this feature is enabled, you do not receive any incoming call pop-up windows, allowing you to focus on your current call. The system logs the rejected

incoming calls into your incoming call logs as missed calls. Call Waiting Disable applies to all endpoints, not just Bell Aliant PC Phone.

Activating the call-waiting disable feature does not affect instant messaging, collaboration capabilities, or making outgoing calls.

When the system administrator activates the call waiting disable feature, the caller receives one of the following:

- a busy tone
- your voicemail with the "user busy" greeting

  The ability to use the call-waiting disable feature depends on whether this service is assigned to you. If you do not have support this feature, then you cannot use the call-waiting disable feature.

Ending a call

To end a call, select the Hangup Call Button.

Ending a voice conversation does not necessarily close the **Conversation** window. If there are other active conversations with the user, the window stays open (for example, if the instant messaging control pane is open, the **Conversation** window remains open, even after the voice conversation has ended).

Declining a call

You can decline a call using the Decline option. When a call is declined, with or without reason, the calling party hears a tone indicating that the call has been declined. When a decline reason is given, depending on the capabilities of the service provider and the calling party's phone, the reason is presented to the calling party.

To decline a call,

1   Click **Decline** in the incoming call window.

2   Select **Decline/Decline with reason**.
    The called party window is closed, but the calling party's window remains open.

Holding a call

To put an active voice conversation call on hold,

1   Make a voice call or answer an incoming voice call.

2   Click **Hold**. (The Hold button starts flashing)

The call is now on hold, and the caller can hear music or a tone if you have the Music on hold service. As there is a receive-only voice path playing the music or tone, the call will be shown as Active for the holder's Bell Aliant PC Phone.

The ability to play music or a tone for calls that are placed on hold in the network depends on whether this service is assigned to you. If the Music on Hold service is not assigned to you, then the calls you place on hold cannot hear music.

Tip: While the call is on hold, you can make and answer other calls.

Retrieving a held call

To retrieve a call on hold, select the flashing Hold button. The Hold button stops flashing.

Occasionally, you may not be able to retrieve a call. For example, the caller you put on hold can place you on hold as well.

Tip: If you retrieve a held call while on another call, the client automatically places the active call on hold.

Call Pick-up

Call Pick-up has three general derivatives:

- **Group Call Pick-up** allows Bell Aliant PC Phone user (A) to become aware of and pick-up an incoming call that was presented to another user (B), provided that both users (A and B) are members of the same Call Pick Up group, and user A has an active subscription for call pickup on this particular group.
- **Directed Call Pick-up** allows a Bell Aliant PC Phone user to view the calls ringing for all members of group, using the group ID, the feature also gives the opportunity to the user to pickup one these calls.
- **Targeted Call Pick-up** allows a Bell Aliant PC Phone user, enabled with targeted call pick-up service, to view a list of calls ringing on another user's Bell Aliant PC Phone. It also gives the opportunity to pickup one of those calls.

Retrieving a call from a group notification

In order to be notified of incoming calls on a group, the Bell Aliant PC Phone users must have the Call Pickup service assigned to them. They must also be members of that group and have an active call pickup subscription for that group.

When an incoming group call is received, the Bell Aliant PC Phone displays it in the Call Pickup List. The Bell Aliant PC Phone user can see all the group calls waiting to be picked up, and they can select one of the calls and pick it up. All the user's personal calls will take higher priority over the call pickup calls. The personal calls will be sorted with the oldest first and afterwards the call pickup calls sorted with the oldest first.

To retrieve a call from a group notification,

1   Select the **Pick Up Call** button.

2   If the list of calls contains more than one call, you can answer a lower priority call by double-clicking on the entry, or right-clicking on the entry and selecting **Pick up call**.

When a group member answers the call, the Bell Aliant PC Phone of the other group members are notified that the call has been terminated, and the call is removed from their lists. The user who answered the group call has full call control over this connected call

Retrieving a call from a directed notification

Directed Call Pick-up allows a Bell Aliant PC Phone user to pick up a call ringing on a specified group. The Bell Aliant PC Phone user must be a member of that group, and must have the directed call pickup service variant enabled on the server.

To retrieve a call from a directed notification,

1   Enter the group name or ID.

2   Select the **Pickup** button.

Bell Aliant PC Phone will display the list of calls ringing on the group. The list will be displayed until the user picks a call up or closes the list. If the list of calls was found by sending an ad-hoc subscription, the displayed list is not updated when new calls are received or existing calls are terminated

Retrieving a call from a targeted user

Targeted Call Pick-up allows a Bell Aliant PC Phone user, who has enabled targeted call pick-up service, to view a list of calls ringing on another user's Bell Aliant PC Phone (provided the two users are members of the same group). It also gives the opportunity to pickup one of those calls

To retrieve a call from a targeted user,

1   Enter the user name or DN of the targeted user. Bell Aliant PC Phone displays a list of calls ringing for that user.

2   Click the Pick Up Call button. The Bell Aliant PC Phone targeted user whose call has been picked up will be able to see the call picked up by someone else in the Missed calls and the Call Log.

Transferring a call

You can transfer an active call without talking to the person you are transferring the call to (direct transfer), or you can consult with the person who will receive your transferred call (consultative transfer).

Direct transfer

To perform a direct transfer of an active call,

1   Click the **Transfer** button for the conversation you wish to transfer. The **Transfer** window appears.

2   Enter a transfer address, such as a telephone number or SIP address.

3   Click **Transfer**.

Bell Aliant PC Phone transfers the call to the named destination, closes the window, and disconnects the call.

Consultative transfer

The consultative transfer feature must be enabled by your administrator.

To transfer an active call and speak with the party you are transferring to,

1   Click the **Transfer** button for the conversation you wish to transfer.

    The **Transfer** window appears.

2   Enter a transfer address, such as a telephone number or SIP address.

3   Click **Announce**.

    Bell Aliant PC Phone initiates a new call to the transfer destination client
    and places the call between you and the transferee on hold.

    Complete Transfer button in the Conversation window flashes.

4   After talking to the transfer destination, Flashing Complete transfer
    button.

    The transferee and the transfer destination are connected in a call and the
    transfer is complete. You are dropped from the calls with both transferee and
    transfer destination.

Conference calling

Conferences are calls that can involve more than two callers. You can use Bell
Aliant PC Phone to create a conference or to dial into a conference. The ability to
create conferences depends on whether conferencing service is assigned to you.

There are two types of conferences, ad hoc conferences, and MeetMe conferences.

• Ad hoc conferences are created on the fly by joining multiple calls together
  into one conference call.

• Conference Bridge service allows you to have a personal conference bridge,
  available 24 hours a day. Use of the bridge is enforced through PIN access.
  Participants dialing into the bridge are greeted and prompted to enter an
  Access Code that uniquely identifies a personal bridge. Only you, as the
  chairperson (the person who owns the bridge), can open the bridge and allow
  participants to join.

Tip: To make conference calls, your Bell Aliant PC Phone must have voice enabled.

Creating a conference

The maximum number of conference ports available for your call is defined by your services. As conference host, you use one port, so the maximum number of people who can join an audio conference is the conference port limit minus one.

Hosting a conference call as Chairperson

Prerequisites:

- You have Conference Bridge service assigned to you as part of your service profile.
- You have a conference bridge and a Chairperson PIN.
- Your Chairperson PIN is setup in Bell Aliant PC Phone.

To host a conference using the Classic interface,

1   Click on the **Dialpad** button in the main window. Enter the number you wish to contact and click the **MeetMe Conference** button in the in the **Dialpad** window. Doing this will start a new call session with the bridge with the access code and chair pin dialed automatically.

If you do not have Conference Bridge service assigned to you as part of your service profile, or if you do not have your own conference bridge, the Conference Bridge option is hidden in the Bell Aliant PC Phone main window.

If you have not set up your Chairperson PIN, you will be prompted to enter the PIN when connected to the conference bridge.

Joining a conference as a Participant

Prerequisites:

• You have the conference bridge number and the access code

To join a conference as a Participant,

1 Click on the **Dialpad** button in the main window to open the **Dialpad** window.

2 Enter the conference bridge number in the **Make a Call** session window.

3 Click the **Make Phone Call** button. You are connected to the conference and prompted to enter the conference access code.

4 Enter the conference access code. You are placed into the conference. The conference will not begin until the Chairperson has joined the conference and started it.

Leaving a conference

A user can depart from a conference call at any time using the Hang Up button.

The network conference server continues hosting the conference call until only one party remains, at which point it ends the call.

Conference Bridge Chairperson and participant audio controls

Audio Conferencing service users have their own private conferencing resource available for meetings at any time. The following conference controls are available during the conference for the chairperson and participants:

Chairperson Audio Controls

Control	Description
*1	Enable/disable audio emoticons
*2	Launch/end chat session
*3	Enable/disable entry/exit tones
*4	Lock conference
*5	Unlock conference
*6	Mute
*7	Un-mute
*8	Conference continuation
11	End conference
*#	Count participants
##	Mute all participants. Participants cannot un-mute themselves
8 8	Mutes all participants but allows participants to un-mute themselves
9 1	Start Web Collaboration session
9 2	End Web Collaboration session
9 9	Un-mute all participants
2 0-9	Play audio emoticon
0 0	Ask for an operator
* *	List available commands

Participant Audio Controls

Control	Description
*0	Assume chair
*6	Mute
*7	Un-mute
*8	Conference continuation
*#	Count participants
2 0-9	Play audio emoticon
0 0	Ask for an operator
* *	List available commands

Audio Emoticons are available to both the conference chairperson and participants but controlled by the chairperson. The Chairperson has the option to enable/disable audio emoticons via the Personal Agent. After the conference starts, the chairperson can override the option setting, and enable or disable audio emoticons by pressing *1 as needed.

For an audio emoticon, press 2, then press one of the following:

Audio Emoticon Controls

Control	Description
0	Clapping
1	Booing
2	Laughing
3	Punch
4	Crying
5	Boing
6	Slap
7	Snoring
8	Surrounded
9	Jungle yell

Chair Status Option

The Chair Status Option feature allows any user to assume the role of the chairperson if no chairperson is present or if a chairperson was present on the call and subsequently left the conference. If the conference has started and the chairperson has not arrived or has left, a user will have the option to press *0 and then enter the conference PIN. The user will be recognized as the conference chairperson and will have the ability to use all available conference chairperson commands. This is allowed any time a chairperson is not present. If a previous chairperson had started a command such as a chatroom and left the conference, a new chairperson would have the ability to stop the chatroom. Only one chairperson is allowed at a time for each conference.

Conference Kill

The Conference Kill option allows the chairperson to kill the conference immediately by pressing 11. A confirmation prompt is played to prevent the chairperson from unintentionally killing the conference. Upon confirmation by the chairperson, the conference and all participants are informed that the conference has been killed and will end.

Chairperson Call for Operator without Transfer

When the chairperson presses 00 to transfer to an operator, the operator joins the conference as a participant and the chairperson remains in the conference. The operator is then connected to all parties in the conference. If any of the participants' press 00, they are transferred to an operator and leave the conference to prevent participants from disturbing conferences with operator questions.

Silent Bridge Audit

To prevent users from leaving a conference in an open state, the system will automatically detect any conference that has been silent for a predetermined period of time and drop the conference.

Conference Fast Start

Conference Fast Start allows you to configure the conference to start on the arrival of the first person in the conference (chairperson or participant). Use the Personal Agent to configure Conference Fast Start for each conference. Each conference is configured to be either fast start or traditional. After the first person arrives and enters the access code, an announcement plays to indicate the conference has started (if fast start is enabled).

Sending instant messages

Instant messaging allows you to send and receive text notes among one or more recipients, even while you are engaged in an active call. The ability to send an IM depends on whether this service is assigned to you.

The instant messaging functionality also includes spell-checking, which detects incorrectly spelled words as soon as the user finishes typing them. Misspelled words are underlined in red.

If the "Is-Typing" feature is enabled in the service profile, you can enable/disable the transmission of "is-typing" notifications from the local client and specify the idle timeout period (that is, the time period in which not typing causes the transmission of an "idle" notification).

From Bell Aliant PC Phone, you can send instant messages and check the presence of users on external communities, such as Yahoo, Google, AOL, MSN, and Jabber. However, you user must have valid user names for each community you wish to communicate with. For example, in order to exchange instant messages with a Yahoo user, you must have a valid Yahoo identification. Ensure that you create an ID as required for each community.

Encryption of instant messaging is system dependent and is subject to the export control regulations of your country.

The following table shows how you can send an instant message (IM) in any of the following ways.

When you send an IM	By selecting the	Then this window appears
from the Conversation window of an active call	Instant Message button	the Conversation window expands to show the instant message control pane for you to send a text message to the user on the call.
from the Conversation window of an incoming call	Instant Message button	the Conversation window expands to show the instant message control pane for you to send a text message to the originator of the call.
from the Call area of an incoming call	Reply w/IM button	the Conversation window expands to show the instant message control pane for you to send a text message to the originator of the call.

Sending an Instant Message

To initiate an instant message conversation from the Bell Aliant PC Phone interface,

1   From the **Directory** tab of the main interface window select a contact from the personal or global address book.

2   Click the **Send IM** button to initiate the IM session with the contact.

> Tip: You can also send an instant message by selecting an entry from the **History** tab, or by clicking the **Send IM** button from any conversation window if the button is active for that conversation.

Replying to an instant message

When you receive an instant message, it appears in an IM conversation window from the sender. To reply to the instant message,

1   Type your message in the instant message control pane. If you want, format the text by using the font button.

2   Press **Enter**on your keyboard, or click **SEND** in the instant messaging control pane.

Your message appears in an IM Conversation window of the person who sent the instant message.

> Tip: You cannot chat with multiple contacts simultaneously from an external IM community. For example, if you are exchanging instant messages with your Yahoo contact, then you cannot exchange instant messages with your AOL contact.

Sending an instant message during a call

To send an instant message during an active conversation,

1   Select the **Instant Message** button on the Conversation window for the call you are on then the Conversation window expands to include the instant message control panel.

2   Type your message in the instant message control pane. If you want, format the text by using the font button.

3   Press Enteron your keyboard, or click **SEND** in the instant messaging control pane.

Querying the presence of a user in an instant message conversation window

In an IM conversation window, you can see the Presence status of another user if the other user is in your personal address book, and that user is tagged as a Friend. If the user is not in your personal address book, and the user is not tagged as a Friend, the Presence of the other user is not automatically shown. In this case, you may query the user's Presence.

Tip: You can query Ad hoc presence only if you have Presence Watch Authorization. You can see another user's presence only if your request is accepted by that user.

To find the address of a user from the Global Address Book and query the user's Presence status from the IM conversation window,

1   Click the **Directory** icon on the main toolbar from your Bell Aliant PC Phone main window.

Note that the Directory display pane defaults to the Bell Aliant PC Phone Address Book.

2   Select the Global Address Book from the drop-down list.

3   Enter the name of the user with whom you wish to start an IM conversation. The name appears in the Directory display pane.

4   Right click on the name and click **Send Instant Message**. An IM window appears, showing the name of the user and a question mark for the user's Presence status. Click on the question mark icon to display the user's presence status.

5   Click the **Presence** icon. The icon changes to the user's current Presence status.

Clearing your instant messages history

When you exchange instant messages with another user, all your conversations are saved and appear in the IM display window during your subsequent conversations. You can save, print, or clear these conversations from the window. Additionally, you can view the time and date of your conversations with a user.

To clear your instant message history,

1   Select a user from the **Directory** or **History** tab.

2   Click the **Send IM** button.

3   On the **IM Conversation** window which opens click the **Clear** button. The **Clear Instant Messages** window opens.

4   Click **OK**. Your instant message history with the user is cleared.

Sending IM broadcasts

Sending an IM broadcast enables you to send an instant message to multiple users simultaneously. The ability to send an IM broadcast depends on whether this service is assigned to you.

To send an IM broadcast,

1   Select the Tools, Send Instant Message or the Instant Message button on the main GUI to open the Instant Message window.

2   In the **Instant Message** window, select an address (username, or SIP address) from Friends, Recent, and/or Directory buttons.

3   Click **Add** to place the address into the **Participants** field.

The **Start IM Broadcast Session** button is disabled until you add at least two addresses in the **Participants** field.

4   Click **Start IM Broadcast Session**.

The IM Broadcast window appears.

5   Type your message in the instant message control pane. If you want, format the text by using the font button.

6   Press **Enter** on your keyboard.

The IM broadcast you sent appears on your IM Broadcast window.

> Tip: The IM Broadcast window sends messages to multiple users simultaneously. It does not receive any messages.

If one of your contacts is offline, a window appears letting you know that your IM broadcast failed to reach this person.

Using voicemail

Bell Aliant PC Phone gives you point-and-select access to your voicemail service from your organization or network provider. You can access the integrated voicemail commands from your Bell Aliant PC Phone only if this service is

assigned to you. Contact your service provider for details on obtaining network-based voicemail and ensuring that your unanswered calls go to your network voicemail box.

Tip: Before accessing your voicemail through Bell Aliant PC Phone for the first time, configure Bell Aliant PC Phone to contact your voicemail system.

The ability to use Unified Communications services depends on whether this service is assigned to you.

Tip: To use the voicemail service, your Bell Aliant PC Phone must have voice enabled.

Message Waiting Indicator (MWI)

You can have access to your network-based voicemail server only if this service is assigned to you. If you have support for this service, then, when a user leaves you a voicemail message, Bell Aliant PC Phone alerts you that you have voicemail. The voicemail status button appears on the main interface indicating you have a voice mail.

With the Bell Aliant PC Phone with Converged Desktop service, you can use your existing voicemail system to get your voice messages. However, you will not be able to take advantage of the **voicemail** status button on the main GUI. If you host your voicemail off of the network-based voicemail system, the **voicemail** status button flashes and alerts you about your new voicemail messages. Accessing the network-based voicemail server depends on whether this service is assigned to you.

Accessing your voicemail box

Before using the **voicemail** button to access your voicemail server, configure Bell Aliant PC Phone, providing the command digits for the various voicemail commands.

To access your voicemail box, click the **voicemail** status button on the Bell Aliant PC Phone main window. Bell Aliant PC Phone makes a call to your voicemail server. A Conversation window and extended call control pane appears that

enables you to interact easily with the voicemail system.

Using voicemail functions

To use the voicemail control pane functions, click the command buttons on the voicemail control pane for the function you wish to perform on the voicemail system. You can also access the integrated dial pad to manually enter commands for the voicemail system.

To access the integrated dial pad,

1   Click **keypad** in the call control pane.

    Bell Aliant PC Phone displays a dial pad so you can enter digits to send to the voicemail server.

2   Click the digit(s) you want to send to the voicemail server. You can also use your keyboard to type in the digits to send.

Using Assistant Services Routes

Assistant support enables you to designate other users (assistants) to act as primary or alternate assistants. Assistants can monitor, transfer, or route incoming and outgoing calls for you, the assisted user. As an assisted user, you can add assistants to monitor, transfer, or route your incoming and outgoing calls. You can also select a default route to be used for Assistant Service. You can select whether to redirect calls to your own voicemail service or an assistant voice mail service, and set the number of times a phone can ring before the unanswered call is forwarded to an alternate assistant, who makes the routing decision.

Activating and deactivating the Assistant Services Route

Assisted and Assistant users can activate the Assistant Services Route from Bell Aliant PC Phone.

The Assistant Support service must be assigned to you, and the Assisted Services Route must already be selected from the Personal Agent.

Assisted user

To enable the Assisted Services Route as an Assisted user, select **Tools, Enable Assistant Services Route** or the button on the main GUI. The tooltip for the button displays the text "Enable Default Assistant Services Route" if the button is colored and "Disable Default Assistant Services Route" if the button is dimmed.

If default route is not selected, activating the Assistant Services Route returns an error indicating that default route is not selected for Assistant Service.

Assistant user

To enable the Assisted Services Route as an Assistant user,

1   Select the **Assistant Console** button from the main GUI.

    The assistant console shows a list of assisted users.

2   Right-click on an assisted user to display a pop-up menu.

3   Select **Enable Default Assistant Services Route** to activate the Assistant Services Route.

    The menu option displays **Disable Default Assistant Services Route** if the route is already enabled.

Assistant Console consultative transfer

If you are subscribed to Assistant Console service, you have the option of completing or joining a call that you transfer. You can also transfer a caller to an Assisted user's voicemail. The transfer destination must be logged into Bell Aliant PC Phone or an IP Phone.

Consultative transfer and complete or join call

To transfer an active call, announce the caller, and either join or complete the call,

1   Click **Transfer** in the pane for the conversation you wish to transfer.

    The **Transfer Call** window appears.

2   Enter a transfer address, such as a telephone number or SIP address, select a **Recent** or **Directory** entry, or select an Assisted user from the drop-down list.

3   Click **Announce Caller** in the **Transfer Call** window.

    The call is put on hold and Bell Aliant PC Phone initiates a new call to the transfer destination.

4   To join the call after talking to the Assisted user, click **Join** in the Conversation window to initiate the transfer.

    A 3-way conference starts between the Assisted user, Assistant, and the caller being transferred.

5   To complete the call without joining after talking to the Assisted user, click **Complete Transfer** in the Conversation window to initiate the transfer.

    A call is established only between the Assisted user and the caller being transferred.

Transferring a call to Assisted user voicemail

This procedure requires that Assisted user has voicemail and Unified Communications services assigned.

To announce an active call and transfer the call to an Assisted user's voicemail,

1   Click **Transfer** in the Conversation window.

    The **Transfer Call** window appears.

2   Enter a transfer address, such as a telephone number or SIP address, select a **Recent** or **Directory** entry, or select an Assisted user from the drop-down list.

3   Click **To Voicemail**.

The call on hold is transferred to the selected Assisted user's voicemail. If the Assisted user has a static voicemail redirection, the call is redirected to the selected assistant user's voicemail.

Presence

Topics in this section:

- "Understanding presence"
- "Managing your presence"

Understanding presence

Presence enables you to see the online status of other users on the network, lets others know your status, and also allows you to be immediately notified when a new watcher is requesting authorization to view your presence. Each presence icon represents a presence state as shown in the following table.

Icon	Presence state(s)	Description
	Unknown	No presence information is available.
	Connected	User is registered in network.
	Connected Away Connected Out to Lunch Connected Be Right Back Connected <custom note>	User is registered in network and has manually set this state to indicate that the user is currently unavailable.

Icon	Presence state(s)	Description
	Connected Inactive	User is registered in network, has automatic presence, and has not accessed the computer, where Bell Aliant PC Phone is currently registered, for a period of time.
	Unavailable Unavailable Busy Unavailable On Vacation Unavailable Offline Unavailable <custom note>	User is registered in network and has manually set this state to indicate that the user may not be reachable, or user is not registered in network.
	Waiting for authorization	A pending state for presence watch authorization (the watch request has not been approved or declined).
	Active Available	User is registered in network, has automatic presence enabled, and is actively using the computer where Bell Aliant PC Phone is currently registered.
	Active On the Phone	User is registered in network, has automatic presence, and is actively on a call. You see the yellow icon if you use the standard Bell Aliant PC Phone GUI, and the green icon if you use the classic GUI.

You cannot manually set all of the presence states shown in the above table. For example, the **Connected Inactive** state is set by Bell Aliant PC Phone automatically when it detects you have been away from your computer for a specified amount of time.

Just as your contacts can see your presence status, you can also see whether they are online, offline, available, or unavailable. If you have a valid user identity of other communities, such as Yahoo, Google, AOL, MSN, and Jabber, and have contacts from these communities in your personal address book, then you can view the presence status of these contacts from Bell Aliant PC Phone.

Automatic presence

You can configure Bell Aliant PC Phone to automatically alert others whether you are away from your PC and/or on the telephone.

The ability to configure automatic presence notifications on Bell Aliant PC Phone depends on whether this service is assigned to you. If you do not have support for automatic presence, then you will not be able to use the automatic presence feature.

If automatic presence service is assigned to you, then you can configure your automatic presence settings. To access automatic presence settings, select **Tools, Preferences, Presence**.

> Tip: Automatic presence overrides most manual settings, such as **Connected <custom note>**. The only manually selected presence states that are unaffected by Automatic Presence are "Unavailable" states, for example, **Unavailable Busy**.

Presence watch authorization

You can configure Bell Aliant PC Phone to notify you when a new watcher is requesting authorization to view your presence status. You can approve, decline, or ban your contacts from watching your presence information in the "Presence Watchers" window, launched from the View menu within Bell Aliant PC Phone. This dialog box appears automatically when a watcher requests authorization. You can also invoke it manually using the **View/Presence Watchers...** option on the Bell Aliant PC Phone menu bar. If multiple watchers are requesting presence information, all of them are displayed in the same dialog box.

If you approve the watch request, this particular user will be able to see your presence information when you are offline or online. To approve a watch request, select the "Approve" button in the "Presence Watchers" window. In addition, you can also add the watcher to your Friend list using the "Add to friends" checkbox.

If you decline or ban the watch request, this particular user will not be able to see your presence information when you are offline or online. To decline a watch request, select the "Decline" button in the "Presence Watchers" window. In addition, you can also select the "Show Offline" option, which results in the user's status appearing as "Offline" to the requestor.

You may also perform these actions in the Personal Agent.

Whenever a user attempts to retrieve the presence of the remote party, the remote party is notified so they can grant the permission or not. The following presence display states are possible:

- "Waiting for authorization" – clock icon - while the user waits for the authorization response from the remote party
- "Unavailable" – gray icon - the user was banned from watching the remote contact presence
- "Offline" – red icon – the remote party possibly chose to appear offline, or the permission was granted and their current presence status is offline
- "Connected" – green/yellow icon – the presence display permission is granted, current state is displayed

Presence Watcher Authorization is an optional feature. The feature is enabled by system administrators only, and it may not be enabled for all subscribers. End users have the ability to opt in or opt out of the feature. If the feature is not available or not enabled for a subscriber, all users can see the subscriber's presence unless explicitly banned by the subscriber using the Personal Agent.

If you approve a watcher's request, your presence information becomes available to them. In addition, you can also add the watcher to your Friend list using the **Add to friends** checkbox. If you decline a watcher's request, the watcher is not able to see your presence information. Watchers will always see your status as **Offline**, if you select the **Show Offline** checkbox.

Bell Aliant PC Phone maintains three lists of watchers for each user: Allowed watchers, Banned watchers and Show-Offline watchers. Approving a watch request moves the user to the Allowed list (this list specifies users who can see the subscriber's presence). Declining a watch request moves the watch to the Banned list (this list specifies users who can never see the subscriber's presence). When declining a watch request, the user has the option of selecting the "Show Offline" option, which results in the user's status appearing as "Offline" to the requestor.

A watcher's presence request continues to remain in a pending state as long as you have not approved or declined the request. For a pending watch request, your presence status remains unavailable to the watcher.

Global address book ad-hoc presence

Ad-hoc presence subscription allows users to check presence status of people who are not in their Friends list. In the case of contacts that are defined as Friends, no ad-hoc presence subscriptions are required since the user is already subscribed to their friends' presence. For Global Address Book (GAB) and non-friend personal address book (PAB) contacts, an ad-hoc subscription is created for the lifetime of the Contact Details window. As long as the window is open, the user receives presence updates for that contact. The ad-hoc subscription is terminated when the window is closed.

Managing your presence

Once you are registered with the network, Bell Aliant PC Phone allows you to change your presence information at any time.

Changing presence state from the main menu

To change your presence state using the Bell Aliant PC Phone main menu,

1   Select **Login, Change My Status.**

2   Select the desired presence state from the **Change My Status** submenu.

    If you selected one of the **Unavailable** states, the Unavailable Setting window appears.

3   Click **OK** to change your presence to the selected **Unavailable** state, or click **Cancel** to stop the presence change operation, leaving your current presence state unchanged.

    Bell Aliant PC Phone presence state status display indicates your new presence state.

Changing presence state from the presence shortcut menu

The procedure to change your presence state using the presence state shortcut menu is identical to changing it from the Bell Aliant PC Phone main menu. The only difference is in accessing the presence state menu.

To initiate a presence change using the presence state status display shortcut menu, left-click or right-click on the presence state status display and select the desired presence state from the shortcut menu.

Creating custom presence state notes

Bell Aliant PC Phone allows you to add a presence note associated with either the **Connected** or **Unavailable** presence states. Other users will see your note next to your presence state.

To create a custom presence state note,

1   Select **Login, Change My Status**. Select the **New Note** menu item to bring up the **New Presence State** window. You can also select **New Note** from the presence state shortcut menu.

2   Type your note in the text area provided. Your note can be up to 32 characters long.

3   Select one of the **State** option buttons to choose the presence state for your note.

4   Click **OK** to save your note and change your current presence state to the new one you have just defined, or click **Cancel** to exit without saving the new note and leaving your current present state unchanged.

The Bell Aliant PC Phone presence state display indicates your new presence state.

Managing custom presence state notes

To view and manage a list of the presence state notes that you create:

1   Select **Login, Change My Status**. Select the **Manage Notes** menu item to bring up the window. You can also select **Manage Notes** from the presence state shortcut menu.

2   To create a new custom presence state note, click **Insert** to bring up the **New Presence State** window.

3   Type your note in the text area provided. Your note can be up to 32 characters long.

4   Select the presence state for your note by clicking one of the **State** option buttons.

5   Click **OK** to save your note or click **Cancel** to exit the **New Presence State** window without saving the new note.

6   To modify an existing note, click the **Modify** button to bring up the **Modify Presence State** window.

7   To delete an existing note from the list, select the note and click **Remove**.

8   To change the order of the list of notes, select a note and click the **Up** or **Down** buttons.

9   Click **OK** to save all changes and close the **Manage Notes** window, or click **Cancel** to exit without saving any changes.

Routing your calls based on your presence state

If you have Presence-based routing service assigned, you are able to route your incoming calls in a specific way if your presence state is one of the following:

- Unavailable Busy
- Active on the Phone
- Unavailable on Vacation
- Unavailable Offline

Incoming calls will not ring on your clients. To create routes for your incoming calls, use the Route Wizard in the Personal Agent.

Managing your contacts and calls

Topics in this section:

Managing your call logs

Bell Aliant PC Phone keeps a record of all incoming and outgoing calls. All call log entries are stored into an inbox (for incoming calls) and an outbox (for outgoing calls).

Tip: To access your call logs, Bell Aliant PC Phone must have voice enabled.

Checking your inbox

1　Click on the **History** tab.

2　Click the **Inbox** button to display a list of incoming calls.

Missed calls are listed in red with the ⚓ symbol next to them. Answered calls are listed in black with the ⚓ symbol next to them.

Viewing your missed calls

If you miss a call on your Bell Aliant PC Phone, the main window shows an icon indicating missed calls.

Returning a missed call

Your missed calls are colored red. To return a missed call, select the entry in the inbox and click the **Make Call** button.

Bell Aliant PC Phone initiates a call to the address of the selected call history entry.

Tip: An alternate method for returning a call in the **Call Logs** is to right-click on a call log entry and select **Call** from the shortcut menu.

Acknowledging missed call log entries

To acknowledge a missed call log entry, click on a missed call log entry.

Bell Aliant PC Phone removes the blue and bold highlighting of the missed call log entry.

Tip: To acknowledge all missed calls at one time, click the **Unmark All Missed Call Entries** button on the **History** tab.

Checking your outbox

To check your outbox for a list of your outgoing calls,

1 Click the **History** tab from the Bell Aliant PC Phone main GUI.

2 Click the **Outbox** button to view your outbox entries in Bell Aliant PC Phone.

Deleting call log entries

To permanently delete a call log entry,

1   Select the call log entry you wish to delete.

2   Click Delete Entry from Call Log button from the top right main tool bar.

   Press Delete on your keyboard.

   A Delete Call Log Entries dialog box appears.

3   Click **Yes** to delete the call log entry.

> Tip: You can remove multiple call log entries from the inbox (or outbox) at the same time. Select a range of multiple entries (using either shift-click or ctrl-click) and then press **Delete**on your keyboard.

Saving call log entries

You can save your call log entries from your inbox or outbox onto your PC.

To save your call log entries on your PC,

1   Select **Inbox** or **Outbox,** then Save Call Logs.

2   Select the folder where you wish to save the call log entries.

   For example, you can save the file on your desktop.

3   Click **Save**. The file is automatically saved as a .txt file.

Managing your personal address book

Your personal address book helps you manage, track, and access information about all of your key contacts. You can choose how Bell Aliant PC Phone displays your contacts. When you sign in, your personal address book is downloaded and synchronized from the network.

Viewing your personal address book

1   To display your personal address book, click the **Directory** tab on the Bell Aliant PC Phone main GUI.

2   Select **Personal Address Book** from the Directory drop down menu.

The Directory pane displays the entries in your personal address book.

Personal address book entry commands

These commands are accessible by clicking the corresponding button in the Contact detail section of the **Directory** bar:

Select	To
Call	Call the user using their primary contact address.
Call at	Call the user at a specified PSTN number.
Send Instant Message	Send an instant message to the user.
View Details	Display detailed information about the user.
Edit	Edit the contact information for the user or remove the user from your personal address book.

Delete	Remove the user from your personal address book.
Friend	Add or remove the user to your Friends Online list.
Show availability	Add or remove the user to your Personal Contacts list.
Trusted user	Accept files or use the sharing capability with your contact without receiving the Accept option.
Email	Send an email to the user.
Send File	Send a file to the user.
Sharing (if enabled)	Start a sharing conversation with the user.

The list of available shortcut actions depends on how much information is available for the address book entry. For example, if the selected address book entry has a home phone number, then an option to call the user at that home phone number also appears on the action menu.

Adding a personal address book entry

Bell Aliant PC Phone allows you to add entries to your personal address book. The maximum number of personal address book entries you can add depends on your services.

You can communicate with users from other communities, such as Yahoo, Google, AOL, MSN, and Jabber by adding their contact information in your personal address book. To successfully, communicate with external communities, you must do the following:

- Get access to the XMPP Gateway service from your voice service provider (an Enterprise or Carrier).
- Use the Personal Agent to configure the XMPP Gateway service with your external gateways' credentials.
- Strictly follow the naming conventions as shown in the following table:

For this user	Use this naming convention
Yahoo user	user@yahoo
AOL user	user@aol
Google user	o user@gtalk (if the user's domain is gmail.com) o user@gtalk.domain (if the user's domain is not gmail.com)
MSN user	o user@msn (if the user's domain is hotmail.com) o user@msn.domain (if the user's domain is not hotmail.com)
Jabber user	o user@xmpp (if the contact is hosted on the same XMPP gateway server as the subscriber) o user@xmpp.domain (if the contact is hosted on another XMPP gateway server)

If you are offline and try to add a new contact, but you have exceeded the maximum number of offline contacts, the following message appears: "No more

entries can be added while logged out. Please log in first."

To add a new personal address book entry,

1   Click **Directory** on the Bell Aliant PC Phone main GUI, or select **View, Directory** from the main menu to bring up the **Directory** tab.

2   Click **Add Contact** in the Directory display pane.

Bell Aliant PC Phone displays a new **Contact Details, Add** window.

3   Enter the data for the new address book entry in the appropriate text field.

Bell Aliant recommends that you provide as much information as possible for your contacts. However, all fields are optional except **Nickname**, **SIP**, and **Preferred Contact.** Provide values for **Nickname,** add a primary contact (SIP address or phone number) for **SIP**, and specify a **Preferred Contact** from the drop-down list.

Preferred Contact specifies the preferred method of calling the contact. When you call a contact in Directory or Friends Online windows (by double-clicking on the entry or by right-clicking on the entry and selecting "Call <contact>" from the shortcut menu), the preferred contact field is dialed.
By default, the preferred method of contact is the contact's SIP address. Other possible values are Home Phone, Business Phone, Mobile, Pager, and Fax.

Tip: If you do not specify a SIP address, Bell Aliant PC Phone generates one using the preferred contact field that you specify. For example, if the preferred contact is "Home Phone" with number 555-5555, a SIP address like "5555555@domain.com" is generated. Bell Aliant does not guarantee that the SIP address generated will be valid and usable (for example, for making calls or marking as friend). If you create a contact without specifying a SIP address, an attempt to call that contact at the preferred number will be made.

4   If you want to place this entry in a directory group, select the Group drop-down list.

5   If you want to receive presence information about this user, select the friend check box. (If the presence service is not assigned to you, then you cannot access this check box.)

6   If you wish to accept files and other sharing actions with this contact without getting the **Accept** option, select the **Trusted user** check box. This check box is visible only if Client Collaboration service is enabled for this contact.

7   Click **Save** to save your changes or **Cancel** to exit without saving.

Selecting ring tones for contacts

You can select a ring tone for a contact in your personal address book so that you can identify the incoming calls from this contact without looking at the incoming call window.

Ring tones are stored as .wav files in the Bell Aliant PC Phone installation directory. Ask your system administrator if other ring tones are available.

To select a ring tone for a new or existing personal address book entry,

1   Click **Add Contact** in the Directory display pane.

A new **Contact Details, Edit** window appears, or right-click on an existing address book contact name and select **Edit**.

2   Enter the data for the new address book entry in the appropriate text field.

3   Locate your .wav ring tone file in the [...] button beside the Ring field.

A navigation window opens.

4   Navigate to the directory location of your .wav ring tone files and select a file.

5   Click **Open**.

The file path to the ring tone appears in the field. Incoming calls from this contact will sound this ring tone.

6   Click the ">" button to hear the ring tone you have selected.

7   Click **Save**.

Viewing a personal address book entry

To view the details of a personal address book entry,

1 Select the **Directory** entry.

2 Right-click on the **Directory** entry and select **View Details** from the shortcut menu of available actions.

Bell Aliant PC Phone displays a **Contact Details** window for the selected entry.

Tip: You can initiate a call to a specific number (or address) shown in the Contact Details window by clicking on the highlighted field.

Editing a personal address book entry

To edit the details of a personal address book entry,

1 Select the **Directory** entry.

2 Click the **Edit Contact** button.

Bell Aliant PC Phone displays a **Contact Details, Edit** window for the selected entry.

3 Enter any data you wish to change in the appropriate text field.

4 If you want to place this entry in a different directory group, use the **Group** Drop-down list to select the group for the entry.

5 If you want to receive presence information about this user, select the Friend check box. (If the presence service is not assigned to you, then you cannot access this check box.)

6 Click **Save** to save your changes or **Cancel** to exit without saving.

Deleting a personal address book entry

Bell Aliant PC Phone allows you to remove personal address book entries.

Your personal address book is stored on the network and shared by all clients where you are logged on. When you delete an address book entry, it no longer appears on any of your clients (including the Personal Agent). If you remove an address book entry using the Personal Agent, that entry is also removed from the address book.

To delete a personal address book entry,

1   Click **Directory** on the Bell Aliant PC Phone main GUI, or select **View, Directory** from the main menu to bring up the Directory display pane.

2   Use the **Delete Contact** button.

A delete confirmation dialog box appears.

3   Select **Yes** to delete the address book entry.

Tip: You can remove multiple address book entries from your personal address book at the same time. Select a range of multiple entries (using either shift-click or ctrl-click) and then click **Delete Contact**.

Adding a new group to your personal address book

Bell Aliant PC Phone allows you to organize your personal address book entries into address book groups. For example, you can group contacts for a major project into one category, personal contacts in another, and administrative contacts in another.

To add a new directory group,

1   Click **Directory** on the Bell Aliant PC Phone main GUI, or select **View, Directory** from the main menu to bring up the Directory display pane.

2   Select the **Edit Groups** button.

    Bell Aliant PC Phone displays the **Groups** window.

3   Select the **<Add New Group>** label and type in the name of the new group.

4   Press **Enter**. The group name is added to the list of groups.

> Tip: You can create additional groups without closing the **Groups** window. Repeat Step 3 and Step 4 for each new group name you wish to create.

5   Click **Close** when you are done adding new group names.

Renaming a group in your personal address book

Bell Aliant PC Phone allows you to rename groups in your personal address book.

If a group that contains address book entries is renamed, then all the entries are automatically moved to the renamed group.

To rename a personal address book group,

1   Click **Directory** on the Bell Aliant PC Phone main GUI, or select **View, Directory** from the main menu to bring up the Directory display pane.

2   Select the **Edit Groups** button.

Bell Aliant PC Phone displays the **Groups** window.

3   Double-click on the group you wish to rename to activate edit mode on the group.

4   Type in the new name of the group and press **Enter**.

The group has now been renamed.

Tip: Additional groups can be renamed without closing the **Groups** window. Repeat Step 3 and Step 4 for each group you wish to rename.

5   Click **Close** when you are done renaming groups.

Removing a group in your personal address book

Bell Aliant PC Phone allows you to remove groups in your personal address book.

If a group that contains address book entries is removed, the entries are not removed. Those address book entries remain in your personal address book but are not associated with a group.

To remove a personal address book group,

1   Click **Directory** on the Bell Aliant PC Phone main GUI, or select **View, Directory** from the main menu to bring up the Directory display pane.

2   Select the **Edit Groups** button.

3   Select the group you wish to remove.

4   Click **Remove** to remove the group.

Tip: Additional groups can be removed without closing the **Groups** window. Repeat Step 3 and Step 4 for each group you wish to remove.

Searching for an entry in your personal address book

Bell Aliant PC Phone allows you to quickly search for a contact in your personal address book.

To search for a name in your personal address book,

1   Click **Directory** on the Bell Aliant PC Phone main GUI, or select **View, Directory** from the main menu to bring up the Directory display pane.

2   Type the name of your contact in the Search field.

3   Search the person's nickname, first name, last name, phone number, or SIP address from the drop down list. The window displays the name of the person.

Using the Bell Aliant PC Phone global address book

The Bell Aliant PC Phone global address book is a directory of all users in your domain. This list is created and maintained by your service provider or system administrator.

You have access to the global address book if it has been enabled by your system administrator. You will receive the following message if the address book is not enabled: "The global address book has been disabled by the network system administrator."

Viewing the global address book

To display your global address book,

1 Click the **Directory** tab on the Bell Aliant PC Phone main GUI. The
   window expands to show the Directory display pane.

> Tip: The drop-down list defaults to the personal address book entry.

2 To view entries, select the Global Address Book from the drop-down list on
   the **Directory** tab.

Viewing a global address book entry

To view the details of a global address book entry,

1 Select the **Directory** entry.

2 Right-click on the **Directory** entry and select **View Details** from the shortcut
   menu of available actions.

   Bell Aliant PC Phone displays a **Contact Details** window for the selected
   entry.

> Tip: You can initiate a call to a specific number (or address) shown in
> the Contact Details window by clicking on the highlighted field.

Global address book entry commands

From a selected **Directory** entry, Bell Aliant PC Phone allows you to access
many commands.

To see what commands are available for a selected global address book entry,

1   Select the **Directory** entry.

2   Right-click on the Directory entry to display a shortcut menu of available actions.

3   Select the action you wish to perform on the entry.

Select	To
Call	call the user using their primary contact address.
Call at	call the user at a specified PSTN number.
Send Instant Message	send an instant message to the user.
View Details	display detailed information about the user.
Add Contact	add the contact information to the Personal Address Book.
Email	send an email
Send File	send a file to the user.
Sharing (if this service is assigned to you)	start a sharing conversation with the user.

Searching for an entry in the global address book

Bell Aliant PC Phone allows you to quickly search for a contact in the global address book. (You can also perform this search from Outlook, if the Outlook Plug-in is enabled.)

To search for a name in your global address book,

1   Click **Directory** on the Bell Aliant PC Phone main GUI to bring up the
     Directory display pane.

2   Select **Global Address Book** from the drop down-down list in the Directory
     tab.

3   Type the name of your contact in the Search field.

     If the search string you enter is too broad, you may receive the following
     message "User search will return too many entries. Please refine your search
     criteria." In this case, modify the criteria in the text box to narrow down your
     search so that your search results will appear.

     If a global address book search matches more than 100 entries, the following
     error message appears and no results appear: "User search will return too
     many entries. Please refine your criteria."

Importing contacts from Microsoft Outlook

Note: When the Outlook Plug-in is enabled, you can import contacts only in CSV
form.

Bell Aliant PC Phone allows you to import contacts from your Microsoft
Outlook email application main contact list to your address book.

To start the Import Contacts command,

1   Click **Directory** on the Bell Aliant PC Phone main GUI, or select **View,
     Directory** from the main menu to bring up the Directory display pane.

2   Select the **Import Contacts** button.

3   From the **Import Contacts** window**,** click on **Import**.

     Microsoft Outlook displays a security window when Bell Aliant PC Phone
     attempts to access the contacts list in Outlook.

4   Select the **Allow access for** check box and select **1 minute** from the
     drop-down list.

     There may be a short delay while Bell Aliant PC Phone retrieves the
     information from Outlook.

Depending on your security settings, the Microsoft Outlook security window may not appear on your computer.

After Bell Aliant PC Phone retrieves the information, the main GUI expands to show the Outlook Contacts Import display pane.

> Tip: Sort the entries by any of the displayed columns by clicking the column name. To reverse the sort, click on the column name again.

Importing the results of the Import Contacts command

Once Bell Aliant PC Phone has obtained the contact information from Outlook, the Import Outlook Contacts pane displays a list of all the contacts that you can now add to your personal address book.

To import Outlook contacts into your personal address book,

1   Select an entry in the Import Outlook Contacts display pane list.

2   Select a group from the **Group** drop-down list. Select **<none>** if you do not want to add the contact to a group.

3   Click **Add Contacts** and the contact is added to your personal address book.

    If the entry you select is missing a required field, an error message appears and allows you to enter the missing field data.

4   Repeat Step 1 through Step 3 for each Outlook contact you wish to add to your personal address book.

> Tip: You can import multiple contacts at the same time. Select a range of multiple entries (using either shift-click or ctrl-click), select the directory group, and then click **Add Contacts**. These contacts are added to your personal address book in the group you selected.

Importing contacts from Microsoft Outlook Express

Bell Aliant PC Phone allows you to import contacts from your Microsoft Outlook Express email application main contact list to your personal address book.

From the Import Contacts window,

1 Under **Select the source of new contacts:** select the option, **Outlook Express**.

2 Click the **Import** button to display the contents of the Outlook Express address book.

3 Import the contacts by either individually selecting a contact and clicking **Add Contacts** or by multi-selecting contacts (using the Shift or Ctrl keys) and then clicking **Add Contacts**.

Importing contacts from CSV files

Bell Aliant PC Phone allows you to import contacts from Comma Separated Values (CSV) files to your personal address book.

From the Import Contacts window,

1 Under **Select the source of new contacts:** select the option, **CSV File**.

2 Click the **Browse** button that appears to the right and navigate to the CSV file to import. The name of the selected CSV file appears next to **List of Found Contacts**.

3 Click the **Import** button to display the contents of the CSV file.

4 To assign different names for the column headings, double-click on a column heading in the grid and select a name from the list (First Name, Last Name, SIP Address, Email, Home Phone, Business Phone, Mobile Phone, Pager, Facsimile).

Tip: Duplicate column names are not allowed.

Tip: The Nick Name heading cannot be changed during the import process, however, it can be changed after the contact is imported into the address book.

5   Import the contacts by either individually selecting a contact and clicking **Add Contacts** or by multi-selecting contacts (using the Shift or Ctrl keys) and then clicking **Add Contacts**.

6   If the CSV file is not formatted correctly, the following error message is displayed: "The files is corrupted or does not contain valid comma separated values".

Managing your Friends

Bell Aliant PC Phone allows you to mark personal address book entries as Friends and displays the presence information for these Friends.

Friends can prevent you from seeing their presence information.

Your services determine the maximum size of your personal address book and the maximum number of entries that you can have as Friends.

Viewing your Friends online

To see the presence information for your Friends, select **View, Friends** from the main menu or display the Personal Address Book on the Directory tab.

Entry commands for your contacts

From a selected contact that is designated as your friend, Bell Aliant PC Phone allows you to access many commands.

To see what commands are available for a selected personal address book entry,

1   Display the Personal Address Book on the Directory tab.

2   Actions are performed by selecting the appropriate button on the GUI.

3   Select the action you wish to perform on the entry.

Select	To
Call	Call the user using their primary contact address.
Send Instant Message	Send an instant message to the user.

Select	To
Edit	Edit the contact information for the user or remove the user from your personal address book.
Delete	Delete the contact information for the user.
Email	Send an email to the user.
Send File	Send a file to the user.
Sharing (if enabled)	Start a sharing conversation with the user.

The list of available actions also depends on the information available in the address book entry as your friend. For example, if the selected Friend has a home phone number in its address book entry, then an option to call the Friend at the home phone number also appears on the action menu.

Adding an entry as Friend

To make an address book contact a Friend,

1 Click **Directory** on the Bell Aliant PC Phone main GUI to bring up the Directory display pane.

2 To mark this entry as a Friend, select the **Edit Contact** button and select the check box next to Friend and click **Save**.

The selected entry is now marked as a Friend and appears under Personal Contacts entries.

3   Select **View, Friends** from the main menu or the Friends Online icon on the main toolbar.

The window expands to show all your Friends entries. The newly added Friend now appears in the display pane.

Deleting a Friend

Click the **Delete contact** button on the main GUI to delete the selected contact.

> Tip: To remove a Friend from the Directory display pane, right-click on an address book entry, and select **Friend** to unmark the entry as a Friend.

Synchronizing address books

When you first open Bell Aliant PC Phone with the Outlook plug-in enabled, custom fields from your address book are added to the contact details window in your Outlook contacts list.

When you add a contact to Outlook, enter information the new fields so that you can also use the contacts in Bell Aliant PC Phone.

How synchronization works

During synchronization, the Outlook contacts list and the address book attempt to match entries by their email addresses, SIP addresses, and Nicknames.

When a new or changed address book entry is being synchronized to Outlook, an attempt is made to locate a matching Outlook contact by email address, then by SIP address.

•   If either one is found, then the address book entry fields are used in the Outlook Contact form.

- If more than one matching Outlook contact is found, then only the first one in the list is used.
- If no matching Outlook contacts are found, then the address book entry is added to Outlook contacts.

During the synchronization, Outlook contact fields take precedence over those in the address book. Outlook contact form entries are retained, unless the fields are empty. If they are empty, then address book fields are used in the Outlook fields.

After synchronization the matching or added contact will automatically have the **Keep a copy of this contact in Communicator Address Book** checkbox selected in the Outlook contact form.

Synchronizing from Bell Aliant PC Phone to Outlook

If you add a contact to the address book, the contact is added to your Outlook contact list with the **Keep a copy of this contact in the Communicator Address Book** checkbox selected in the Outlook contact form.

If you add a contact to the address book as a **Friend**, the contact is added to your Outlook contact list with the **Keep a copy of this contact in the Communicator Address Book** and **This contact is a friend** checkboxes selected in the Outlook contact form.

If you add a contact to the address book as **Trusted**, the contact is added to your Outlook contact list with the **Keep a copy of this contact in the Communicator Address Book** and **Trusted user** checkboxes selected in the Outlook contact form

If you delete a contact from your address book, the **Keep a copy of this contact in the Communicator Address Book**, **Friend** and **Trusted User** checkboxes are automatically deselected, but the contact remains on you Outlook contact list.

Sharing

You must have the sharing services assigned to you to be able to send files, share a whiteboard, transfer the contents of your clipboard, and send web pages to a remote user.

If some or all of the client collaboration services described in this section are not assigned to you, then you will not be able to use the various sharing features. As a result, the following icons may not be present in the GUI:

- Share
- Send File
- Share Whiteboard
- Transfer Clipboard
- Send Web Page

Understanding sharing

Bell Aliant PC Phone enables two users to team together in a multimedia sharing conversation and enables one PC to support multiple peer-to-peer sharing conversations simultaneously. The table shows the sharing tools that Bell Aliant PC Phone offers.

This tool	Enables you to
Send File	send files to the remote user.
Share Whiteboard	collaborate with the remote user by entering text and graphic objects in a shared workspace. Both you and the remote user can manipulate and view the shared whiteboard equally.
Transfer Clipboard	send the contents of your Windows system clipboard.
Send Web Push	send web pages to the remote user.

> Tip: With the exception of the **Send Web Push** command, the **Sharing** actions are only available when the other user is also using Bell Aliant PC Phone.

When you start a sharing session with a user, you receive an Accept request to begin the sharing action, such as sending a web page, transferring a clipboard, sharing a whiteboard, or sending or receiving a file. If you wish to eliminate the Accept request in a sharing session with your contact, configure this contact as a Trusted User in the contact's details window. Sharing sessions from Trusted Users are accepted without having to submit or receive an Accept request.

Starting a sharing conversation

Bell Aliant PC Phone allows you to access the sharing commands at any time. For example, you can access them during an already established voice conversation or start a sharing conversation without establishing a voice conversation with the remote party.

> Tip: To use sharing capabilities during a call, Bell Aliant PC Phone must have voice enabled.

To start a sharing conversation with or without being on a call on Bell Aliant PC Phone, Select any Directory, or History entry, and then click the Send File or Sharing button on the main interface.

When you start a sharing conversation with a user, you receive an Accept option to start the sharing action, such a sending a web page, transferring a clipboard, sharing a whiteboard, or sending or receiving a file. If you wish to eliminate the Accept option in a sharing conversation with your contact, configure this contact as a Trusted User.

Starting a sharing conversation during a call

To access the sharing tools during a voice conversation,

1   Make or answer a call.

2   Click **Share** on the active Conversation window.

The **Sharing Conversation** window opens to show the sharing control pane.

3   Select the sharing tool you wish to use, such as **Send File**, **Transfer Clipboard, Send Web Page,** or **Share Whiteboard**.

> Tip: With the exception of the **Send Web Push** command, the **Sharing** actions are only available when the other user is also using Bell Aliant PC Phone.

Starting a sharing conversation without a call

To start a sharing conversation to access the Share Whiteboard, Transfer Clipboard, or Send Web Page sharing tools,

1   Select an entry from the Directory or History tab, then click the Start Sharing button on the main GUI to start a sharing conversation.

Ending a sharing conversation

To end a sharing conversation, click Stop in the Conversation window you want to end.

Sending web pages

Bell Aliant PC Phone lets you push (send) web pages for display on another user's screen. It also enables you to view web pages pushed from another user.

Pushing a web page to another party on an active call

To push the active web page on your browser to another party on an active call,

1   Make or answer a call. Share and then click Send Web Page from the expanded Conversation window for the call.

2   Enter a URL and click **OK** to push the web page to the other computer.

Pushing a web page to another party not on an active call

To push the active web page on your browser to another party not on an active call,

1   Select an entry from the Directory or History tab. Click the Start Sharing button from the main GUI.

2   Click the **Send Web Page** option.

3   If Bell Aliant PC Phone was able to communicate with a compatible running web browser application, a **Confirm Web Push** window appears, with the current web page URL already entered for you. Click **Yes** to push the web page to the other computer.

4   If Bell Aliant PC Phone was unable to communicate with a compatible running web browser application, an empty **Web Push** window opens. Enter a URL and click **OK** to push the page to the other computer.

Receiving web pages

When you receive a web page the Conversation window expands, showing the sharing control pane.

1   Click **Open** to view a received web page.

Bell Aliant PC Phone opens your default web browser application and displays the received page. Bell Aliant PC Phone also displays a dialog box where you can choose whether Bell Aliant PC Phone automatically displays future received web pushes from the far end.

2   Click **OK** to have Bell Aliant PC Phone automatically display future received web pushes from this remote party.

> Tip: B e l l   A l i a n t recommends that you allow Bell Aliant PC Phone to automatically view received web pages, especially if the remote party is using Bell Aliant PC Phone's co-browsing feature. This way you won't have to click **Open** for every web page you receive.

Co-browsing web pages

During a web push, if Bell Aliant PC Phone is able to communicate with a compatible running web browser application, you have the option to set Bell Aliant PC Phone to automatically push any subsequent web pages you view to the remote computer.

> Tip: Co-browsing is not available when using Bell Aliant PC Phone with Converged Desktop service or when pushing a web page to a user not on an active call.

To use Co-browsing, you must have a compatible browser application running. Bell Aliant recommends Internet Explorer version 6.0 and above or Firefox version 2.0 and above.

To activate co-browsing when pushing a web page,

1   Select the **Enable auto web** push check box from the Confirm Web Push window.

Bell Aliant PC Phone automatically sends all subsequent pages you view to the other computer.

While co-browsing (auto web push) is active, the **Send Web Page** button flashes in the sharing control pane for the **Conversation** window.

While co-browsing, keep in mind that when you click on a new web site (another URL), the user on the remote PC is also able to see this web site (the new URL). However, if you select a link and go to another page on the same URL, the user on the remote PC does not see the updated page.

If Bell Aliant PC Phone receives a web page while auto web push is active, it deactivates auto web pushing. This prevents two Bell Aliant PC Phone systems from getting into a web-pushing loop with each other.

Transferring files

Bell Aliant PC Phone lets you send (and receive) files to (and from) another user's Bell Aliant PC Phone. Once a conversation has been successfully started, two users can exchange files using the Send File sharing tool.

Sending files

To send a file,

1   Select the **Send File** from the sharing control pane.

Bell Aliant PC Phone displays a file selection dialog window where you can select a file to send to the remote computer.

2   Using the file dialog, select a file and click **Open** to initiate the file transfer.

Tip: You can also send a file through the drag-and-drop method. Click the file you wish to transfer on your desktop. Drag the file and drop it in the Conversation window or an Instant message window. This automatically initiates a file transfer.

Bell Aliant PC Phone contacts the remote party and waits for the file send request to be accepted or rejected. While waiting for remote party acceptance, the file transfer appears in the pending state.

Tip: Before the far end has accepted or rejected your file send request, you can cancel the file send action. Click **Stop** to cancel the file send.

If the remote party accepts the file transfer, the file is sent, and the sharing window indicates that the file has been sent successfully.

If the remote party rejects the file transfer, the file is not sent, and the sharing window indicates that the file transfer has failed.

Receiving files

When the remote party requests a file transfer to you, Bell Aliant PC Phone displays the file transfer request in the pending state.

To accept the file, click **Accept** in the sharing window. The file transfers to your computer. The sharing window displays the **Accepted** message when the file transfer is complete.

> Tip: You do not receive the Accept option in the sharing window, if you have configured the user sending the file as a Trusted User.

To reject the file, click **Reject** in the sharing window. The sharing window displays the **Failed** message, indicating the file transfer has not been transferred.

Accessing received files

After a file has been successfully received, you can open an Internet Explorer window to access the transferred file. Bell Aliant PC Phone provides quick access to the received file.

To locate the file, click **Open** in the sharing control pane.

Bell Aliant PC Phone opens an Internet Explorer window directory to its incoming file directory.

Sharing a whiteboard

Bell Aliant PC Phone lets you and another user share a common drawing window. The **Share Whiteboard** tool lets both users draw to the window and see the results of the shared whiteboard.

Sending a share whiteboard request

To start sharing a whiteboard,

1   Click Sharing in the Conversation window for the call.

2   Select **Share Whiteboard**.

Bell Aliant PC Phone contacts the remote party and waits for the share whiteboard request to be accepted or rejected. While waiting for remote party acceptance, the share whiteboard request is in the pending state.

> Tip: Before the far end has accepted or rejected your share whiteboard request, you can cancel the share whiteboard request. Click **Stop** to cancel the share whiteboard request.

If the remote party accepts the share whiteboard request, the whiteboard application is started, and the sharing window indicates that the whiteboard has been opened.

If the remote party rejects the share whiteboard request, the whiteboard application is not started, and the sharing window indicates that the file transfer has failed.

Receiving a share whiteboard request

If the remote party initiates a **Share Whiteboard** command the Conversation window expands, showing you the sharing control pane.

The window displays the share whiteboard request in a pending state.

To accept the share whiteboard request, click **Accept** in the sharing control pane.

The share whiteboard application is started. The Sharing control pane display indicates that the shared whiteboard request was accepted.

To reject the share whiteboard request, click **Reject** from the sharing window. The whiteboard request is rejected, and the window indicates that the shared whiteboard request was rejected.

Using the whiteboard

After the remote party has accepted your share whiteboard request, Bell Aliant PC Phone displays the **Whiteboard** window.

Keep the following in mind when using the whiteboard workspace:

- Use the object drawing tools—circle, square, polygon—to create shapes and lines.
- The drawings are vector drawings, not bitmaps. This means you can move, edit, or delete the objects you create with these tools, rather than manipulate them pixel by pixel (as you do with paint-type programs).
- Use the color selectors to choose colors for drawing objects and text.
- Use the line weight selectors to choose the thickness of drawing lines.
- Both you and the other user can edit the whiteboard drawing space. Both of you can view the results immediately.

Saving whiteboard drawings

To save whiteboard drawings,

1　Select **File, Save** from the menu on the **Whiteboard** window.

2　Select a location and enter a filename in the **Save Whiteboard** window.

3　Click **Save**.

　　Bell Aliant PC Phone saves the file to the location and filename you specified.

Restoring whiteboard drawings

To restore whiteboard drawings,

1　Select **File, Restore** from the menu on the **Whiteboard** window.

2　Browse to select the previously saved whiteboard drawing.

3　Click **Open**.

　　The **Whiteboard** window updates to display the saved whiteboard drawing.

Transferring the clipboard

Bell Aliant PC Phone lets you send (and receive) Windows clipboard data to (and from) another user's Bell Aliant PC Phone. You can share clips of text, photos, drawings, Web bookmarks, email address books, and other clipboard contents. Once a conversation has been successfully started, two users can send Windows clipboard data using the **Transfer Clipboard** sharing tool.

Certain items copied to your clipboard file, such as file icons, cannot be copied and sent using the **Transfer Clipboard** sharing tool. Use the **Send File** sharing tool to send these items.

Placing the content in the Windows clipboard

Before you are able to transfer clipboard data to the remote user, you must place some data into the system clipboard.

To put content in the clipboard,

1   Open the application and file containing the desired content you want to transfer.

2   Select and highlight the portion of the file you wish to exchange through the clipboard.

3   Use that application's **Copy** function to copy the content to the system clipboard.

Tip: For most applications, the keyboard shortcut command is **<CTRL-C>** and the menu command is **Edit, Copy**. The selected contents are automatically placed in your Windows system clipboard.

Sending clipboard data

Once the system clipboard contains data, you can transfer it to the remote user.

To send clipboard data,

1   Click Sharing in the Conversation window for the call.

2   Select **Transfer Clipboard.**

Bell Aliant PC Phone contacts the remote party and waits for the transfer clipboard request to be accepted or rejected. While waiting for remote party acceptance, the transfer clipboard request is in the pending state.

Tip: Before the far end has accepted or rejected your transfer clipboard request, you have the ability to cancel the transfer clipboard request. Click **Stop** to cancel the transfer clipboard request.

If the remote party accepts the transfer clipboard request, the clipboard data is sent, and the sharing window indicates that the data transfer has been completed successfully.

If the remote party rejects the transfer clipboard request, the clipboard data is not sent, and the sharing window indicates that the data transfer request was rejected.

Receiving a transfer clipboard request

If the remote party initiates a **Transfer Clipboard** command, the Conversation window expand, showing you the sharing control pane.

The window displays the clipboard transfer request in a pending state.

To reject the clipboard data, click **Reject** in the sharing control pane.

The sharing window indicates that the data transfer has not been transferred to your system clipboard.

To use clipboard data received from the other client, click **Accept** in the sharing window.

The data is transferred into your Bell Aliant PC Phone application. The sharing window displays when the data transfer is complete. It also indicates what type of data was transferred.

To put the transferred data into the system clipboard, click **Copy**.

Using or saving the received clipboard data

To use or save the transferred clipboard data,

1   Open the Windows application(s) in which you want to use the clipboard data.

2   Use the **Paste** function of that application to paste the data from the system clipboard into the application.

> Tip: For most applications, the keyboard shortcut command for pasting clipboard data is **<CTRL-V>** and the menu command is **Edit, Paste**.

3   Edit and save your data in the Windows application.

> Tip: The data format selected for the clipboard transfer determines how the clipboard data appears when it is finally pasted into an application. For example, clipboard data transferred in Rich Text Format (RTF) and pasted into an application that understands this format (Microsoft Word or Windows WordPad) retains formatting even when shared through the clipboard tool.

Advanced set-up

Configuring your preferences

→ You may not be able to change some settings. They may not be assigned to you, or pre-configured by your service provider, or available for your configuration. Users of Bell Aliant PC Phone without voice capability do not have audio connection, video, voicemail, or IP Phones settings available to them.

The **Tools, Preferences** menu allows you to configure the following settings:
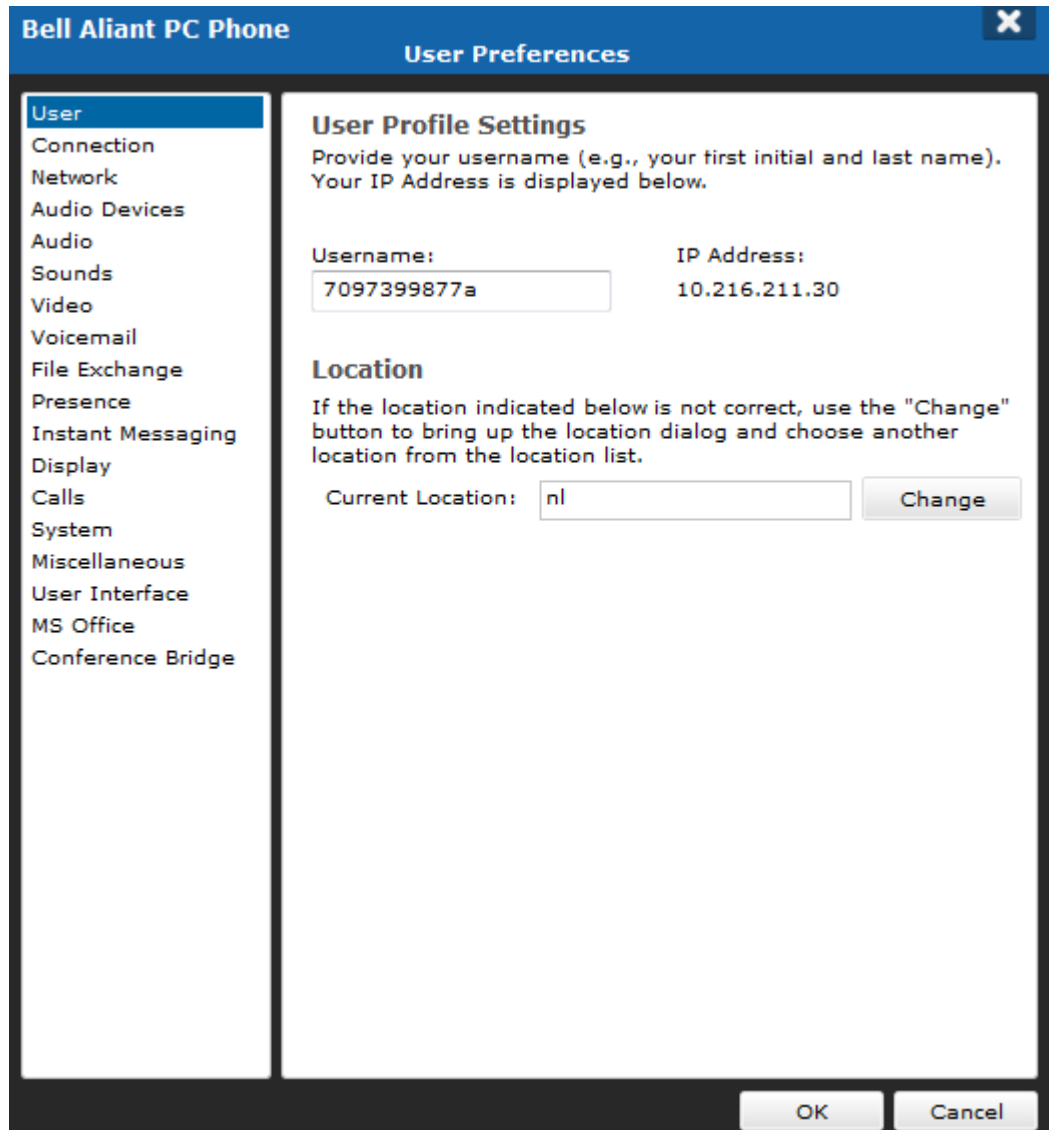
- user profile
- connection speed
- active network proxy server
- audio devices
- audio
- sounds
- video
- voicemail

- file exchange
- presence
- instant messaging (This option is available only if the instant messaging service is assigned to you.)
- display
- calls
- system
- miscellaneous
- user interface
- MS office
- MeetMe conference

Setting up your user profile

To set up your user profile,

1 Select **Settings** ⚙ **button** to display a window where you can identify yourself.

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- Video
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User Profile Settings

Provide your username (e.g., your first initial and last name). Your IP Address is displayed below.

Username:
7097399877a

IP Address:
10.216.211.30

Location

If the location indicated below is not correct, use the "Change" button to bring up the location dialog and choose another location from the location list.

Current Location: nl   [Change]

[OK]   [Cancel]

2   Enter your **Username**.

This is the same name you use when accessing the Personal Agent. Usernames are unique; your username cannot be the same as any other username in your network domain.

Your service provider or system administrator assigns your username.

Tip: You can define multiple profiles for Bell Aliant PC Phone. Each user profile you define has a completely separate set of preferences and configuration data.

3   Click **Change** if you wish to change your current location information.
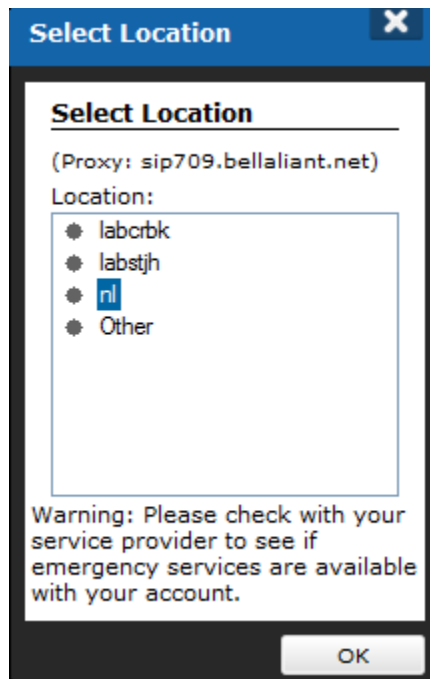
4   Select your location.

> **Caution:** You must provide the correct location information on Bell Aliant PC Phone; otherwise, some services, such as emergency and conferencing services, may not work properly. For example, the location you choose determines where you are during an emergency. If you choose **Other** as your default location, and you have to make an emergency call, the emergency call may route to the incorrect Public Safety Answering Point (PSAP).

5   Click **OK**.

If you choose **Other** for location, the following warning box appears indicating that, in case of an emergency, your physical location information will be unavailable.
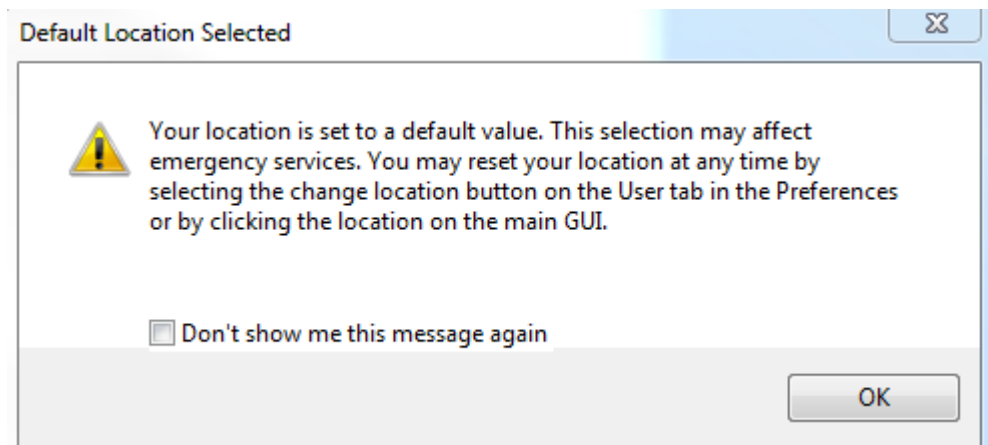
6   Check **Don't show me this message again** to prevent this warning box from appearing when you log on to Bell Aliant PC Phone.

7   Click **OK**.

Setting your connection speed

The Connection preferences allow you to select the connection speed to the Internet.

Tip: This option is only available if your Bell Aliant PC Phone is enabled for voice.

To set your connection speed,

1 Select Settings [⚙] button, **Connection** to display the connection speed window.

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Connection Speed

Choose the option that best matches how you connect to the Internet.

○ Low Speed (Dialup, ISDN, VPN, or Cable/DSL with less than 128 kbps uplink)

○ Medium Speed (Cable/DSL with greater than 128 kbps uplink)

● High Speed (LAN or Cable/DSL with at least 384 kbps uplink)

OK   Cancel

2   Select the **Connection Speed** of your computer's connection to the network:

— low speed (Dialup, ISDN, VPN, or Cable/DSL with less than 128 kbit/s uplink)

— medium speed (Cable, DSL with greater than 128 kbit/s uplink)

— high speed (LAN or Cable/DSL with at least 384 kbit/s uplink)

Bell Aliant PC Phone selects the appropriate voice and video settings based on this connection speed. If you enter a connection speed higher than your actual connection, the application may overload your PC with incoming voice packets. Check with your system administrator if you are not sure what type of connection you have.

3   Click **OK** to save your changes or **Cancel** to exit without saving.

Defining network settings

Network preferences allow you to customize your active proxy and to select whether to automatically connect to the active proxy when Bell Aliant PC Phone launches.

Specify the active proxy

1   Select Setting button , **Network** to display the Network configuration window. Your active proxy server IP address appears.
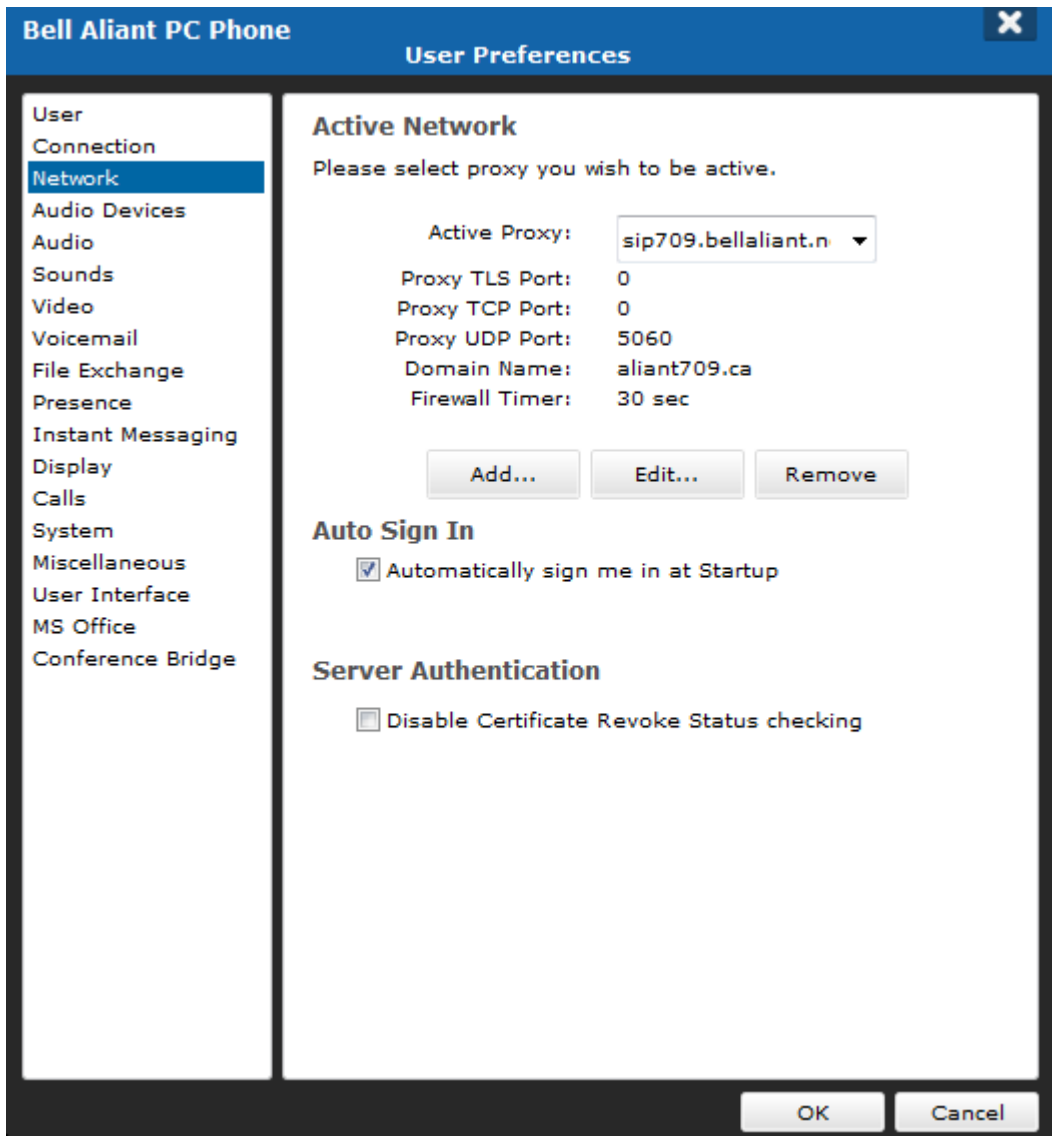
2   Select your proxy server in the Active Proxy list.

3   Click **Edit**.

The Network Configuration window displays your proxy address, port, domain name, and automatic firewall/NAT detection status along with the Timer Value.

4   Click **OK** to save if you made any active proxy changes or **Cancel** to exit without saving.

Specifying automatic sign in to the active proxy

1   Select **Automatically sign me in at Startup** if you want Bell Aliant PC Phone to automatically connect to the proxy server when you start the program.

2   Click **OK** to save your changes or **Cancel** to exit without saving.

Specifying Server Authentication

When Bell Aliant PC Phone tries to communicate with SESM over a TLS (Transport Layer Security) connection, it authenticates the server by validating the received server TLS certificate. Bell Aliant PC Phone verifies:

- that the certificate can be validated against a trustable root CA
- that the Subject Alternative Name is valid
- that the Subject Distinguish Name is valid if there is no Subject Alternative Name filed in the received certificate
- the certificate revoke status by checking CRL

- the whole certificate chain
- the certificate chain depth

You can use the Server Authentication checkbox to enable/disable Certificate Revoke Status checking when the server certificate is validated. Note that this does not disable other server certificate warnings such as "Root CA not recognized" or "Certificate expired."

To disable Certificate Revoke Status checking:

1   Select the **Server Authentication** checkbox**.**

2   Click **OK** to save your changes or **Cancel** to exit without saving.

Selecting audio devices

If your PC has more than one audio device installed, you can select the audio device for alerting sounds and voice. For example, you can select your PC speakers to alert you to incoming calls and IMs and select your USB Audio Adapter for voice and audio.

Tip: To set up your microphone or speaker/headset for voice and your USB Audio Adapter for voice and audio, your Bell Aliant PC Phone must have voice enabled.

Setting up audio preferences

Audio preferences allow you to customize Bell Aliant PC Phone audio settings.

These settings are not available to users who have Bell Aliant PC Phone with Converged Desktop service or who have Bell Aliant PC Phone with no voice capability.

Specifying call-related sound effects

1   Select Settings button ⚙ , **Audio** to display the Audio settings window.

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Call-Related Sounds

Select whether Bell Aliant PC Phone should make call-related sounds (e.g., local incoming ringing, end of call notification, etc.).

- ◉ Enabled
- ○ Disabled

Audio Wizard

Launch the Audio Wizard to test your audio configuration.

[Launch]

Advanced Options

Configure advanced audio settings like AGC and Mic Boost.

[Advanced Options]

[OK]   [Cancel]

2   Select whether Bell Aliant PC Phone generates call-related sound effects (for example, local incoming ringing or end of call notification).

3   Click **OK** to save your changes or **Cancel** to exit without saving.

Accessing the Audio Wizard

1   Select Settings button ⚙ , **Audio** to display the Audio settings window.

2   Click **Launch** to start the Audio Wizard.

Audio Wizard

Launch the Audio Wizard to test your audio configuration.

Launch
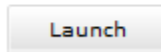
Specifying advanced audio options

1   To specify advanced options for Automatic Gain Control, Echo Reducer, and
    Mic Boost, click **Advanced Options** to display the Advanced Audio Options
    dialog box.

Advanced Audio Options

Automatic Gain Control

This feature dynamically adjusts microphone volume to produce
a comfortable speech level to other parties.

☐ Microphone Automatic Gain Control

Echo Reducer

Enable Echo Reducer if the person you are talking to indicates
there is an echo. Echo during calls can be introduced by some
headsets or by using PC speakers as the device used for voice.
Please refer to the Help files for more information regarding
Audio.

☑ Enable Echo Reducer

Mic Boost

If Mic Boost is not disabled, system settings will be used.
Enabling mic boost in system settings may cause echo in calls.

☑ Disable Mic Boost

OK   Cancel

2   Enable **Automatic Gain Control** if other parties on a call complain that your
    speech is too loud or soft. To enable Automatic Gain Control if you are
    already on a call, place the call on Hold, select the Automatic Gain Control
    check box, and then take the call off hold. You can select the Automatic Gain
    Control check box any time while not in a call for all subsequent calls to
    receive this treatment.

    Enabling Automatic Gain Control will use more of your system resources
    (memory and CPU processing). Do not select this option unless necessary.

3   Select whether Bell Aliant PC Phone activates its **Echo Reducer**
    capabilities to remove echo while on a call.

    If you are using a microphone and separate speakers (internal to your PC or
    externally connected), then select the **Enable Echo Reducer** check box.

    Troubleshooting echo problems include

- — checking whether Mic Boost is enabled
- — adjusting the volume controls for both input (the microphone of the headset) and output (the headset's speakers)
- — adjusting the Mixed Input options

To enable the Echo Reducer if you are already on a call, place the call on **Hold**, select the **Enable Echo Reducer** check box, and then take the call off hold. You can select the **Enable Echo Reducer** check box any time while not in a call for all subsequent calls to receive this treatment.

Enabling the Echo Reducer will use more of your system resources (memory and CPU processing). Do not select this option unless necessary.

4 Mic Boost is a Windows OS setting. The Bell Aliant PC Phone audio engine works best with Mic Boost disabled (otherwise, calls may have echo). When the Bell Aliant PC Phone option **Disable Mic Boost** is checked (the default) when you launch Bell Aliant PC Phone, it disables Mic Boost in the OS. After that, Mic Boost remains disabled until you manually re-enable it from the Windows Control pane.

If Bell Aliant PC Phone disables Mic Boost, then the Mic Boost is also disabled for all other applications. If you prefer to keep Mic Boost enabled, un-check **Disable Mic Boost** so that Bell Aliant PC Phone does not disable the OS setting.

5 Click **OK** to save your changes or **Cancel** to exit without saving.

Selecting alerting sounds

You can change Alerting Sounds Settings by selecting different .wav files. Standard alerting sounds are stored as .wav files in the Bell Aliant PC Phone installation directory. Ask your system administrator if other alerting sounds are available.

> Tip: To access all sound settings, your Bell Aliant PC Phone must have voice enabled.

1   Select Settings button ⚙, **Sounds** to display the **Sounds** window.

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Alerting Sounds Settings
Play this sound when an IM is received:
`C:\Program Files (x86)\Bell Aliant PC Phone\audi`   ...   >
Play this sound when a sharing request is received:
`C:\Program Files (x86)\Bell Aliant PC Phone\audi`   ...   >
Play this sound after a file is received:
`C:\Program Files (x86)\Bell Aliant PC Phone\audi`   ...   >
Play this sound when a call is received:
`C:\Program Files (x86)\Bell Aliant PC Phone\audi`   ...   >
Play this sound when ringing remotely:
`C:\Program Files (x86)\Bell Aliant PC Phone\audi`   ...   >
Play this sound when a call has finished:
`C:\Program Files (x86)\Bell Aliant PC Phone\audi`   ...   >
Play this sound for call waiting:
`C:\Program Files (x86)\Bell Aliant PC Phone\audi`   ...   >
Play this sound when a pickup call is received
`C:\Program Files (x86)\Bell Aliant PC Phone\audi`   ...   >

☐ Disable reminder ring for forwarded calls

OK   Cancel

2   Select .wav files for Alerting Sounds Settings. Click the "**...**" button and
     navigate to the location of the .wav files in your Bell Aliant PC Phone
     directory.

     Click the ">" button to listen to the .wav file after you have selected it.

3   Click **OK**.

Tip: If your Bell Aliant PC Phone is not enabled for voice, then you do not have access to these Sounds settings: Play this sound when a call is received, Play this sound when ringing remotely, Play this sound when a call has finished, and Play this sound for call waiting.

Setting up video preferences (optional)

You can choose various video settings to suit your particular needs. The pre-configured values in the Video settings window apply to most users. An expert user may choose to configure custom settings.

Access to the video settings depends on whether this service is assigned to you by the system administrator. If you do not have video support, then you cannot alter the video settings. You must register before trying to alter these settings.

Setting up video

To set up video,

1   Select Settings Button , **Video** to display the Video settings window.

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User Profile Settings

Provide your username (e.g., your first initial and last name). Your IP Address is displayed below.

Username:
7097399877a

IP Address:
10.216.211.30

Location

If the location indicated below is not correct, use the "Change" button to bring up the location dialog and choose another location from the location list.

Current Location: Other   [Change]

[OK] [Cancel]

2   Select the video configuration that most closely meets your needs. The
    following table lists the video configuration settings.

Video setting	Description
Low bandwidth	Enables video telephony over ISDN/DSL/Cable modem. This configuration uses a small video window and produces a video bit rate around 64 kbit/s for H.263.
Medium bandwidth	Enables video telephony in an office using a 10/100 Mbit/s LAN. This configuration uses a medium-sized video window and produces a video bit rate around 150 kbit/s to 300 kbit/s.
High bandwidth	Enables video telephony in an office using a 10/100 Mbit/s LAN. This configuration uses a large video window and produces a video bit rate around 400 to 800 kbit/s. This video is suitable for overhead projection.
Very high bandwidth	Enables High Definition (HD-Ready) video telephony in an office using a 4 Mbps LAN. This configuration uses a 1280 x 720 video window and produces a video bit rate of 4096 kbit/s for H.264. This setting is disabled if no HD capable web camera is detected.
Custom setting	Fine-tunes video performance.

The video bit rates listed for the pre-defined video configuration settings are
approximate and may vary in actual use.

The first time you configure the video, the video camera is examined and
verified for compatibility with Bell Aliant PC Phone. If the camera is
compatible, a small window displaying video from the camera appears.

If the video camera is incompatible with Bell Aliant PC Phone, follow the
on-screen directions to configure the camera.

If no video camera is attached to the PC when you configure video, a "No
camera available" message appears the first time that you select a pre-defined
video configuration setting. This message indicates that, although you cannot
send video, you can still receive video.

3   Click **OK** to close the **Configure Video** window.

4   Click **OK** to save your changes or **Cancel** to exit without saving.

After the video camera has passed compatibility testing with Bell Aliant PC
Phone, video can be sent and received on all calls to other video-enabled
clients.

Disabling video transmission

To disable video transmission from your camera-equipped PC,

1   Select Settings Button ⚙️ , **Video** to display the Video settings window.

2   Select the **Do not send or receive video on my calls** option to completely disable all video (incoming and outgoing).

   OR

   Select the **Restrict video to receive-only operation check box to allow other video-enabled clients to send you video while your** Bell Aliant PC Phone **does not.**

3   Click **OK** to save your changes or **Cancel** to exit without saving.

> 💡 Tip: Re-enable video by selecting one of the pre-defined video configuration settings or the custom video configuration setting.

If video has been enabled for all calls (either bi-directional or receive-only), video can be wholly disabled by selecting the **Do not send or receive video on my calls** setting.

Custom video configuration

Use custom video configuration with care. The combination of a large video image size, high-quality CODEC setting, and high Frames Per Second (FPS) produces video transmission rates over 1 Mbit/s and erodes network and PC performance. Bell Aliant encourages you to use one of the pre-defined video configurations for everyday use.

To customize your video configuration,

1   Select the Settings button ⚙️ , **Video** to display the Video settings window.

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Video

Select one of the following pre-configured settings for video, or use a custom setting. If video is selected and no camera is available on this computer, video from other users will be displayed.

- ○ Do not send or receive video on my calls

- ○ Low bandwidth (ISDN, Cable Modem, or DSL -192 Kbps)

- ◉ Medium bandwidth (High Speed LAN-512 Kbps)

- ○ High bandwidth (High Speed LAN-768 Kbps)

- ○ Very High bandwidth (HD Ready Video LAN-4 Mbps)

- ○ Custom setting   [Configure...]

- ☐ Automatically attempt video transmission on all calls

- ☑ Restrict video to receive-only operation

[OK]   [Cancel]

2   Click **Configure** (or select **Custom setting** for the first time).

The **Video Configuration** window appears. Advanced users can fine-tune their video settings from the **Video Configuration** window.

Video Configuration

Video Driver:

Receive-Only Video

Interface:

Video is receive-only,
select a driver to transmit.

Preferred Video Codec:

H.263+ Codec

Codec Quality Settings

Config...

Format...

FPS

8

Display remote video as

◉ Emb   ○ Full   ○ 1x   ○ 2x   ○ 4x

Source...

OK   Cancel
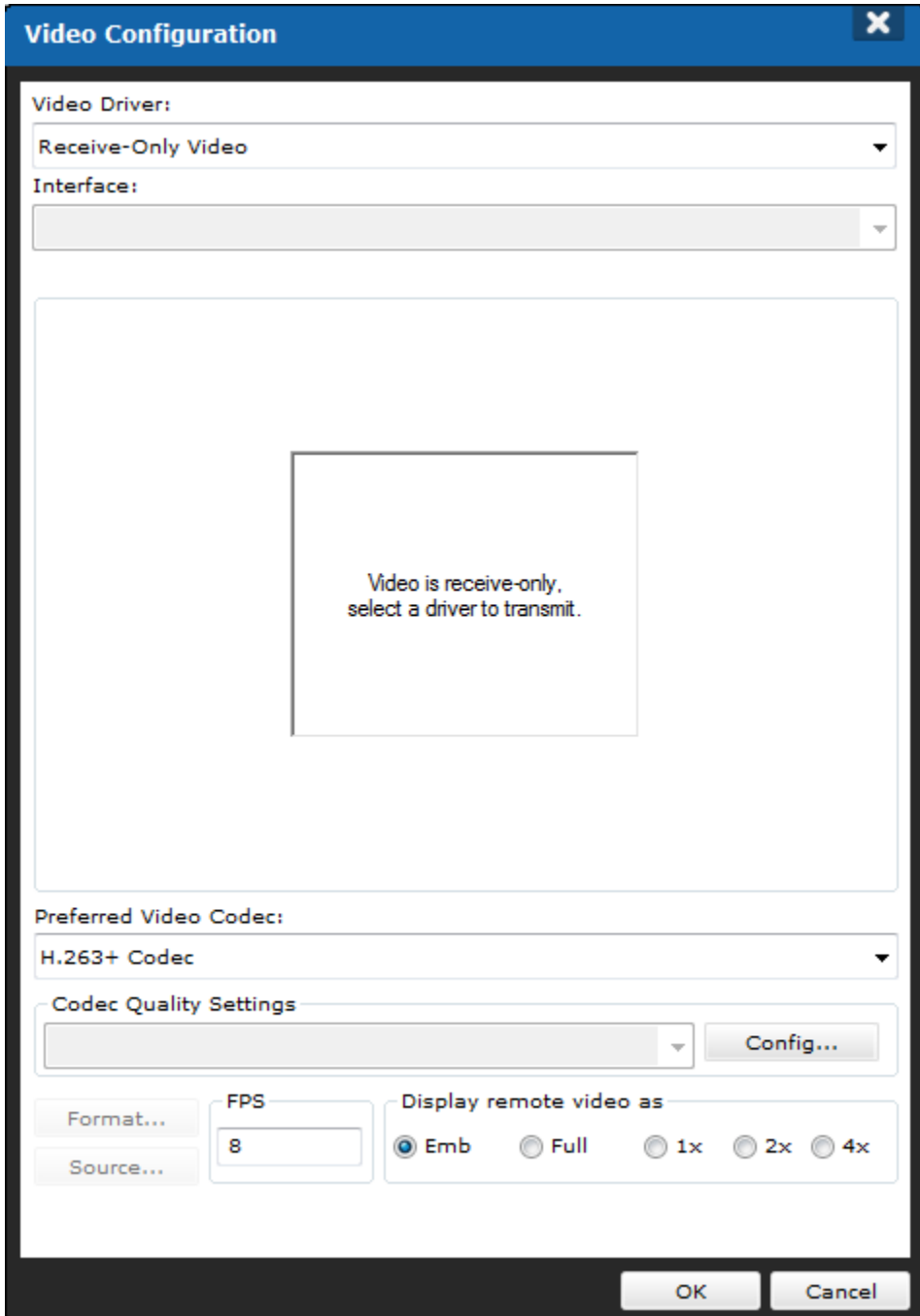
3   Adjust the custom video configuration. This custom Video configuration window has the following controls:

- **Video Driver** drop-down list identifies the driver that controls the camera. This is usually Microsoft WDM Image Capture, but some cameras provide a different one. Other items on this menu allow you to
  — Disable video for all subsequent calls.
  — Set video to receive-only operation on all subsequent calls.

  — Reset the video configuration to its never-been-set-up default values.
  — Set rich video capture driver for image with HD-Ready support. Note that when an **Image Capture with HD Support** driver is selected the Codec Quality Settings, Preferred Video Codec and Video Format settings are automatically set and cannot be changed.

- **Interface** drop-down list identifies the available cameras. The list will be empty if there are no HD-Ready capable web cameras. Other items include
  — Reset to Defaults
  — Video Disabled
  — Receive-only video

- **Preferred Video Codec** drop-down list identifies which video CODEC is used. The available selections are
  — H.263 Codec
  — H.263+ Codec
  — H.264 Codec
  — MPEG4 Codec

  Select one of the available CODECs. The list of available CODECs depends on whether you have support for these CODECs and the raw image format that your video camera supports.

- **Codec Quality Settings** allow you to specify the image size and amount of detail in the transmitted video. Quality settings are
  — Low bandwidth
  — Medium bandwidth
  — High bandwidth
  — Custom

  High and very high quality transmits the most detailed images but at the expense of CPU and network bandwidth. Bell Aliant strongly discourages the use of **Custom** quality settings unless you are highly

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knowledgeable.

In a video call, the two clients negotiate to a common video quality that is acceptable to both, so delivered image quality may vary from call to call.

- **Config button** launches an advanced CODEC configuration dialog box. Defaults are used based on the Codec Quality Setting selected.
- The **Format** button produces another window that allows you to specify the size and internal organization of the video image. The layout of the **Video Format** window varies from camera to camera.

  You can modify the following controls:

  — **Resolution** (or **Image Size**) specifies the preferred size of the images that are transmitted during a video phone call. The following sizes are supported by the client: 160x120, 176x144, 320x240, 352x288, 640x480.

  In a video call, the two clients negotiate a video size acceptable to both, so video size may vary from call to call.

  — **Pixel Depth and Compression** (or **Image Color Format**) specifies the organization of the video data captured by the camera. Bell Aliant PC Phone supports two, **RGB 24** and **I420**, although others may work. If **Video Codec** is unavailable under the **Preferred Video Codec** drop-down list, try to adjust this setting.
- The **Source** button allows you to specify how the camera captures video. Note that the layout of the **Video Source** window varies from camera to camera.

  You can modify the following controls:

  — Select which camera to use if more than one "Microsoft WDM" camera is attached to the PC.

  — Adjust the camera's color balance, brightness, contrast, and color saturation, among other settings.

  — Adjust zoom, focus, and exposure.

- The **FPS** field allows you to specify the number of Frames Per Second that the Bell Aliant PC Phone transmits. Higher numbers increase the fluidity of motion but at a cost of greater CPU and network bandwidth. A value of 15 produces quite an effective sense of motion.

- **Display Remote Video at** options allow you to specify the scaling factor on received video (**2x** means image dimensions multiplied by 2, **4x** means image dimensions multiplied by 4). Smaller screens disable these scaling factors as appropriate.

  Select **Emb** if you want video to be integrated into the **Conversation** window; otherwise, video appears in a separate **Video** window.

- Select **Full** to see full screen video.

4   Click **OK** to save the changes or **Cancel** to exit without saving.

    The **Video Configuration** window closes.

5   In the **Preferences** window, click **OK** to save your changes or **Cancel** to exit without saving.

Selecting H.263 video CODEC

The different formats that you can use to send and receive video depend on the support you have for different CODECs. Contact your system administrator for this information or check your **Personal Agent, Preferences**, **Services**, **Service package**.

To choose H.263 as the preferred video CODEC,

1   Click **Settings button** **, Video**, **Configure.**

    The Video Configuration window appears**.**

2   Select **H.263 Codec** from the **Preferred Video Codec** drop-down list.

    If your video camera does not support a video capture format that is usable by the H.263 CODEC, then the H.263 CODEC does not appear as a choice.

3   Select one of the **Codec Quality Settings** or click **Config**.

Use custom video configuration with care. The combination of a large video image size, high quality CODEC setting, and high Frames Per Second (FPS) produces video transmission rates over 1 Mbit/s and erodes network and PC performance. Bell Aliant encourages you to use one of the pre-defined video configurations for everyday use.

4   Use the guidelines in the table to adjust the custom video configuration.

H.263 custom video configuration	Description
Output video bitstream (rate)	This specifies the maximum bitrate that the encoder transmits, not including header information. Drag the slider or enter a value in the text box above it.
Key frame interval	This value allows you to change the interval of sending keyframes, which could reduce the bandwidth requirement at the cost of quality. The default value is 8 (medium, high, and very high quality settings), and you can specify values between 1 and 300.
Video fluidity	This value allows you to improve the frame rate of the video at the cost of quality. A lower value for Video Fluidity will produce more choppy video motion with a higher image quality for each frame of video. The default value is 100 (all quality settings).
Advanced Prediction Mode	This option tightens video compression, but the decoded video is more susceptible to artifacts due to packet loss.

5   Click **OK**.

Both clients in a call must support H.263 video CODEC in order to send and receive.

The following table lists the H.263 Codec Quality Settings default values.

Setting	Low	Med	High	Very high
Bitstream	64	192	512	768
Key Frame Interval	10	8	8	8
Video Fluidity	100	100	100	100
Advanced Prediction Mode	Y	Y	Y	Y

Selecting H.263+ video CODEC

The different formats that you can use to send and receive video depend on the support you have for different CODECs. Contact your system administrator for this information or check your **Personal Agent, Preferences**, **Services**, **Service package**.

To choose H.263+ as the preferred video CODEC,

1   Click **Settings button** , **Video**, **Configure.**
The Video Configuration window appears**.**

2   Select **H.263+ Codec** from the **Preferred Video Codec** drop-down list.

If your video camera does not support a video capture format that is usable by the H.263+ CODEC, then the H.263+ CODEC does not appear as a choice.

3   Select one of the **Codec Quality Settings** or click **Config**.

Use custom video configuration with care. The combination of a large video image size, high quality CODEC setting, and high Frames Per Second (FPS) produces video transmission rates over 1 Mbit/s and erodes network and PC performance. Bell Aliant encourages you to use one of the pre-defined video configurations for everyday use.

4   Use the guidelines in the table to adjust the custom video configuration.

H.263+ custom video configuration	Description
Output video bitstream (rate)	This specifies the maximum bitrate that the encoder transmits, not including header information. Drag the slider or enter a value in the text box above it.
Key frame interval	This value allows you to change the interval of sending keyframes, which could reduce the bandwidth requirement at the cost of quality. The default value is 8 (medium, high, and very high quality settings), and you can specify values between 1 and 300.
Video fluidity	This value allows you to improve the frame rate of the video at the cost of quality. A lower value for Video Fluidity will produce more choppy video motion, with a higher image quality for each frame of video. The default value is 100 (all quality settings).

H.263+ custom video configuration	Description
Advanced Prediction Mode	This option tightens video compression, but the decoded video is more susceptible to artifacts due to packet loss.
Modified Quantization and Advanced Intra Coding	This option improves video quality by improving compression and compression quality. Enabling this setting uses extra CPU processing time.
Enable Deblocking Filter	This setting, when enabled, filters out JPEG/MPEG-style blockiness to improve image quality, by filtering macroblock edges. Enabling this setting uses extra CPU processing time, though not very significantly on modern computer systems.
Improve Resistance to Packet Loss	This setting allows good decoding quality despite packet loss. This setting allows greatly improved resistance to packet loss, allowing up to 10-15% packet loss without noticeable video degradation.
Independent Segment Decoding Mode	This setting improves error resistance further by confining errors to slices and prevents them from corrupting an entire frame. This option is useful during packet loss conditions.

5 Click **OK**.

Both clients in a call must support H.263+ video CODEC in order to send and receive.

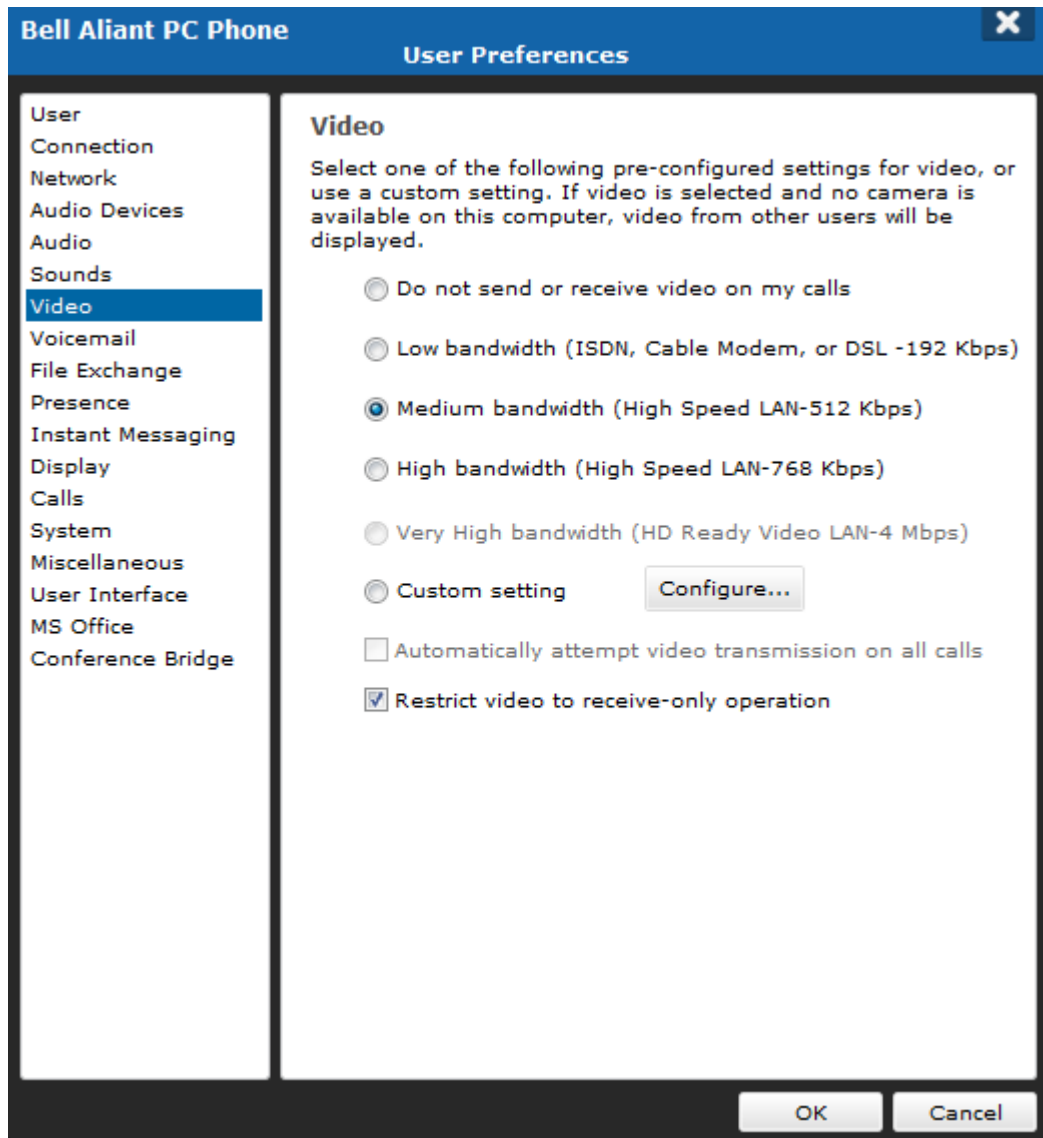The following table lists the H.263+ Codec Quality Settings default values.

Setting	Low	Med	High	Very High
Bitstream	64	192	512	768
Key Frame Interval	10	8	8	8
Video Fluidity	100	100	100	100
Advanced Prediction Mode	Y	Y	Y	Y
Modified Quantization and Advanced Intra Coding	Y	Y	Y	Y
Enable Deblocking Filter	Y	Y	Y	Y
Improve Resistance to Packet Loss	N	N	N	N
Independent Segment Decoding Mode	Y	Y	Y	Y

Selecting H.264 video CODEC

The different formats that you can use to send and receive video depend on the support you have for different CODECs. Contact your system administrator for this information or check your **Personal Agent, Preferences**, **Services**, **Service package**.

To choose H.264 as the preferred video CODEC,

1   Click **Settings button** **, Video**, **Configure.**
The Video Configuration window appears**.**

Bell Aliant PC Phone
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Miscellaneous
User Interface
MS Office
Conference Bridge

Video

Select one of the following pre-configured settings for video, or use a custom setting. If video is selected and no camera is available on this computer, video from other users will be displayed.

○ Do not send or receive video on my calls

○ Low bandwidth (ISDN, Cable Modem, or DSL -192 Kbps)

⦿ Medium bandwidth (High Speed LAN-512 Kbps)

○ High bandwidth (High Speed LAN-768 Kbps)

○ Very High bandwidth (HD Ready Video LAN-4 Mbps)

○ Custom setting   Configure...

☐ Automatically attempt video transmission on all calls

☑ Restrict video to receive-only operation

OK   Cancel

2   Select **H.264 Codec** from the **Preferred Video Codec** drop-down list.

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If your video camera does not support a video capture format that is usable by the H.264 CODEC, then the H.264 CODEC does not appear as a choice.

3   Select one of the **Codec Quality Settings** or click **Config**.

Using a custom video configuration must be done with care. The combination of a large video image size, high quality CODEC setting, and high Frames Per Second (FPS) produces video transmission rates over 1 Mbit/s and erodes network and PC performance. Bell Aliant encourages you to use one of the pre-defined video configurations for everyday use.

4   Use the guidelines in the table to adjust the custom video configuration.

H.264 custom video configuration	Description
Output video bitstream (rate)	This specifies the maximum bitrate that the encoder transmits, not including header information. Drag the slider or enter a value in the text box above it.
Key frame interval	This value allows you to change the interval of sending keyframes, which could reduce the bandwidth requirement at the cost of quality. The default value is 8 (medium, high, and very high quality settings), and you can specify values between 1 and 300.

H.264 custom video configuration	Description
Video fluidity	This value allows you to improve the frame rate of the video at the cost of quality. A lower value for Video Fluidity will produce more choppy video motion, with a higher image quality for each frame of video. The default value is 100 (all quality settings).
High Quality Coding	This setting improves higher quality encoding of video, at the cost of more CPU. Almost twice the CPU usage is required when this setting is enabled, for a picture quality improvement of almost 1db in SNR at the same bitrate.

5   Click **OK**.

Both clients in a call must support H.264 video CODEC in order to send and receive.

The following table lists the H.264 Codec Quality Settings default values.

Setting	Low	Med	High	Very High
Bitstream	64	192	512	4096
Key Frame Interval	10	8	8	8
Video Fluidity	100	100	100	100
High Quality Coding	N	N	N	N

Selecting MPEG4 video CODEC

The different formats that you can use to send and receive video depend on the support you have for different CODECs. Contact your system administrator for this information or check your **Personal Agent, Preferences**, **Services**, **Service package**.

To choose MPEG4 as the preferred video CODEC,

1   The Video Configuration window appears.

Video Configuration   ✕

Video Driver:

Receive-Only Video   ▼

Interface:

                                                                     ▼

                            Video is receive-only,
                            select a driver to transmit.

Preferred Video Codec:

H.263+ Codec   ▼

Codec Quality Settings

                                                     ▼   Config...

FPS   Display remote video as
Format...
          8   ◉ Emb   ○ Full   ○ 1x   ○ 2x   ○ 4x
Source...

                                                  OK   Cancel
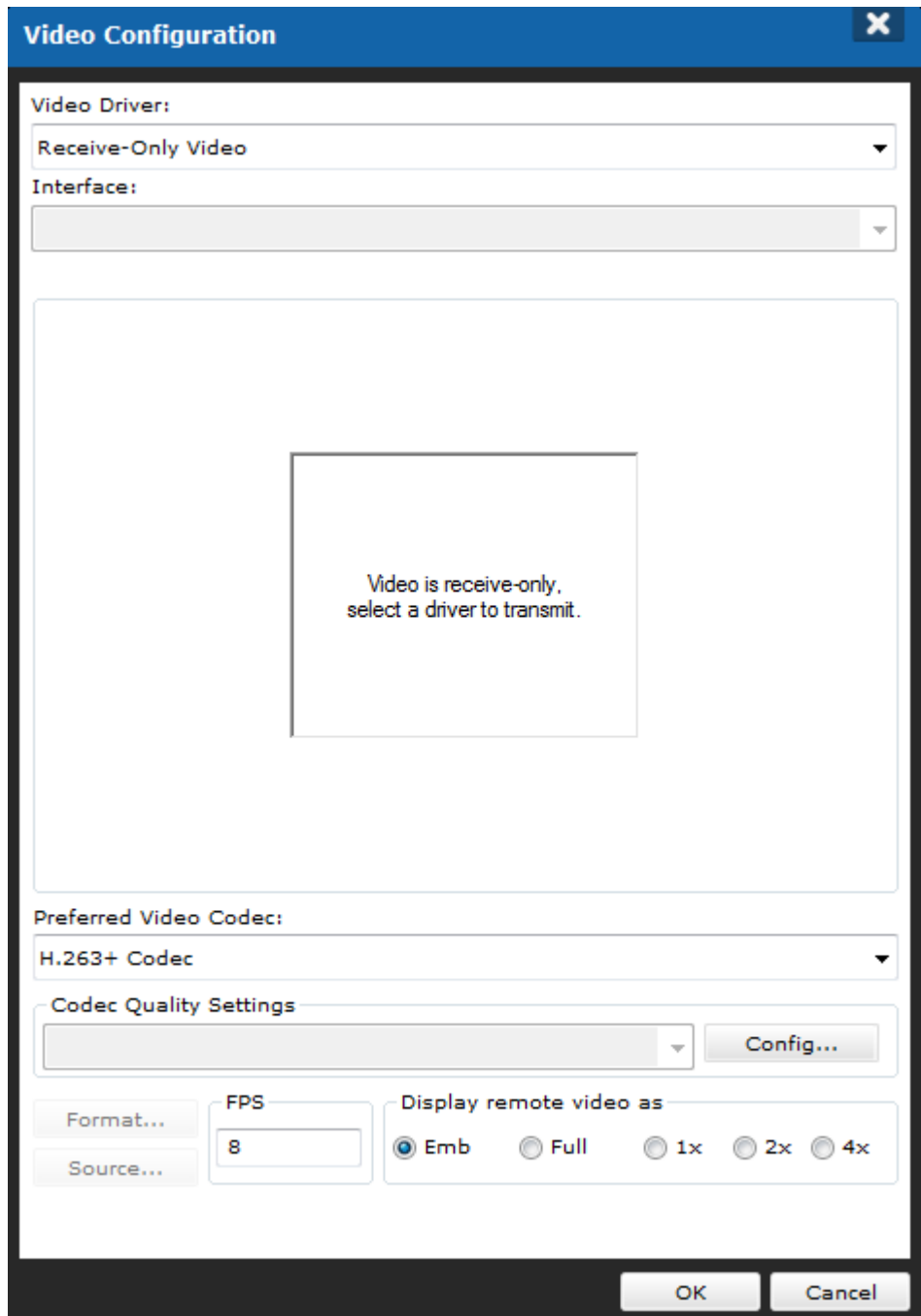
2   Select **MPEG4 Codec** from the **Preferred Video Codec** drop-down list.

   If your video camera does not support a video capture format that is usable by the MPEG4 CODEC, then the MPEG4 CODEC does not appear as a choice.

3   Select one of the **Codec Quality Settings** or click **Config**.

   Using a custom video configuration must be done with care. The combination of a large video image size, high-quality CODEC setting, and high Frames Per Second (FPS) produces video transmission rates over 1 Mbit/s and erodes network and PC performance. Bell Aliant encourages you to use one of the pre-defined video configurations for everyday use.

4   Use the guidelines in the table to adjust the custom video configuration.

MPEG4 custom video configuration	Description
Output video bitstream (rate)	This specifies the maximum bitrate that the encoder transmits, not including header information. Drag the slider or enter a value in the text box above it.
Key frame interval	This value allows you to change the interval of sending keyframes, which could reduce the bandwidth requirement at the cost of quality. The default value is 8 (medium, high, and very high quality settings), and you can specify values between 1 and 300.
Video fluidity	This value allows you to improve the frame rate of the video at the cost of quality. A lower value for Video Fluidity will produce more choppy video motion, with a higher image quality for each frame of video. The default value is 100 (all quality settings).
Enable four motion vectors per macroblock.	Instead of having one motion vector for each16x16 macroblock, four separate motion vectors can be specified (for four 8x8 blocks). This provides better motion quality in video that contains compound motion. This may require slightly more bitstream for the extra information.
Improve Resistance to Packet Loss	Packet loss resistance is improved by enabling resynchronization markers in the video, which accelerates recovery from transmission issues. Header Extension Code is also used in the video packet header to improve error resiliency. This setting can be used to improve video quality on connections with high packet loss.

Dynamic Resolution Conversion	This is a technique that adapts temporal resolution depending on video content and circumstances in real time. This also helps error conditions, since error-related artifacts become less noticeable because the errors are more spread over the bitstream. (This setting requires back-channel information sent to the encoder).

5   Click **OK**.

Both clients in a call must support MPEG4 video CODEC in order to send and receive.

The following table lists the MPEG4 Codec Quality Settings default values.

Setting	Low	Med	High	Very High
Bitstream	64	192	512	768
Key Frame Interval	10	8	8	8
Video Fluidity	100	100	100	100
Enable four motion vectors for each macroblock	N	Y	Y	Y
Improve Resistance to Packet Loss	Y	Y	Y	Y
Dynamic Resolution Conversion	N	N	N	N

Setting up network-based voicemail access (optional)

Voicemail preferences allow you to customize how the Bell Aliant PC Phone behaves when contacting your voicemail server.

Access to the voicemail settings depends on whether this service is assigned to you. If you do not have voicemail support, you cannot alter the voicemail settings.

> Tip: These settings are not available to users who have Bell Aliant PC Phone with Converged Desktop service or who have Bell Aliant PC Phone with no voice capability.

To set up your network-based voicemail access,

1   Click Settings button ⚙ , **Voice Mail**.

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Conference Bridge

Voicemail Login
Provide your voicemail system access number and login information.

	Mailbox ID + pound key:	Password + pound key:
Voicemail Phone Number:		
*99		

Voicemail Commands
Fill in the following fields with your voicemail system commands.

Play Message:	1	Delete Message:	7
Previous Message:		Next Message:	#
Call Back:		Send Reply Message:	8
User Defined Key 1:	Send	Digits:	2
User Defined Key 2:	Info	Digits:	5

OK   Cancel

2   Enter the **Voicemail Phone Number** of your voicemail system, without punctuation. Enter any extra digits required by your organization's phone network.

3   Enter the **Mailbox ID** and the pound (#) symbol, if required.

4   Enter your **Password** and the pound (#) symbol, if required.

> Tip: After auto-dialing your voicemail system number, by default, Bell Aliant PC Phone waits three seconds before dialing your mailbox ID, then waits another two seconds before dialing your password. If you need to increase the delay to match the timing of your voicemail systems prompts, add one or more commas (,) before the mailbox ID and/or password value. Each comma represents an additional one-second delay.

5   Enter the **numeric function commands** your voicemail uses to perform standard functions, such as playing and deleting messages and sending replies.

Bell Aliant PC Phone uses this information to support at-a-select voicemail functions.

6   Optionally define up to two **custom voicemail functions** and the keystrokes that activate them.

7   Click **OK** to save your changes or **Cancel** to exit without saving.

Setting up file exchange settings (optional)

To set up file exchange settings,

1   Click Settings button ⚙, **FileExchange**.

2   Specify the default folder location for received files.

3   Select how you want to be notified when you receive a share request:

— Select the check box **Display a notification near the System Tray** to display a system tray popup window when you receive a share request.

— Select the **Play a sound** check box to have Bell Aliant PC Phone generate an audible alert when a share request is received.

4   Click **OK** to save your changes or **Cancel** to exit without saving.

Setting automatic presence preferences

Presence preferences allow you to customize automatic presence indicator support. Bell Aliant PC Phone can update your presence status to show when your PC is idle or when your telephone is occupied.

Access to the automatic presence settings depends on whether this service is assigned to you. If you do not have automatic presence support, then you cannot alter these presence settings.

Specifying automatic presence idle detection

To set up your automatic presence idle detection,

1   Select **Settings Button** ⚙, **Presence**.

2   Select the **Report when inactive** check box.

3   Enter the number of minutes that must elapse before your presence status is reported as idle.

> 💡 Tip: The minimum value of the Inactivity Timer (in minutes) depends on your settings. Your system administrator sets the minimum value.

4   Click **OK** to save your changes or **Cancel** to exit without saving.

Your automatic presence settings are automatically uploaded to the network and the Personal Agent is updated to match your presence settings.

Enabling presence authorization

To enable Presence Authorization,

1   Select **Settings Button** ⚙, **Presence**.

2   Select the checkbox for **Enable presence watch authorization**.

3   Click **OK**.

Specifying automatic presence phone usage detection

To set up your automatic presence phone usage detection,

1   Select **Settings Button** ⚙, **Presence**.

2   Select the **Report when on the phone** check box.

3   Click **OK** to save your changes or **Cancel** to exit without saving.

Setting instant messaging preferences

Instant messaging preferences allow you to customize how Bell Aliant PC Phone behaves during instant messaging.

Specifying an audible alert

To control whether Bell Aliant PC Phone generates an audible alert when an instant message is received,

1   Select **Settings Button** ⚙, **Instant Messaging**.

Select the **Play a sound when a message is received** check box to have Bell Aliant PC Phone generate an audible alert when you receive an instant message. Clear the check box if you do not want Bell Aliant PC Phone to generate an audible alert when you receive an instant message.

2   Click **OK** to save your changes or **Cancel** to exit without saving.

Specifying instant message timestamps

By default, Bell Aliant PC Phone displays a time and date stamp for every instant message. To change the date display format or to remove the datestamp from being displayed,

1   Select **Settings Button** ⚙, **Instant Messaging**.

2   Select the desired timestamp format from the **Timestamp format settings** drop-down list.

3   Click **OK** to save your changes or **Cancel** to exit without saving.

Specifying instant message pop-up behavior

By default, when Bell Aliant PC Phone receives an instant message, a **Conversation** window appears and assumes window focus. To configure how Bell Aliant PC Phone behaves when an instant message is received,

1   Select **Tools, Preferences, Instant Messaging**.

2   Select

—   **Minimize new IM window to taskbar** to have Bell Aliant PC Phone only flash the taskbar and not have the new instant message pop up on your desktop.

When you select this option, you can also select the check box **Display a notification near the System Tray**. This displays a system tray pop-up window when you receive an instant message.

—   **Bring IM window to front** to have Bell Aliant PC Phone bring the **Conversation** window to the front of your desktop.

3   Click **OK** to save your changes or **Cancel** to exit without saving.

Enabling "Is-Typing" notifications

The instant messaging functionality also includes the option of "Is-Typing" notifications. If your service package enables this option, an indicator is added to the Instant Message window indicating that the user is typing a message. The "Is-typing" notification displays in an existing Instant Message session window before the actual Instant Message content arrives.

You can also specify the idle timeout period (the time period in which not typing causes the transmission of an "idle" notification). The default value for this interval is 15 seconds.

To enable the "Is Typing" notifications, and to change the default value of the idle timeout period,

1   Select **Settings Button**   , **Instant Messaging**.

2   Select **Enable** under the **Typing notifications** section.
3   If desired, enter a new idle timeout period (in seconds).

4   Click **OK**

Enabling instant messaging spell check

The instant messaging functionality also includes spell-checking functionality, which detects incorrectly spelled words within instant messages and chat sessions as soon as the user finishes typing them (misspelled words are underlined in red). To enable the spell check functionality,

1   Select **Settings Button** ⚙, **Instant Messaging**.

2   Select **Enable IM Spell Check**.

3   Click **OK**

Setting up or changing instant messaging dictionaries

Dictionaries are collections of valid words used by the spell checker to identify misspelled words and to provide correction suggestions. By default, the English dictionary is used for spell check functionality. To change the current dictionary,

1   Select **Settings Button** ⚙, **Instant Messaging**.

2   Click **Change** beside the listing of the current dictionary.

3   Select a dictionary from the available or installed list, and click **Set as current**.

4   Click **OK**.

Adding a custom dictionary

The user can add custom dictionaries, and then use them for spell checking. Custom dictionaries can either be downloaded from the Internet or manually created using dictionary creating tools. The dictionary must be defined as a DIC file and a corresponding AFF file that share the same name.

To add a custom dictionary,

1   Select **Settings Button** ⚙ ,**Instant Messaging**.

2   Click **Add...**

3   In the dialog that displays, locate the DIC file that contains the custom dictionary. If a corresponding AFF file is missing, the addition operation fails and an error message displays.

4   Click **OK**. The dictionary then appears in the list of installed dictionaries and is set as a current one automatically.

Setting display preferences

Display preferences allow you to customize the Bell Aliant PC Phone interface.

Setting Bell Aliant PC Phone to startup as an icon

This option allows you to set Bell Aliant PC Phone to start up without opening on your desktop (silent startup). The Bell Aliant PC Phone icon will appear in the system tray.

To set Bell Aliant PC Phone to start up automatically,

1   Select **Settings Button** ⚙ , **Display**.

2   In the **Startup** section, select the **Start in system tray** check box if you want Bell Aliant PC Phone to start up as an icon in the system tray.

3   Click **OK** to save your changes or **Cancel** to exit without saving.

Specifying how the main interface appears on the desktop

To specify whether the Bell Aliant PC Phone main interface appears on top of other applications' windows,

1 Select **Settings Button** ⚙️, **Display**.

2 In the **Always On Top** section, select the **Always On Top** check box if you want the Bell Aliant PC Phone main GUI to appear on top (in front) of other applications on your desktop.

3 Click **OK** to save your changes or **Cancel** to exit without saving.

Specifying a tool tips delay

To specify the delay before the tool tip shows up,

1 Select Settings Button ⚙️, **Display**.

2 In the **Tool Tips** section, select how long Bell Aliant PC Phone waits before displaying a Tool Tip.

3 Click **OK** to save your changes or **Cancel** to exit without saving.

Setting calls preferences

Calls preferences allow you to enable or disable dialing prefixes when making a call. Call preferences also enable you to specify call session window pop-up behavior.

Setting up a dialing prefix

To set up a dialing prefix,

1 Select Settings Button ⚙️, **Calls**.

2 Select the **Use dialing prefix** check box.

3 Click the **<Click to Add New Prefix>** and enter the new prefix you wish to define.

4 Press **Enter**.

The prefix appears in bold, indicating it is your default dialing prefix. Continue to add more dialing prefixes as needed.

Additional prefixes are not highlighted, indicating they are not your default dialing prefixes.

5   Select a prefix from the list you entered and click **Make Default** to change your default dialing prefix.

The dialing prefix you choose appears in bold.

6   Select a prefix from the list you entered and click **Remove** to remove a dialing prefix.

Specifying call pop-up behavior

By default, when Bell Aliant PC Phone receives a call, a system tray notification appears. From here, you can choose to answer or ignore the call.

To turn the notification on or off,

1   Select **Settings Button**   **, Calls**.

2   Standard interface: Under **System Tray Notification**, check or uncheck the box labeled **Display a notification near the System Tray**.

Classic interface, shown below: select under **Call Popup Mode**, select a **Bring new call window to front** or **Minimize new call window to task bar**.

3   Click **OK** to save your changes or **Cancel** to exit without saving.

Setting system preferences

System preferences allow you to customize how Bell Aliant PC Phone behaves when the PC enters low power mode. It also allows you to select the language of the Bell Aliant PC Phone interface.

Tip: If you are running Bell Aliant PC Phone on Windows Vista or Windows 7, or Windows 8, the System Standby option is not available. If your system goes into standby or sleep mode, Bell Aliant PC Phone on Windows Vista, Windows 7, or Windows 8 tries to log out within two seconds; however, it may not, in all instances, log out completely.

Setting the standby option

To set up the standby option,

1   Select **Settings Button** ⚙, **System**.

2   Select the **Exit on system standby** check box if you want to exit Bell Aliant PC Phone when the system enters low power mode.

Low power mode is one of the following:

- **Standby** - Power to most PC components is off, but RAM remains powered in order to preserve system state.
- **Hibernate** - The system state is saved to the hard drive, and power to all PC components is turned off.
- **Eject** - Similar to Standby, but it causes a hardware re-configuration to occur in the PC.

3   Click **OK** to save your changes or **Cancel** to exit without saving.

Specifying miscellaneous settings

Miscellaneous preferences allow you to customize how Bell Aliant PC Phone behaves when you click **Ignore** and when you double-click an entry.

Specifying Ignore button action

To specify the action that Bell Aliant PC Phone performs when you click **Ignore** for an incoming call,

1   Select **Settings Button** ⚙, **Miscellaneous**.

2   Select how Bell Aliant PC Phone behaves when you click **Ignore** on a receiving call **Conversation** window:

— **Ignore Action affects PC Client Only** silences ringing only on Bell Aliant PC Phone; your other network devices continue to ring.

— **Ignore Action affects all User Network Contacts** silences ringing on Bell Aliant PC Phone plus all your network devices; the incoming call

route advances to your next route list.

3 Click **OK** to save your changes or **Cancel** to exit without saving.

Specifying double-click action

Double-click action settings are visible in miscellaneous Preferences only if you have the Instant Messaging service assigned to you. If Instant Messaging is not assigned, double-clicking an entry will initiate a call.

To specify the action Bell Aliant PC Phone performs when you double-click an entry,

1 Select **Settings Button** ⚙ **, Miscellaneous**.

2 Select what action Bell Aliant PC Phone performs when you double-click an entry:

— **Call User** initiates a call to the selected entry.

— **Send an Instant Message to User** sends an instant message to the selected entry.

3 Click **OK** to save your changes or **Cancel** to exit without saving.

Tip: The risk of power failure warning is only available if your Bell Aliant PC Phone has voice enabled.

Receiving a warning window in case of power failure

As there is a risk associated with power failures, your Bell Aliant PC Phone warns you about it each time you login. You can turn this warning off from the user interface settings

To turn off warning of power failure,

1 Select **Settings Button** ⚙ **, User Interface**.

2 Select the **Don't warn me about the risks of power failures** check box if you do not wish your Bell Aliant PC Phone to warn you each time you login that your service may cease to function if there is a power outage or failure.

3   Click **OK** to save your changes or **Cancel** to exit without saving.

Selecting a new theme

To select a new theme,

1   Select **Settings Button** , **User Interface**.

2   Select the theme from the drop-down list.

3   Select the theme style from the drop-down list.

4   Click **Apply**.

    The Bell Aliant PC Phone window updates and appears with the new theme. You may be prompted to confirm your IP address and telephone number.

5   Click **OK**.Closing a window.

Ending a voice conversation does not necessarily close the Conversation window. If there are other active conversations with the user, the window stays open. For example, if the instant messaging control pane is open, the Conversation window remains open even after the voice conversation has ended.

You have two settings for closing a window. The first allows you to disable a warning that appears when you close an active call, and the second enables the window to close automatically when the call has ended.

To change the settings for closing a window,

1   Select **Tools, Preferences, User Interface**.

2   Check **Don't warn me before closing an active call window**, if you do not want to be warned when you try to close an active call window.

3   Check **Close the user-initiated call window when the call is finished** to automatically close the window when a call is finished.

4   Click **OK** to save your changes or **Cancel** to exit without saving.

Resetting warnings to default

When a Bell Aliant PC Phone dialog asks for confirmation of an operation, you have the option of also selecting the "Don't show me this message again" checkbox.

Your selection is saved and used for the next occurrence of that operation.

If you would like to reset all warnings to the original, default value, click the **Reset warnings to default** button in the User Interface Preferences window.

Specifying MS Office preferences

MS Office Preferences let you enable or disable Smart Tags, and enable or disable the Outlook Plug-in.

Enabling or disabling Smart Tags

Smart Tags are a technology offered by Microsoft that allows you to use Bell Aliant PC Phone functions such as making a call or sending an instant message from within a Microsoft Office Application such as Word, Excel, PowerPoint and Outlook.

Smart Tags work by recognizing and highlighting certain types of data, such as a person's name or telephone number, in a Microsoft application. When you select the Smart Tag-enabled data, a menu of Bell Aliant PC Phone actions appears.

To enable the Smart Tag feature in Bell Aliant PC Phone,

1   Select **Settings Button** , **MS Office**.

2   Select the **Enable Bell Aliant PC Phone Smart Tags** if you want to use Smart Tags with Bell Aliant PC Phone.

3   Click **OK** to save your changes or **Cancel** to exit without saving.

    If the Bell Aliant PC Phone Smart Tags option changes while an MS Office application is running, the change will not take effect in that application until the application restarts.

You can also enable or disable Bell Aliant PC Phone Smart tags in most MS Office applications from the AutoCorrect options located on the standard Tools menu. To disable Bell Aliant PC Phone smart tags, uncheck all Bell Aliant PC Phone Contacts entries from the smart tags list.

For more information about using smart tags, refer to the Microsoft Smart tags documentation.

Setting up or changing the Conference Bridge chairperson PIN

When a conference is initiated, the bridge number and access code are retrieved using the provisioning server. The chairperson PIN is entered through the Conference Bridge preferences window.

→ If you do not have Conference Bridge service assigned to you on the provisioning server, or if you so not have your own conference bridge, the Conference Bridge Preferences window is hidden.

To setup or change the chairperson PIN,

1 Select Settings Button ⚙ , **Conference Bridge**.

2 Enter the Chairperson PIN. The field will not display the entered symbols.

3 Click **OK**.

Using the audio wizard to configure audio volume

Use the audio wizard tool to configure your microphone and speakers audio levels.

These settings are not available for the Converged Desktop users.

To test and adjust audio settings for optimal voice transmission and reception quality,

1 Select **Setting Button** ⚙ **, Audio**.

2 Click **Launch** to start the audio test wizard. The **Audio Wizard** window appears.

3 Shut down any other audio applications that are running and click **Next** to continue.

4 Click **Start** and begin talking into your microphone.

You should hear your voice coming through the speakers or headset.

5   Click **Stop** to stop the audio recording and playback.

6   Click **Next** to end the audio test call.

7   If you did not hear yourself during the audio test call, click **Settings** to display your sound card **Audio Properties** window.

8   Click **Volume** from the Sound playback device to display your Volume Control window.

9   Adjust all volume settings to approximately 80% and close the window.

10   Click **Advanced** from the Sound playback device in the **Audio Properties** window.

   The Advanced **Audio Properties** window appears, showing your speakers setting.

11   Select the appropriate option from the Speaker Setup drop-down list.

   For example, if you use a laptop without a headset for applications other than Bell Aliant PC Phone, select the **Laptop Stereo Speakers** option.

12   Click **OK** to save the setting.

13   Select the Performance tab from the **Advanced Audio Properties** window.

14   Set the Hardware acceleration to **Full** and Sample rate conversion quality to **Best**.

15   Click **OK** to save the settings.

16   Click **Volume** from the Sound recording device in the **Audio Properties** window.

   The Recording Control window appears.

17   Adjust the microphone setting to approximately 15%.

18   Click **Advanced** to display your Advanced Controls for Microphone window.

19   Ensure that the **Microphone Boost** check box is unchecked.

20   Click **Close**.

21 Click **OK** to close the **Audio Properties** window.

22 Click **Finish** to close the **Audio Wizard** window.

Configuring multiple profiles

If you are a laptop user, you may have different configuration needs, depending on where you are located (for example, at work or at home). Often the configuration of Bell Aliant PC Phone in one location is not correct when you connect your laptop in a different location.

For example, as a laptop user you may have two IP Phones, one at the office and one at home. Depending on where the laptop is located, Bell Aliant PC Phone needs to establish communication with a specific IP Phone.

You can define multiple Bell Aliant PC Phone profiles. Each user profile you define has a completely separate set of preferences and configuration data. If you have more than one profile, Bell Aliant PC Phone prompts you at start up to select the profile suitable for the current network environment.

Adding a new profile

To add a new user profile,

1 Select the **Start, Programs, Bell Aliant PC Phone, Profile Manager** program icon in the Bell Aliant PC Phone program group on your PC. The **Profile Manager** window appears.

2 Click **New**.

A window prompts you to enter a profile name.

3 Enter the name of the new profile.

4 Click **OK** to save your changes or **Cancel** to exit without saving.

> Tip: Double-click on a profile to automatically launch Bell Aliant PC Phone using that profile.

Removing a profile

To remove a user profile,

1   Select the **Start, Programs, Bell Aliant PC Phone, Profile Manager** program icon in the Bell Aliant PC Phone program group on your PC.

    The **Profile Manager** window appears.

2   Select a profile and click **Delete**.

    A confirmation window appears to confirm your deletion.

3   Click **Yes** to delete the user profile or click **No** to exit without deleting the user profile.

Renaming a profile

To rename a user profile,

1   Select the **Start, Programs, Bell Aliant PC Phone, Profile Manager** program icon in the Bell Aliant PC Phone program group on your PC.

    The **Profile Manager** window appears.

2   Select a profile and click **Rename**. A window prompts you to enter the profile's new name.

3   Enter the new name for the user profile.

4   Click **OK** to save your changes or **Cancel** to exit without renaming the user profile.

Automatic software upgrades

For automatic software upgrades, you need to download the Automatic Software Upgrade (ASU) packages. The downloaded ASU packages is saved under the user profile directory:

\<user profile directory>\<install directory name>\

For example, the ASU packages get saved under

\users\winuser\Bell Aliant PC Phone\

When you launch Bell Aliant PC Phone, it automatically checks to see if there is a need to upgrade the software. This occurs five minutes after you log on and every hour thereafter. By default, automatic software updates are downloaded from the provisioning server, but this is configurable. For more information about configuring ASUs to download from a custom web server, contact your next level of support.

> The following icons explain the colors of the Automatic Software Upgrade ASU) status button you will see in the status bar.

ASU is performed only for packages that have been modified. When Bell Aliant PC Phone checks for available updates, its decision to download a JAR file is based on its version. If the version is newer, the JAR file is downloaded and later extracted to replace outdated files. The JAR version increments only when a modification to one or more packaged files is detected (only modified packages are downloaded and installed by the client).

If you have a low-speed connection to the Internet, you will be prompted to confirm before the updated files are downloaded to a temporary folder on your PC. If you selected a medium- or high-speed connection on this window, the files are automatically downloaded.

When you are prompted to update the software, a window appears.

- Click **Yes** to install the latest software updates for Bell Aliant PC Phone.
- Click **No** if you do not wish to install the latest software updates.

Removal procedures

The following sections cover how to remove Bell Aliant PC Phone from your PC.

⚠ Warning: You must shut down Bell Aliant PC Phone before attempting to remove the program. Failure to do so may leave extraneous Bell Aliant PC Phone files remaining on your PC, even after the uninstall program completes its execution.

Removing the Microsoft Outlook Plug-in

When you remove Bell Aliant PC Phone, no special steps are required to remove the Microsoft Outlook plug-in other than that you must completely exit from Microsoft Outlook before running the Bell Aliant PC Phone uninstall program.

If Microsoft Outlook is running while Bell Aliant PC Phone uninstall program is running, the button that the Outlook plug-in uses will remain on the toolbar in Outlook. Since the Outlook plug-in is no longer present on your PC after you remove Bell Aliant PC Phone, the **Call** button will no longer function.

Remove the stranded button by right-clicking on the toolbar and selecting customize. Right-click **Call** and then **Delete**.

Removing Bell Aliant PC Phone

During installation of Bell Aliant PC Phone, the installer program creates both an uninstall icon for Bell Aliant PC Phone and an entry in the **Add/Remove Programs** control pane applet.

💡 Tip: If you remove Bell Aliant PC Phone running on Windows Vista, you will receive a prompt stating that the publisher is unidentified. This is currently a known InstallShield 2008 issue. Click **Allow** and continue the process of removing Bell Aliant PC Phone.

To remove Bell Aliant PC Phone using the uninstall program icon,

1   Select the **Start, Programs, Bell Aliant PC Phone, Uninstall** program
    icon in the Bell Aliant PC Phone program group on your PC.

    The Bell Aliant PC Phone uninstall program launches and the uninstall
    confirmation dialog window appears.

2   Click **Yes** to remove Bell Aliant PC Phone from your computer; click **No** to
    cancel the uninstall procedure, leaving Bell Aliant PC Phone on your
    computer.

To remove Bell Aliant PC Phone using the Control Panel,

1   Select the **Start, Settings, Control Panel** to display the system **Control
    Panel** window.

2   Click the **Add/Remove Programs** icon to launch the **Add/Remove
    Programs** window.

3   Select Bell Aliant PC Phone from the list of programs and click **Change/
    Remove**.

    The Bell Aliant PC Phone uninstall program launches and the uninstall
    confirmation dialog window appears.

4   Click **Yes** to remove Bell Aliant PC Phone from your computer; click **No** to
    cancel the uninstall procedure, leaving Bell Aliant PC Phone on your
    computer.

> Tip: When you uninstall Bell Aliant PC Phone, your profile(s) are not
> deleted. You will have access to your profiles when you reinstall Bell
> Aliant PC Phone.
>
> You can remove personal profiles by deleting Bell Aliant PC Phone
> profiles directory. By default, this is located in the Bell Aliant PC Phone
> directory on your PC, although you or your administrator can specify
> the location at the time of installation.

Troubleshooting

Bell Aliant PC Phone activities are automatically captured in a log file. If you experience any of the problems in this section, make sure to send these logs to your next level of support.

Topics in this chapter can help you troubleshoot if you have problems such as starting up Bell Aliant PC Phone, setting up your audio, enabling your video, or using the sharing features.

For Bell Aliant PC Phone users

The following sections help you find solutions to some problems that you may come across with Bell Aliant PC Phone.

Security Alerts when Accessing Bell Aliant PC Phone

When you access Bell Aliant PC Phone, the following Security Alert dialog boxes can appear, depending on your configuration.

When the dialog box appears, you must perform the following steps:

1   Click **Yes**. Another Security Alert dialog box appears.

2   Click **Yes**.

    You now have access to the client.

Bell Aliant PC Phone will not connect

If your Bell Aliant PC Phone will not connect, try the following general troubleshooting steps:

*   If you are using a VPN client, make sure that it is up and running.
*   Make sure that you have the right IP address.
*   Make sure that your network connection is up and running.

- Verify that you have entered the correct username, domain name, and password.
- If you have changed your Internet security or advanced settings in Windows, reset to your default values.

If you continue to experience problems, contact your system administrator.

Reinstallation

For a number of reasons, Bell Aliant PC Phone may occasionally get corrupted. If this occurs, you will need to uninstall and reinstall Bell Aliant PC Phone.

Your preferences, call log entries, profiles, and IM history logs will survive the reinstallation.

Abnormal exit

There may be times when you have an abnormal exit from Bell Aliant PC Phone. Upon your next logon, a dialog window will appear with the message "Bell Aliant PC Phone did not exit properly from a previous run, and exiting properly is important to your network services."

When you see this message, you will need to continue to log on, then log off, and log on again.

Audio problems

Audio settings may need to be fine-tuned depending on the type of equipment you have.

Echo

If you use a desktop microphone and speakers as your sound input/output devices, your microphone often hears the sound from the speaker and the person on the far end will hear an echo. This is why Bell Aliant recommends that you use a headset or handset with your PC. The use of headphones (without a microphone) along with your desktop microphone will also work.

Sometimes echo occurs even when using a headset. Usually, a quick adjustment of the volume can fix this. Try lowering the speaker volume and microphone gain.

If you are using a sound card with a headset connected (not the USB headset) and the sound quality is not good, ensure that you have the latest sound card driver version. If the latest version does not improve the sound quality, then contact the PC vendor and/or sound card manufacturer for support.

Some sound cards have input mixing capabilities. To see if your card supports this,

1   Launch the Windows volume control application through **Start, Programs, Accessories, Entertainment, Volume Control.**

    Your version of Windows may have a different path to the volume control. Check the **Start, Help** menu to find it.

2   Select **Options, Properties**.

3   Select **Adjust Volume for Recording** and click **OK**.

    If you have checked **Mixed Input**, you can experience echo even when using a headset.

4   Uncheck the **Mixed Input** check box and see if the echo has disappeared.

    (Not all sound cards have this feature.) Muting **Wave** on the recording settings may also help with this problem.

> Tip: To reduce echo of your headset (USB or analog), use the audio wizard to configure your audio volume.

Disabling the Microphone Boost check box

If you are using an analog or a USB headset and echo occurs despite lowering your volume setting, use the audio wizard from Settings Button and **Audio** window and ensure that the Microphone Boost check box is unchecked to eliminate echo.

PC requirements for sound quality

The minimum requirement for good sound quality is to have a microphone and full-duplex sound card on your PC. If you use separate speakers on your PC, you must use the echo reducer option, which you can access from Settings Button

, Audio, Echo Reducer.

Enabling the Echo Reducer option will use more of your PC's system resources (CPU and Memory) and could cause performance issues if insufficient available Memory and/or slow CPUs are used. Only enable the Echo Reducer when necessary. If you are on a call and are generating the echo heard by others, and the Echo Reducer is not already selected, place the call on Hold, then select the Echo Reducer, and then take the call off hold. You can select the Enable Echo Reducer check box any time while you are not in a call for all subsequent calls to receive this treatment.

The recommended requirement for good sound quality is to have a full-duplex sound card with a headset with a microphone and headphone combination. With this type of headset, you will have better sound quality, and you may rarely have to use the echo reducer.

No voice during calls

Make sure no other audio applications are running. If another application is using your sound card, Bell Aliant PC Phone might not be able to access it.

Check to make sure your volume settings are correct.

Distorted voice

Your sound card drivers may not be completely compatible with Bell Aliant PC Phone. This can be typical of older laptop computers and can usually be fixed by installing a different version of the sound card drivers. Check your computer manufacturer's website for details on obtaining sound card drivers for your computer.

The following table lists the recommended driver versions for the NeoMagic card for the various Microsoft operating systems.

Operating System	Recommended driver versions
Windows XP	NM6WDM.SYS - 5.1.2461.0 WDMAUD.DRV - 5.1.2481.0
Windows Vista	
Windows 7	
Windows 8	

For laptops, Bell Aliant recommends that you perform the driver upgrade while the computer is undocked, as it is usually the laptop's internal sound card that encounters problems and not the docking station's sound card (if the docking station has one).

Cannot speak when the other party is speaking

You may not have a full-duplex sound card (some laptops default to half-duplex mode). A full-duplex sound card is a minimum system requirement for the product. You can try a USB headset instead of replacing the sound card.

Cannot hear with headphones

Try plugging your headphones directly into your laptop instead of into the docking station.

Choppy audio when using USB headset

Choppy USB audio can occur when multiple USB devices are sharing the serial bus. Disconnect all other USB devices from your computer and see if the problem goes away. If you cannot disconnect the other devices, for example, if you are using a USB camera, disconnect the USB headset and switch to an internal sound card, using an analog headset for audio, or if you are a Standalone user, use an IP Phone for voice instead of PC.

Calling and messaging problems

Some of the enhanced features of Bell Aliant PC Phone may not be supported on your network.

Cannot complete call

If your call does not complete, verify that you have dialed the correct number. If the number is correct, connection to this number may not be supported by your network. Contact your next level of support for more information.

Voicemail button is disabled

You must set up your voicemail access before Bell Aliant PC Phone can access your voicemail system. Access to voicemail preferences depends whether you have voicemail service support.

Sharing problems

The sharing tools are designed for specific tasks and may not provide all native windowing functionalities.

Cannot send a copied file using Send Clipboard

Use the File Transfer function to send files.

Cannot paste from my clipboard into my whiteboard

Bell Aliant PC Phone does not support copying from or pasting to the whiteboard.

Web Co-browsing does not work

Bell Aliant recommends Internet Explorer version 6.0 and above or Firefox version 2.0 and above.

Video problems

Video cameras and video settings may require fine tuning to optimize the quality of the transmission.

Blurry video

Most video cameras have a focus ring to adjust the image. In a call where you are transmitting video, click the video preview check box (or select the 1x button) to see your transmitted image. Turn the focus ring (it usually encircles the lens) until the image is sharper.

Poor color/contrast/brightness

Most video cameras allow the user to tune these settings. Terminate any active

video call, then do the following:

1   Go to Settings Button ⚙ and**, Video** and click
Configure.

2   If video does not appear in the **Video Configuration** window, select your
     video camera from the **Video Driver** drop-down list. (It is probably
     "Microsoft WDM.")

3   Click **Source** after video appears. This usually produces a multi-tab window
     that has controls to tune video color and brightness. Operate the controls until
     you are satisfied with the image.

4   Click **OK** to close the camera controls.

5   Click **OK** to close the **Video Configuration** window.

6   Click **OK** to close the window.

Adding a new video camera

First, make sure that Bell Aliant PC Phone has permission to perform video

telephony. Go to Settings Button ⚙ and **Video**. If all of the controls are
dimmed and non-operational, you may not have logged into the network (use the
Login menu). If you have logged on to the network (that is, if there is a green
light on your Login menu), your service profile does not include video. Contact
your service provider or administrator.

If the video controls are enabled, make sure that Bell Aliant PC Phone has been
configured to send/receive video by verifying that the **Video Disabled** selection is
not selected. If video was disabled, click on another setting to set up video.

No CODECs video message

The camera may need to be manually configured, as follows:

1   Go to Settings Button ⚙ and **Video**, and click **Configure**.

2   If video does not appear in the **Video Configuration** window, select your
     video camera from the **Video Driver** drop-down list. (It is probably
     "Microsoft WDM.")

3   Click **Format** after video appears. The window that comes up varies from camera to camera but look for a control for "Pixel Depth / Compression" or "Format". Choose either RGB 24 or I420 in this control and click **OK**.

4   If "RGB 24" or "I420" is not listed as a selection, the camera may not be usable by Bell Aliant PC Phone. However, try examining other programs that came with the camera in order to enable **Video For Windows** with this camera. Also, check with the camera vendor's web site to obtain the most recent drivers.

5   Press **OK** to close the **Video Configuration** window

Camera switches to receive-only

Bell Aliant PC Phone switches to receive-only video if it starts up and cannot locate a previously found camera. To transmit video again, go to Settings Button

and**, Video**, disable video, then select your video configuration again.

Blue screen error

This is caused either by multiple cameras/video capture devices corrupting each other's installations or by buggy device drivers. Try to uninstall unneeded video devices, go to the vendor's web site, and ensure that you are running the latest drivers for the video device. If you are unsure of how to troubleshoot device installation conflicts, seek knowledgeable assistance.

IP Phone configuration problems

When using an IP Phone, the configuration may require an extra step.

IP Phone Service controlling an IP Phone with voice path problems

When Bell Aliant PC Phone controls an IP Phone, the configuration is called a Bell Aliant PC Phone with IP Phone Service. If you are a home-based user with Bell Aliant PC Phone with IP Phone Service settings or a user connected to your company's network, if no IPCM server is available and you experience problems with voice path in only one or both directions, then set up your IP Phone settings as follows:

1   Select Settings Button ⚙ and the **IP Phone** list item.

2   Check the **Use the IP telephone for voice instead of PC** to indicate that you want the IP Phone to provide voice while the PC provides advanced IP and multimedia services.

3   Enter the port number for the IP Phone.

💡 Tip: Bell Aliant PC Phone automatically detects and fills in the MAC address field with information it obtains from the first IP Phone that attempts to contact it on the port specified in Step 3. The MAC address has 12 digits and is on the sticker on the back of the set.

---

4   Check the **Bell Aliant PC Phone routes voice to/from IP Phone (for private IP addresses)** box.

If you can set S1 and/or S2 of the IP Phone to the IP Address of an IPCM server, and it can operate in a standalone mode, then do not check this box. Although this will work, it is not desirable since you create an additional network hop for the voice to go through your PC and not directly from the IP Phone. This is also not desirable since the voice from the set would also have to unnecessarily contend with data and application processes and system resources (CPU and Memory) being used on the PC.

5   Click **OK**.

Bell Aliant PC Phone services retrieval or download problems

When you log on to your Bell Aliant PC Phone, you may sometimes fail to retrieve the services. Follow the procedures in this section for services retrieval or download problems. For more information, go to Microsoft Help and Support web site, http://support.microsoft.com/kb/887678.

Unable to retrieve services

If you are unable to retrieve your services, you may get the following error:

"Unable to retrieve services"

To resolve this problem, do the following:

1   Log out of Bell Aliant PC Phone.

2   Login to Bell Aliant PC Phone. Bell Aliant PC Phone should
     automatically retrieve your services.

When you log back into Bell Aliant PC Phone, ensure that your Presence status is
"Connected." If your login button is green, but your Presence status is
"Unknown," it means you need to reset your Internet Options to their default
settings.

Resetting Internet Options

If you modified your Internet Options, reset the values and verify that it is
configured to use SSL2.0 and SSL 3.0:

From your PC,

1   Go to **Start, Control Panel** and click **Internet Options.**

2   Click the **Advanced** tab from the Internet Properties window.

3   Scroll down to Security and select the **Use SSL 2.0** and **Use SSL 3.0** check
     boxes.

4   Click **Apply**.

5   Click **Restore Defaults**.

6   Log out of Bell Aliant PC Phone. The services should download
     successfully.

Checking Security settings

If you are unable to retrieve or download services even after resetting the Restore
Defaults option, check your Security settings by performing the following
procedures:

• "Configuring the security settings for the Trusted sites zone"
• "Setting the Security Zones to default settings"
• "Clearing SSL state and AutoComplete history"
• "Turning off the pop-up blocker"
• "Looking for third-party firewall or antivirus programs"

Configuring the security settings for the Trusted sites zone

Tip: Only add those sites that you trust as a trusted site. If you are not sure about a web site, do not add the web site to the Trusted sites list.

To configure the security settings for the Trusted sites zone

1 Go to **Start, Control Panel** and click **Internet Options**.

2 Click the **Security** tab.

3 Click **Trusted sites**.

4 Click **Default Level**.

5 Click **Sites**. The **Trusted sites** window opens.

6 Type the URL of the any SSL-secured (128-Bit) web site in the **Add this web site to the zone** field.

7 Click **OK**.

8 Click **Apply**.

Setting the Security Zones to default settings

1 From the **Security** tab on the Internet Properties window, Click **Internet**.

2 Click **Default Level**.

3 Click **Local Intranet**.

4 Click **Default Level**.

5 Click **Trusted sites**.

6 Click **Default Level**.

7 Click **Restricted sites**.

8 Click **Default Level**.

9 Click **Apply**.

10 From the **Privacy** tab, ensure that the Settings for the Internet zone are set to **Medium**. If it is not set to Medium, move the slider up or down and click **Default**.

11 Click **Apply**.

Clearing SSL state and AutoComplete history

1 Click the **Content** tab on the Internet Properties window.

2 In the **Certificates** section, click **Clear SSL State**.

3 Click **OK**.

4 In the Personal information area, click **AutoComplete**. The **AutoComplete Settings** window appears.

5 In the Clear AutoComplete history area, click **Clear Forms** and click **OK**.

6 Click **Clear Passwords** and click **OK**.

7 Click **OK** on the Content tab on the Internet Properties window.

Turning off the pop-up blocker

1 Click the **Privacy** tab on the Internet Properties window.

2 In the Pop-Up Blocker area, uncheck the **Block pop-ups** check box.

3 Click **Apply**.

4 Click **OK**.

Looking for third-party firewall or antivirus programs

Make sure that any third-party firewall or antivirus programs that are installed on your computer are configured correctly and are not preventing you from connecting to web sites. For more information, see the product documentation or contact the program vendor.

If you are unable to retrieve or download services after performing the procedures listed in this section, contact your next level of support.

Start-up or configuration problems

If you have start-up or configuration problems, you can do the following:

• Exit your browser (**File, Exit**) and restart.

- If you are using Internet Explorer (IE), verify it is correctly configured.
- Check that you have the minimum hardware and operating system requirements.

If you continue to have any start-up or configuration problems, contact your system administrator or service provider.

Appendix A: Terms you should know

This section defines the terms and acronyms used in this guide.

Terms

Bell Aliant PC Phone uses some terms that may be new to you. Take a moment to read through the explanations to familiarize yourself with the terms.

Call logs

Bell Aliant PC Phone keeps a record of all incoming and outgoing calls. It stores these call log entries into an inbox (for incoming calls) and an outbox (for outgoing calls). Your system administrator determines the maximum number of incoming and outgoing call logs that can be stored on Bell Aliant PC Phone.

Call log entries will not be lost during a reinstallation of Bell Aliant PC Phone.

Conference

Conferences are calls that may involve more than two callers. You can use Bell Aliant PC Phone to create a conference or to dial into a conference. The ability to create conferences depends on whether conferencing service is assigned to you.

Conversation

Bell Aliant PC Phone allows you to converse with another user in a multitude of ways. Conversations can involve one or more multimedia functionalities. For example, a conversation may involve just voice, instant messaging, or both. The concept of conversations is key to understanding and using the multimedia capabilities of Bell Aliant PC Phone.

Services

Your service provider or system administrator assigns you a collection of services and the service profile for each of these services wherever applicable. Some services are only available to you if the service profile is assigned to you. If your administrator assigned a service, not the profile for the service, then you will have only the default or minimal functionality for this service.

Tip: The concept of service profiles is similar to the service package concept, where the service package is a collection of services and the service data for each of these services.

The GUI as documented in this guide may or may not be fully present, based upon the services and service profiles assigned for you. For example, your company may not support PC video cameras and therefore these settings would not be available for you to change. In addition to video, the service and service profile defines how many Friends you can have, how many callers you can join in an audio conference, and whether you have voice mail enabled.

If you have access to the Personal Agent, you can view the features and options available to you through **Preferences, Services, Service package**.

Friends

Within your address book, you can designate entries as Friends. People that you contact frequently are good candidates as Friends. If you have marked an address book entry as a Friend, then you can see the online presence status for that entry. Just click the **Friends Online** button to see your Friends and their online presence status.

The ability to see another user's presence information depends on whether this service is assigned to you. If you do not have presence support, then you cannot mark any address book entries as Friends. Consequently, you will not see any presence information available in Bell Aliant PC Phone.

Address book

Your personal address book is a list of personally selected user contacts with a finite length. Opening the address book will show all your contacts that you can search or filter by entering search parameters. You can save your addresses for quick call access as well as organize address book entries into groups.

The address book is synchronized across all your network access devices. If you make a change to the personal address book, the change automatically appears on your other network access devices (for example, your IP Phone).

Global address book

The global address book is a list of all existing users in the domain. This list, in your domain, is maintained by your service provider or system administrator. Using Bell Aliant PC Phone, you can search on a user's Username/UserID, Name, First name, Last name, or Phone number. (No information is displayed until a search parameter is entered.) You can initiate a call by double clicking or selecting an entry and clicking the **Make Call** button in the global address book.

Ad-hoc presence subscription allows users to check presence status of people who are not in their Friends list. In the case of contacts that are defined as Friends, no ad-hoc presence subscriptions are required since the user is already subscribed to their friends' presence. For GAB and non-friend PAB contacts, an ad-hoc subscription is created for the lifetime of the Contact Details window. As long as the window is open, the user receives presence updates for that contact. The ad-hoc subscription is terminated when the window is closed.

Presence

The ability to configure automatic presence notifications on Bell Aliant PC Phone depends on whether this service is assigned to you. If you do not have automatic presence support, then you will not be able to use the automatic presence feature.

Presence is how you let other users know your status in the network. Use **Login, Change My Status** to change your presence state. This lets other users know whether you are online or unavailable. You can also set the system to automatically alert others whether you are away from your PC or on the telephone.

Tip: Exiting properly from Bell Aliant PC Phone is important since it updates your presence status in the network. You may experience incorrect presence status until you log back in again or after a time-out period

Proxy server

A proxy server is an application that relays data between Bell Aliant PC Phone and the network. It is responsible for making sure your calls get to your registered access clients. When you connect to the proxy server you need to provide a valid username and password.

The IP address of the proxy server may already be defined in Bell Aliant PC Phone. If it is not, contact your administrator to obtain the proxy server configuration information.

SIP address

When a procedure instructs you to enter an address, it means that you must enter either a telephone number or a SIP address. A SIP address is a unique identifier of users on the IP network. It can either be a username or a phone number in a domain. It has the same format as an email address, for example, jdoe@lab1.org, but it is not an email address. The network can identify where you are and route your calls by tracking your SIP address when you sign in to any Bell Aliant PC Phone or IP Phone. In order to make it easier to place calls, you can store addresses (SIP addresses or telephone numbers) in the address book.

Using SIP addresses allows you to take advantage of the more powerful features of Bell Aliant PC Phone, such as presence.

Trusted user

A Trusted User is a user or a contact that you trust. Sharing sessions (like File Transfers and Whiteboard sharing) from Trusted users are accepted without doing the Accept action. Trusted users are configured on per-Contact basis. In the Address Book each contact has the Trusted user checkbox on the Contact Details page. The feature is available when at least one of the Client Collaboration services is enabled for a user. When collaboration service is disabled the Trusted user checkbox is not displayed on the Contact Details page. Trusted users settings are stored locally in Bell Aliant PC Phone in the Address Book.

Acronyms

This guide uses the following acronyms:

bpp	Bits per pixel
CODEC	coder/decoder
COM	Component Object Model
C20	C20 Converged Softswitch
DND	Do Not Disturb
DSL	Digital Subscriber Line

FPS	Frames Per Second
GUI	Graphical User Interface
IM	Instant Message
IP	Internet Protocol
IPCM	Internet Protocol Client Manager
ISDN	Integrated Services Digital Network
MWI	Message Waiting Indicator
LAN	Local Area Network
NAT	Network Address Translation
PSAP	Public Safety Answering Point
PSTN	Public Switched Telephone Network
SIP	Session Initiation Protocol
SSL	Secure Socket Layer
URL	Universal Resource Locator (internet address)
USB	Universal Serial Bus

Appendix B: Hardware notes

Topics in this section include:

- "Compatible video cameras and headsets"
- "Compatibility with the client application"

Compatible video cameras and headsets

Bell Aliant PC Phone requires video cameras that capture video in RGB-24, I420, or UYU2 video format; the majority of USB 1.x web cameras meet these requirements.

Bell Aliant makes no recommendation or statement of compatibility about which cameras and/or headsets work with Bell Aliant PC Phone on an individual user's PC.

Issues that may influence the operation of a camera are

- hardware revision of the CPU, CPU chipset, and motherboard
- software revision of CPU chipset and motherboard device drivers
- release and revision of the Windows operating system
- hardware revision of the camera
- software revision of the camera drivers
- the presence of other user-installed devices, USB or otherwise, which were previously installed on the user's PC. Other devices may cause issues whether they are still present or not.
- the installation of other software packages on the user's PC

Compatibility with the client application

Ensuring compatibility of the camera with Bell Aliant PC Phone is critical. Compatibility is usually indicated by successfully installing the camera, seeing the camera recognized by the client application, and proper behavior of the Bell Aliant PC Phone during and after several video telephony phone calls.

The following guidelines are recommended:

- Evaluate the camera in person before purchasing.
- If multiple computers with different versions of the Windows operating system are going to be used with the camera, evaluate the camera on all operating systems before purchasing.
- If multiple computers with different hardware configurations are going to be used with the camera, evaluate the camera on all hardware configurations before purchasing.
- Before installing a camera on a computer, always visit the camera vendor's web site for updated camera drivers, and use the updated drivers if available.