Communicator User Manual

Full manual

T Business

1. What is T-Mobile Communicator?

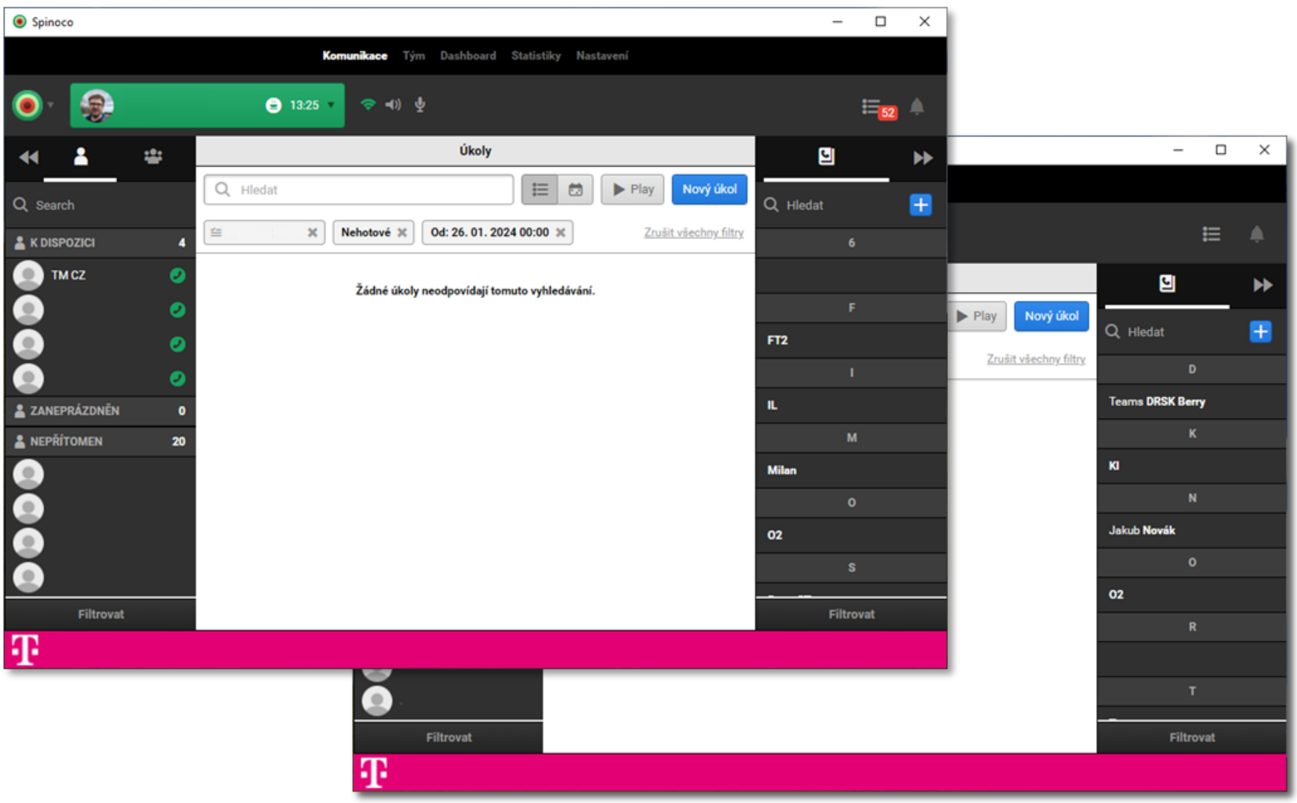
The Communicator application provides end users with a software phone for mobile phones (Android and iOS) and computers (Windows, Mac, Linux). Enjoy the freedom to access your service from almost any device.

The communicator has a number of features that you will appreciate:

- **Access from any device:** you can use all Virtual PBX voice services from any device - desktop, laptop or mobile.
- Information about received, made and missed calls.
- **List of colleagues and their current status** - available, busy or absent.
- **The service settings** are synchronized with the software on your Communicator as soon as you log in.
- **High resolution voice** - voice calls are in the highest voice quality.
- **Chat including file transfer** up to 20 MB in size. Attachments are included in the chat.
- **Phone book** of your company's clients.

How can you activate it?

The user interface can be downloaded to your Windows, Linux or macOS PC via a link from [https://hlas-navody.t-mobile.cz/info/communicator.](https://hlas-navody.t-mobile.cz/info/communicator) Here you can also find a QR code to download the apps to smart phones from the Google Play store (Android) or App Store (iOS). Once installed, a single user login is all that is required to access the Virtual PBX system across all devices. For a detailed description of activation, please refer to the following chapters.



Example screen of the desktop version of the application:

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2. Activating login using two-factor authentication

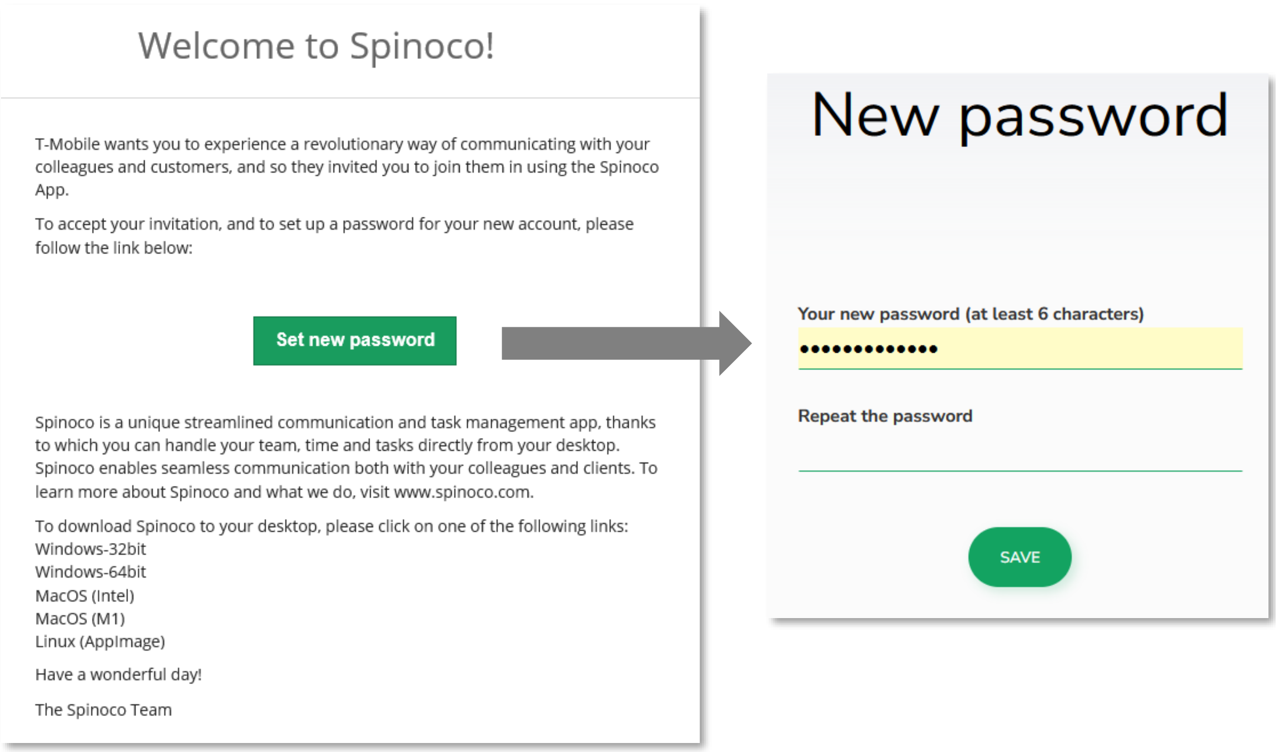
The app is brought to you in cooperation with Spinoco, so communication and logging in from their domain.

To log in using two-factor authentication, the first time you log in, you must complete the following steps:

1. Password settings
2. Activate two-factor authentication
3. Login with two-factor authentication

3. Password settings

After creating an account, the user will receive an email with a link to set a password for the Communicator environment. In this email, press the "Set Password" button.



When you press the button, you will be taken to a web page where you can set your password. On this page, fill in your password twice and use the "Save" button to set it.

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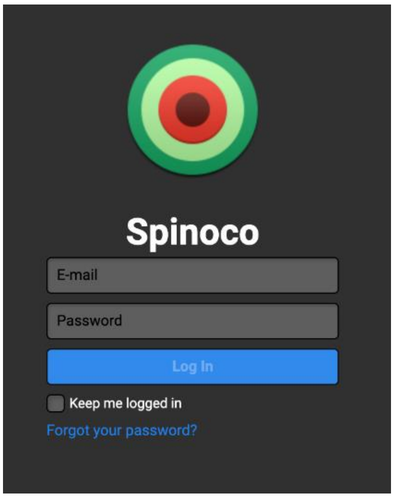
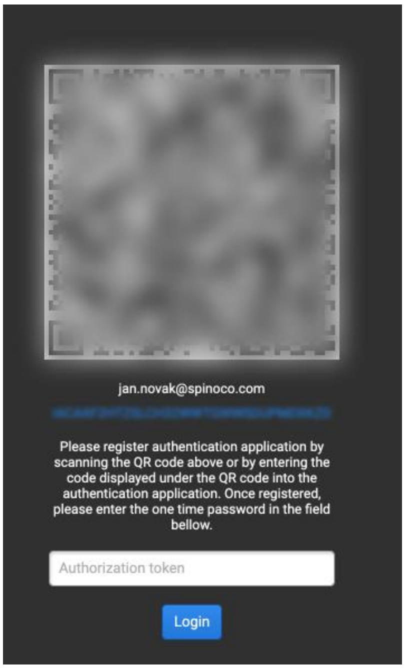
4. Activate two-factor authentication

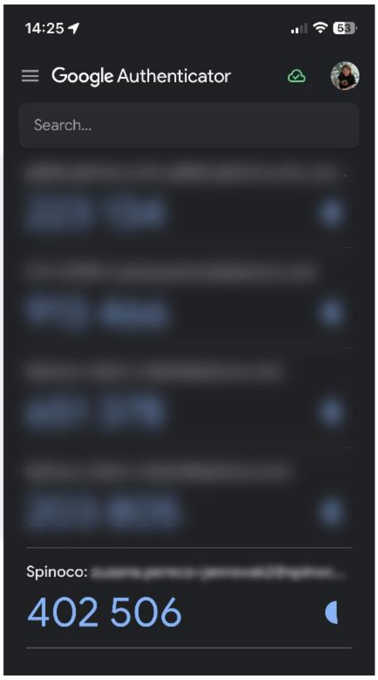


To proceed, install the Communicator app on your computer or mobile phone. Use the link/QR code on https://hlas-navody.t-mobile.cz/info/communicator. At the same time, install the authentication app on your smartphone. You can use Google Authenticator or Microsoft Authenticator, both available on Google Play (Android) or the App Store (iOS).

The first time you open the Communicator app, you will be prompted to enter your email and password. Here, enter your email address and the password you have just set. Then press the "Log In" button.



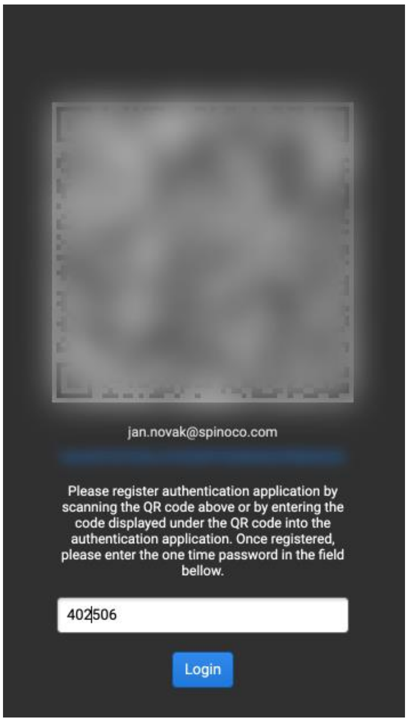
Before the app will allow you to log in for the first time, it will require you to activate two-factor authentication. You will see a QR code on the screen as well as a text code. Both can be used to activate authentication, according to your preference.



Open your authentication app, and scan the QR code in the Communicator app (or enter the blue code) to link the Communicator to your authentication app.

Once the code has been successfully scanned, an authorization token will be available directly in the authentication application.

Use this authorization token to enter the Communicator application and press the Login button.

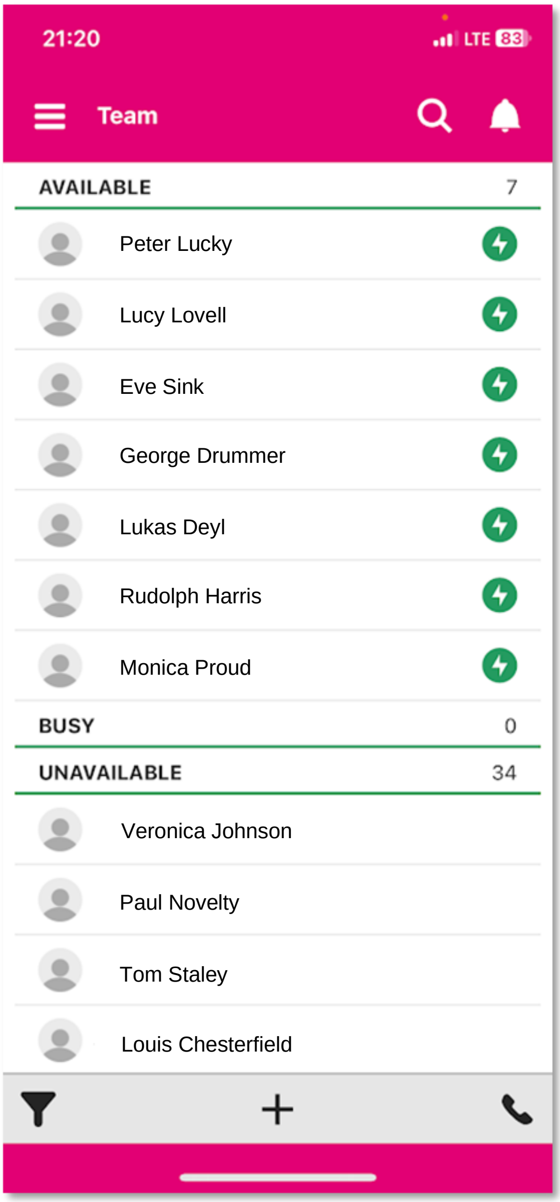


You are now successfully logged into the Communicator app and your two-factor authentication is active.

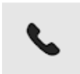
The next time you log in, if the authentication token expires, you will only need to enter the code from the authentication app.

5. Working with the mobile application

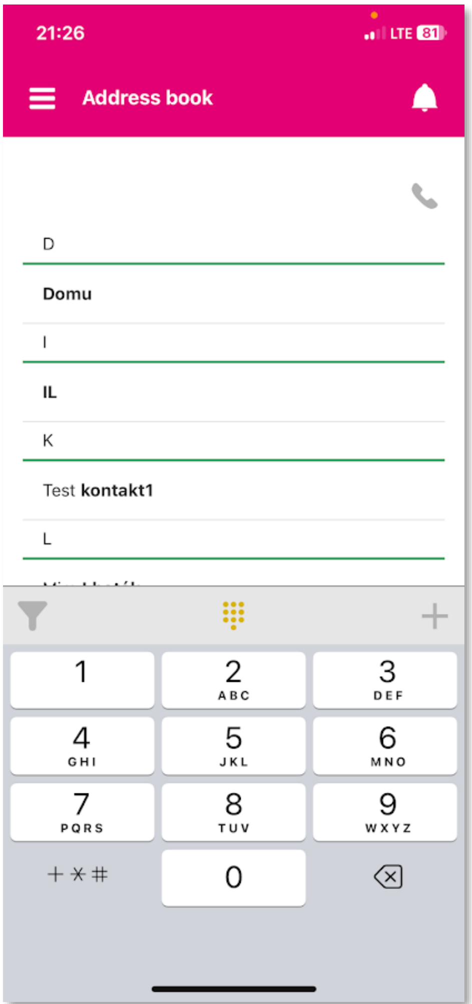
When you launch the app, a basic screen will appear with the names and statuses of your teammates. Use the buttons on the bottom bar to activate other functions.



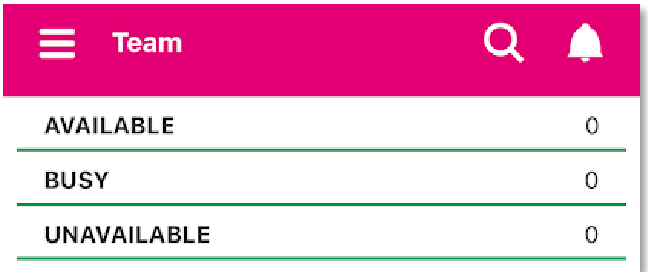
Use the funnel symbol to filter your team or group by the login status of your colleagues in the system.

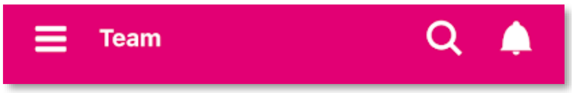


Use the phone symbol to dial a phone number. From the address book or directly using the number keypad (dialpad).



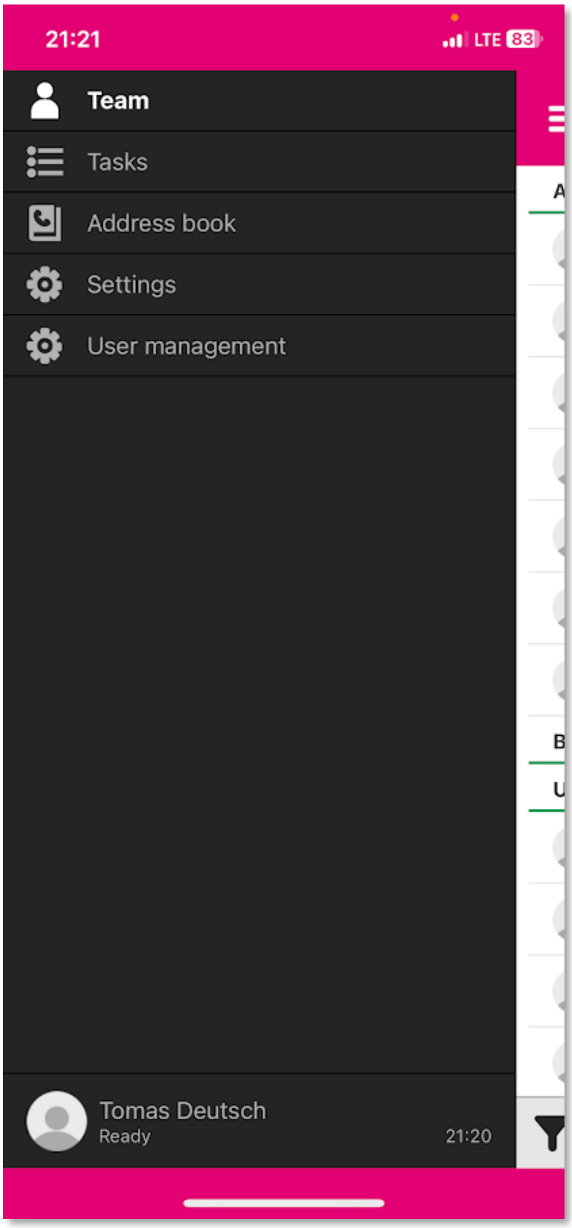
Example of grouping according to the login status of your colleagues in the system:





To enter the menu, press the "hamburger" menu button (three commas above each other) at the top left of the screen.

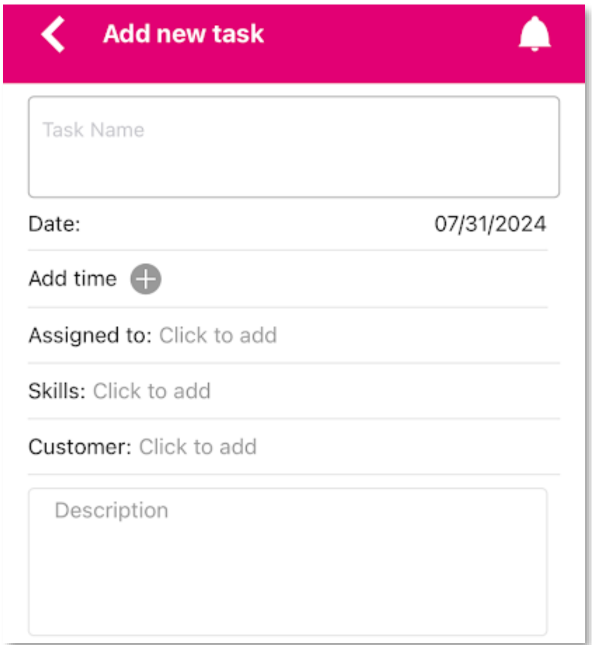
Use the menu to select individual screens.



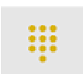
By selecting "**Team**", you will be taken to the home screen where the names and statuses of your colleagues are displayed. You can chat with them or make a phone call.

The "**Tasks**" menu shows your tasks or the tasks of your team. Using the plus symbol you can add another task including the date and time when it should be completed.

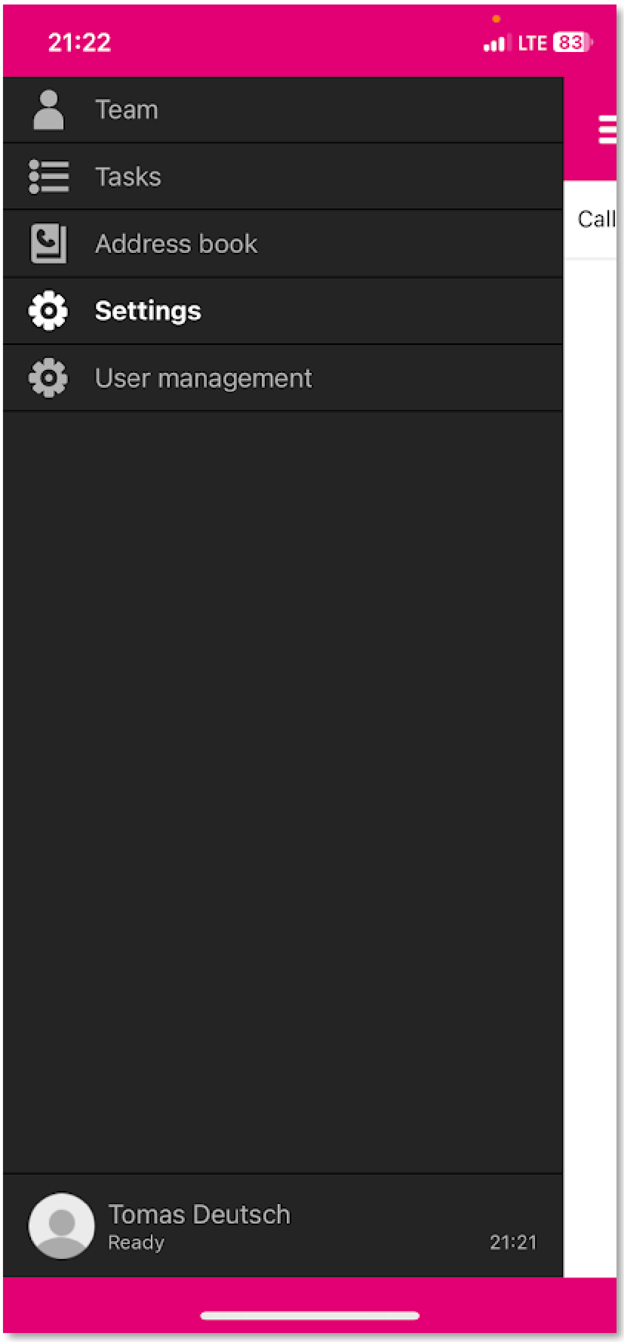
You can assign the task to teammates, by name or **skill**, and add the name of the customer the task applies to.

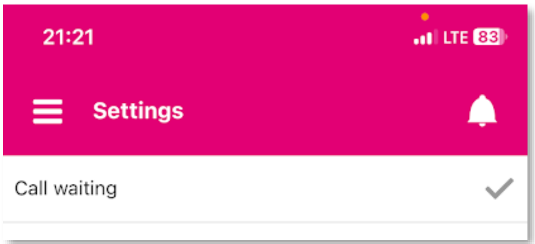


From the "**Address Book**" menu, you can call contacts or add additional names using the "Plus" symbol.



This symbol (dial pad) brings up the keypad to dial any number.



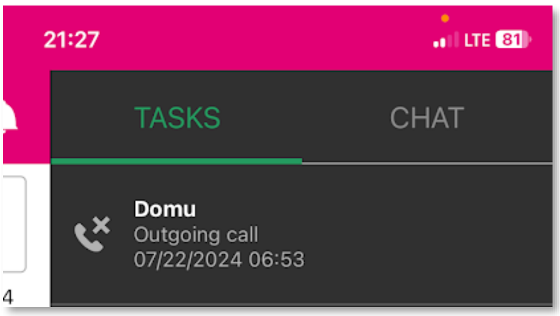


In the "**Settings**" you enable a second call waiting or when you hang up, the user calling you will hear the information that it is busy.

In the "**User Management**" menu you can see all the Communicator users.

Change your condition:
After activating the menu, you can tap on your name at the bottom to change your status as seen by your colleagues: 'Ready' or 'Going offline'.

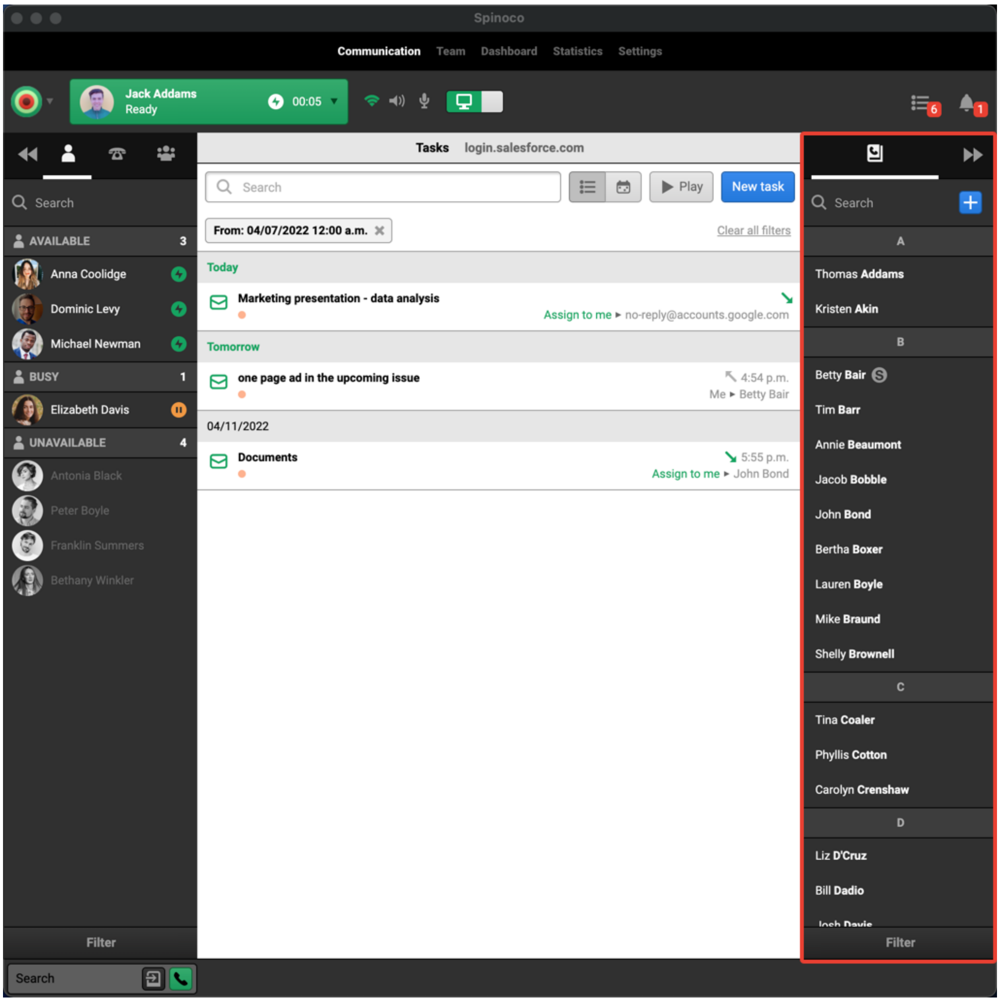
If a number appears next to the bell symbol in the top right corner of the screen, you have a missed call or a new chat. When you press the bell, you can call the missed call or respond to the chat.



To cancel the notification, select "**Mark all as read**".

6. Working with a desktop application

6.1 How to call a client / external contact

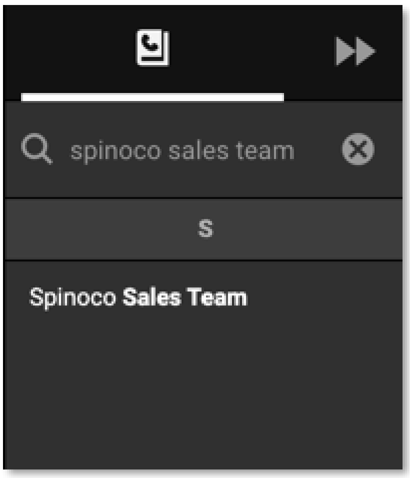


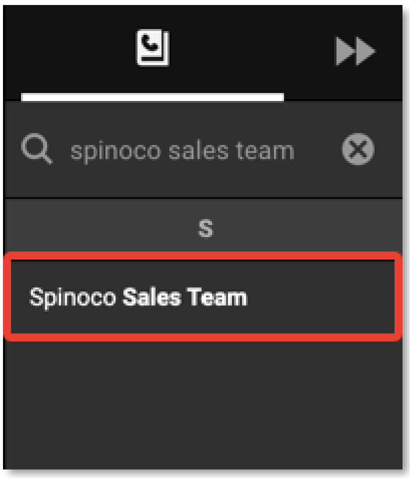
To call an external contact (i.e., a client or other contact who is not on your team), use the Communicator shared directory.

You can search the address book for existing contacts or create new ones.

You can search for existing contacts based on various parameters. Most commonly by common information such as contact name, phone number or email.

For example, a search by name (in this case Spinoco Sales Team) might look like this:

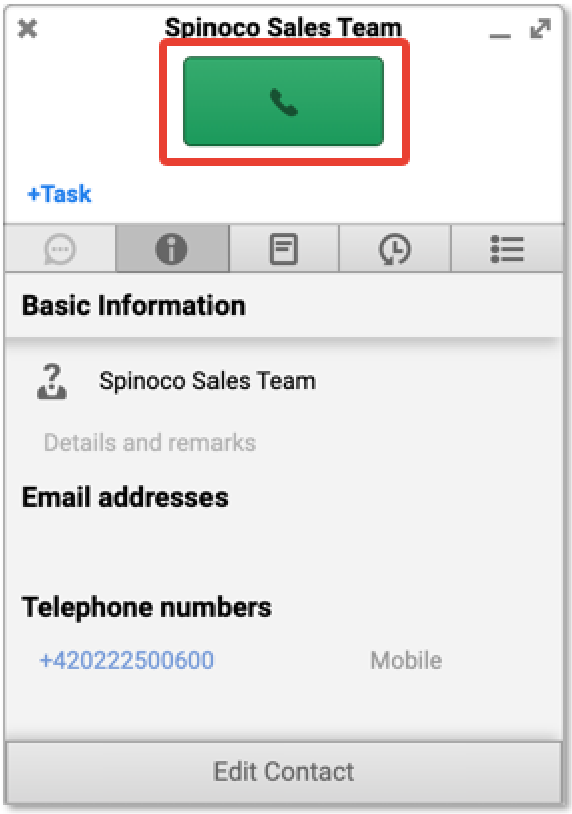


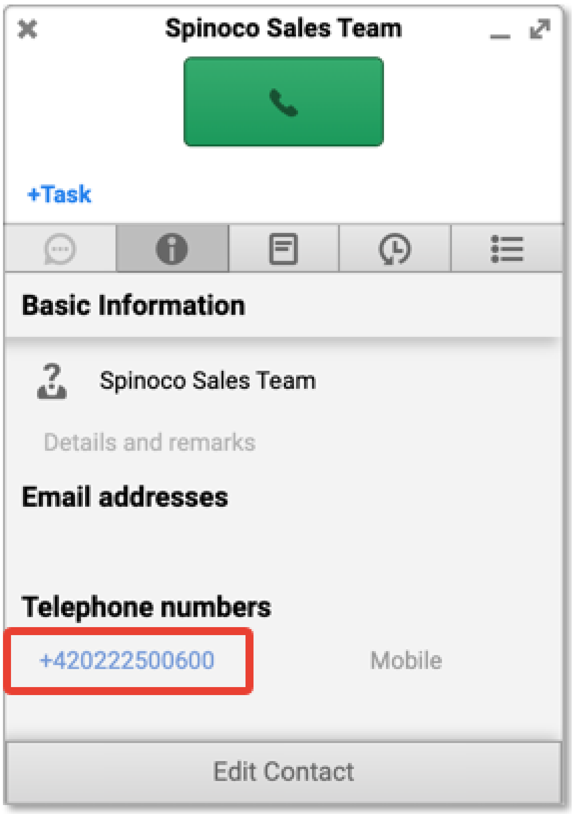


Once you've found the contact you're looking for, click the contact's name in the address book to open their communication card.

There are two ways to dial a call from a communication card.

1) If you want the application to select the best way to reach the contact, click on the large green button with the handset icon. This is the most common way to dial the first phone number in the list of client information. If the contact has an account linked to their linked to his email address, you will reach him directly at his Communicator account.





2) Your second option is to choose a specific phone number to call the contact. This is particularly useful when you need to choose from several phone numbers that a given contact has. Clicking on the number will immediately start dialling the call.

Once you have completed step 1 or 2, you will immediately start dialling your contact. Enjoy the call!

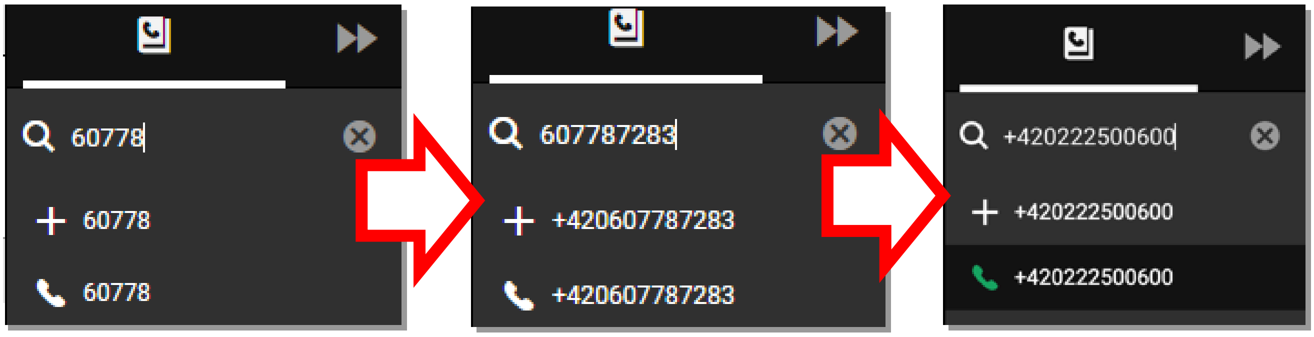
6.2 How to dial a new phone number quickly

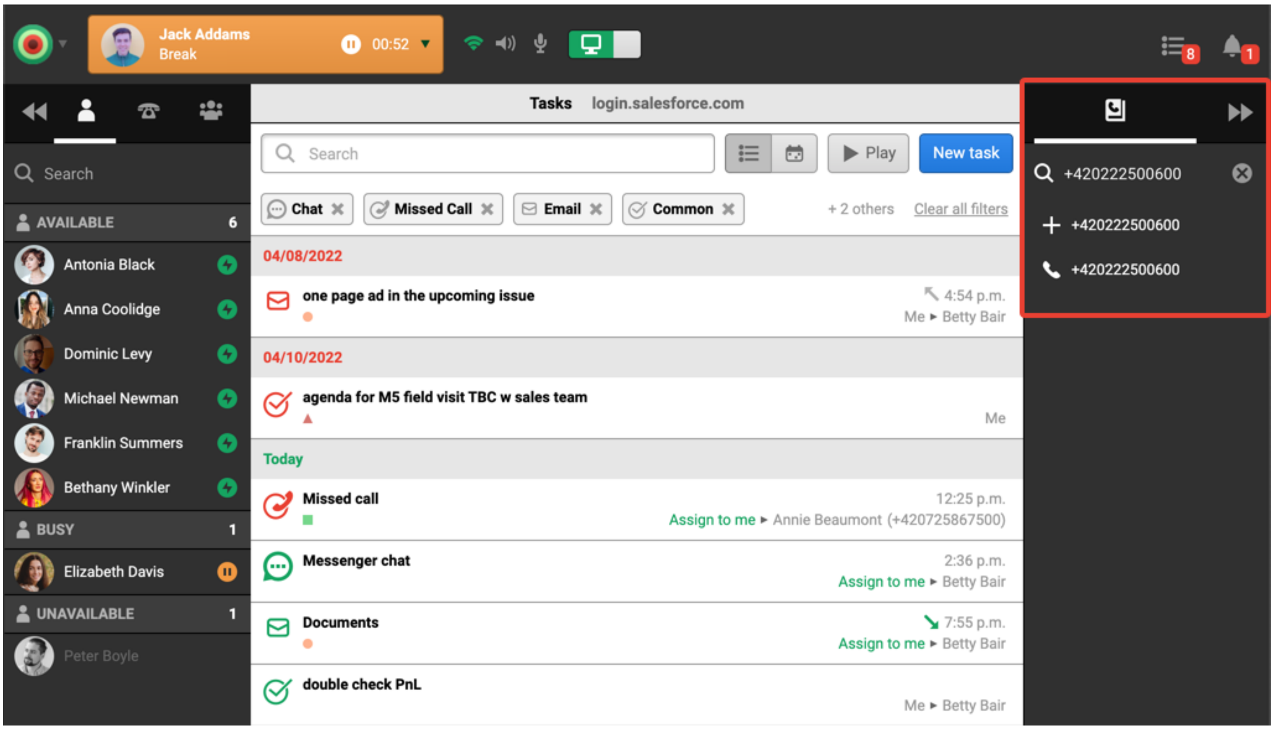
Sometimes you need to quickly dial a phone number, that you have never called before and is not yet stored in your Communicator address book.

Dialling such a phone number in Communicator is easy.

First, enter the number into your Communicator address book.

If the country of the phone number matches the default settings of your agent profile, you can enter a phone number without an international area code. Otherwise, enter it with the international area code.



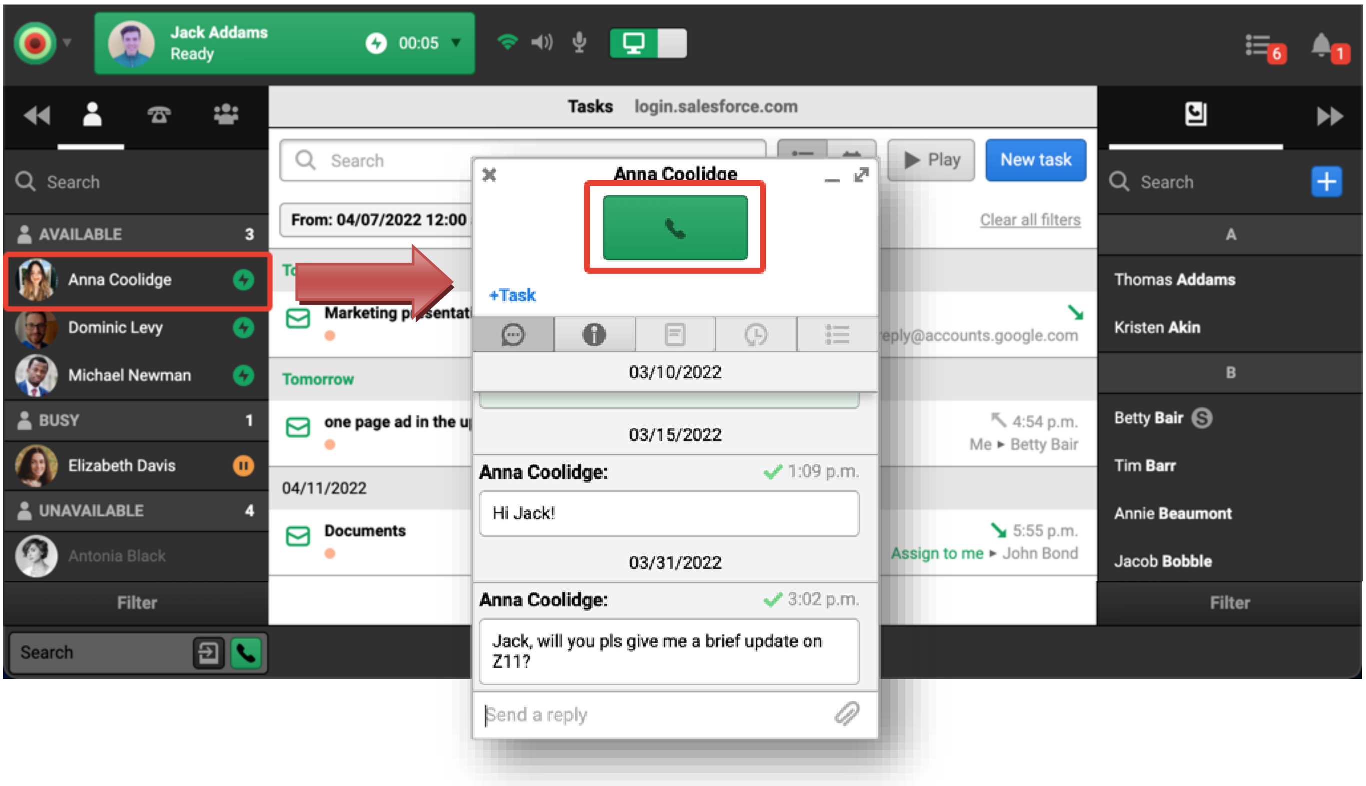


Once you enter a valid number, the directory will offer you the option to either create a new contact with the phone number or dial the phone number.

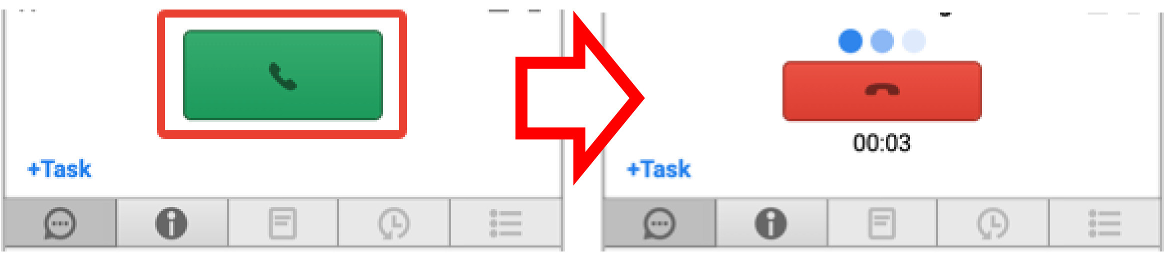
To start calling the phone number immediately, click the handset button.

6.3 How to call a colleague

To call one of your Communicator colleagues, click on their name in the list of available colleagues on the left.



Once you select a colleague, their communication card will be displayed. Here, just click on the big green button with the handset icon.



Once you click on it, you start dialling your colleague. Enjoy the call!

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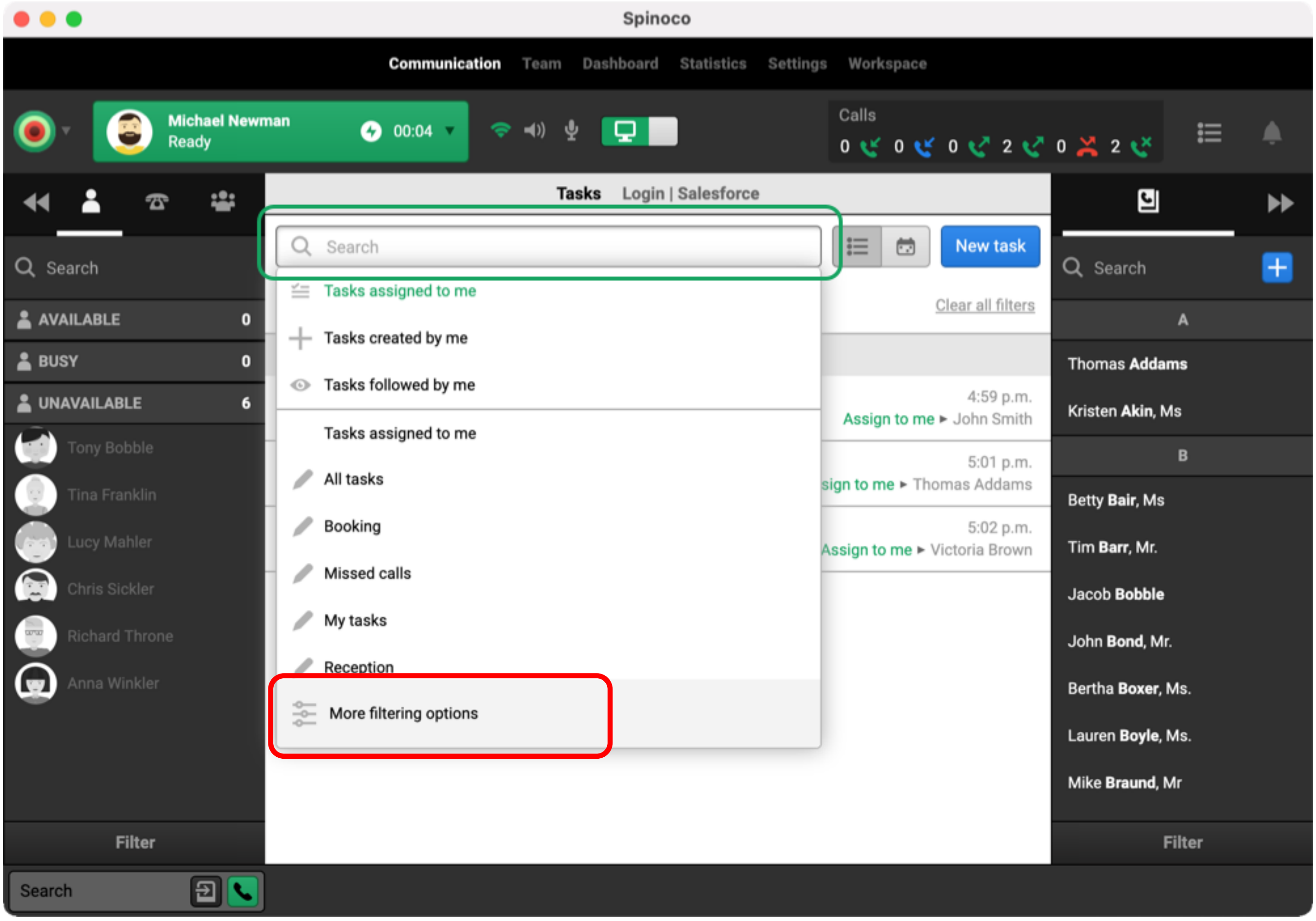
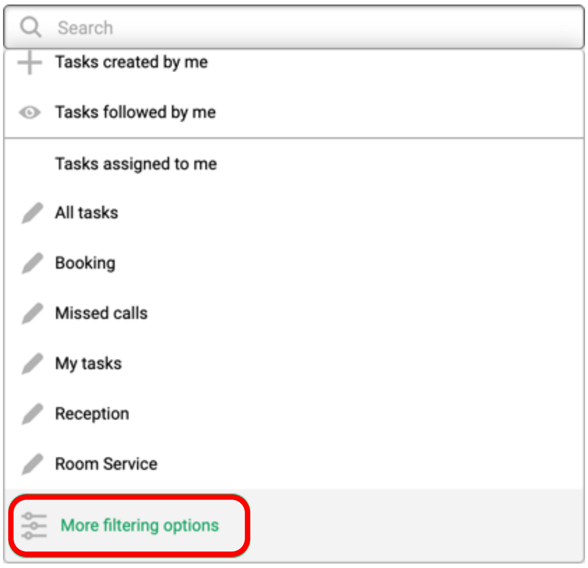
6.4 Missed call filtering

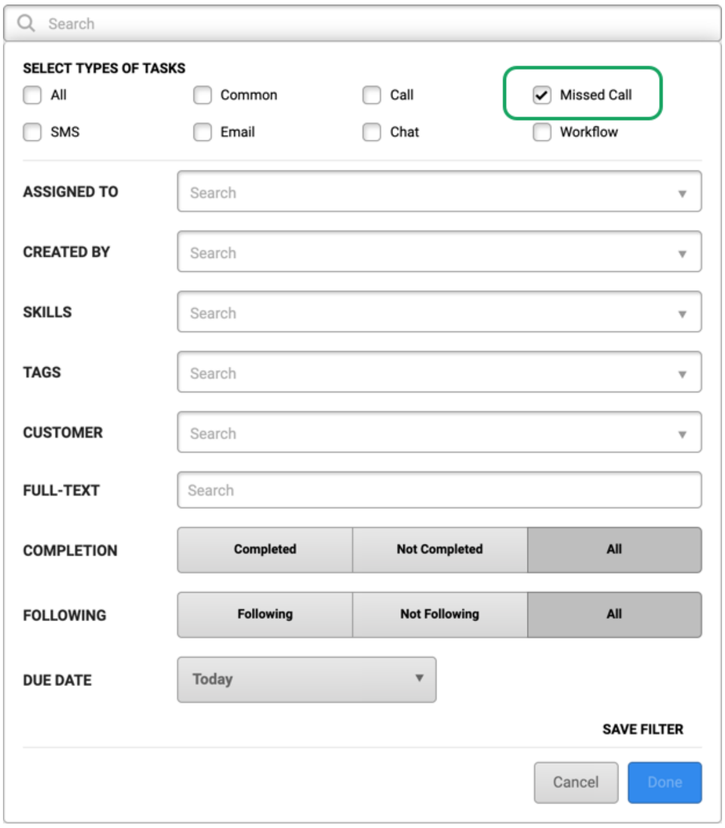
1) In the communication screen of Communicator, click **Search**

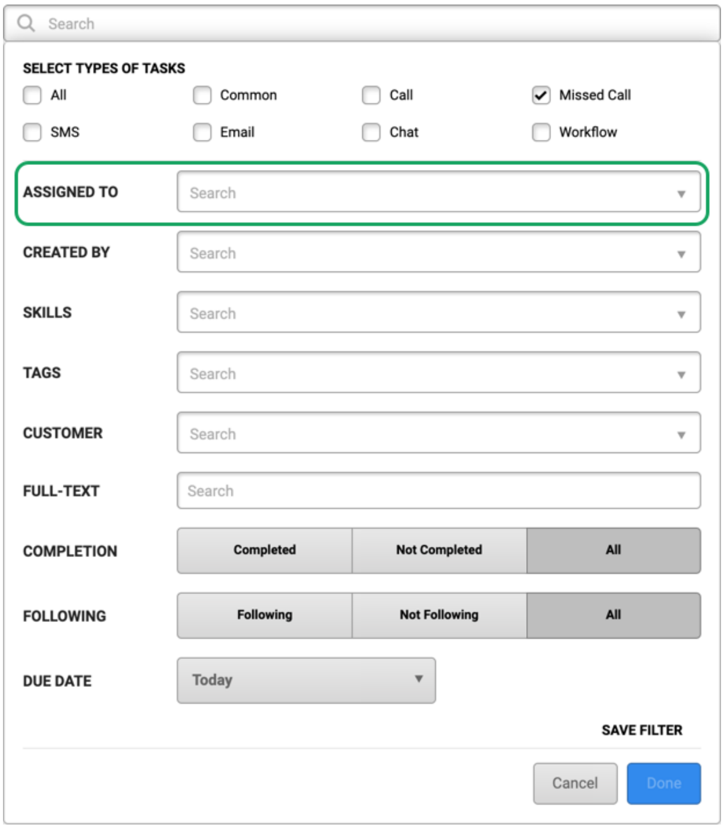


2) At the bottom of the dialog, select **More filtering options**



3) In the open filter dialog, in the top **Select Task Types** section, select only the **Missed Calls** option.





4) In the **Assigned** field, select the user whose missed calls you want to filter. If you want to see all missed calls (i.e. both unassigned and those assigned to all colleagues), leave the field blank.

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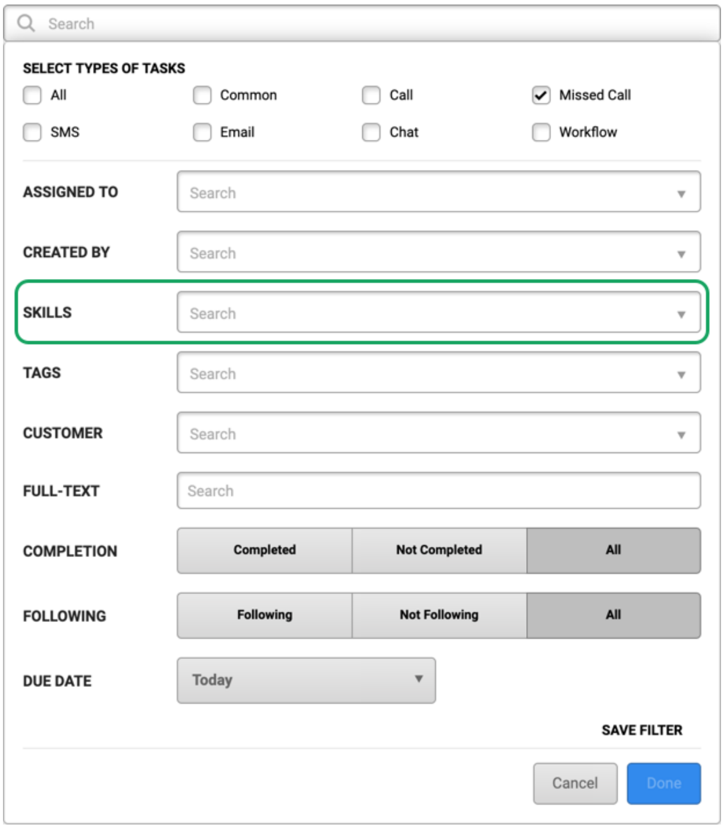
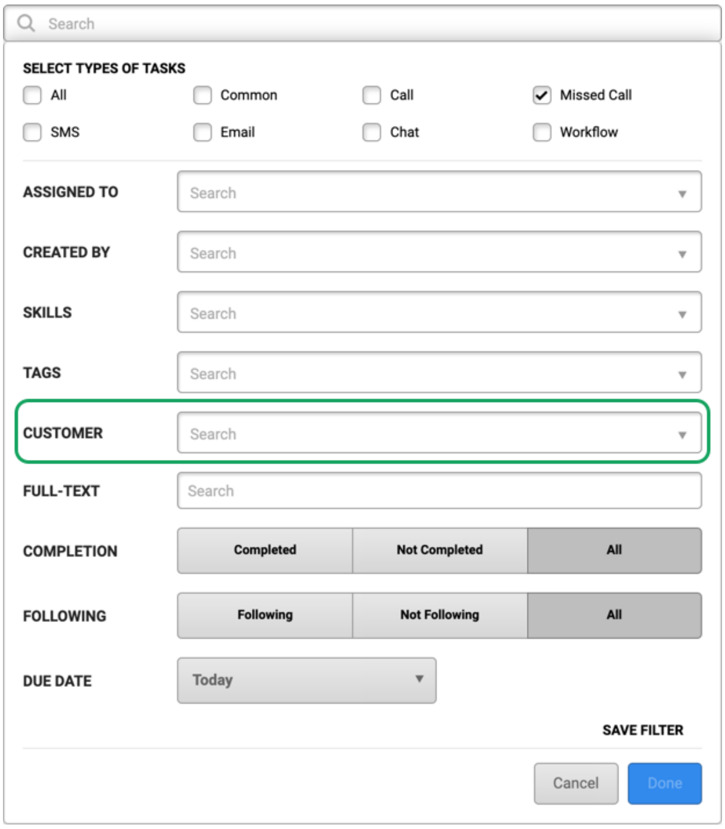
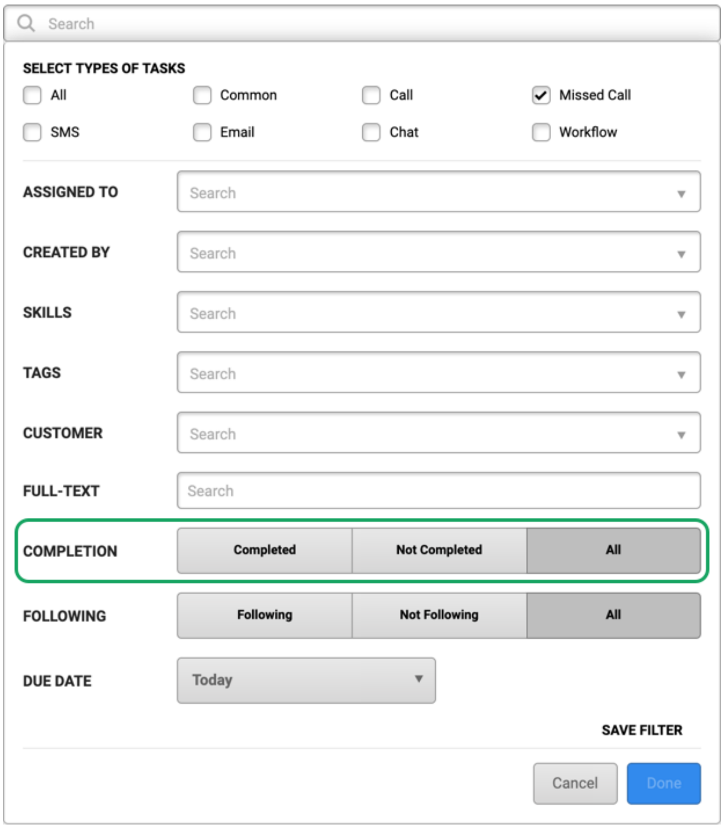


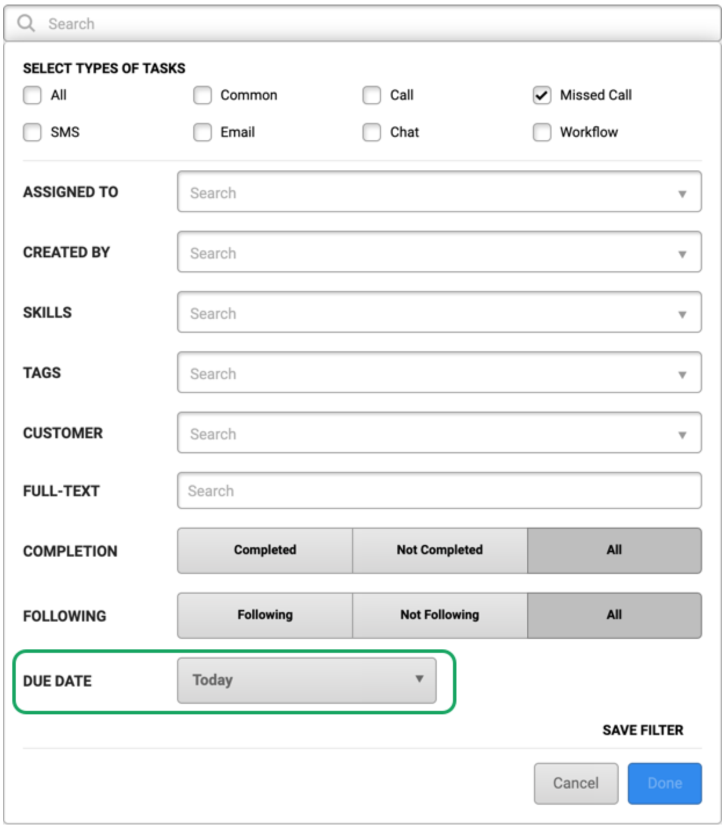
5) In the **Skills** field, select those skills,for which you want to view missed calls. Typically, these are options for e.g. teams or languages. If you want to see all missed calls that you have access to, leave the field blank.

6) If you are only interested in the missed calls of specific clients, you can select these clients in the **Customer** field. If you want to see all missed calls without client specification, leave the field blank.



7) To find only pending (i.e. not yet resolved) missed calls, select Pending in the **Finished** section. To see the resolved missed calls, select Done. If you are interested in both resolved and pending missed calls, select All.



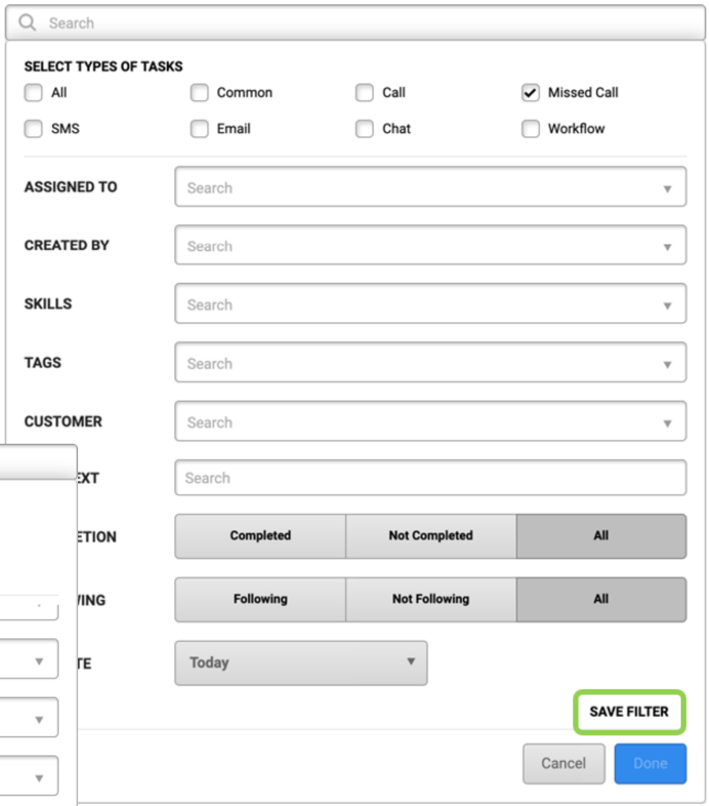


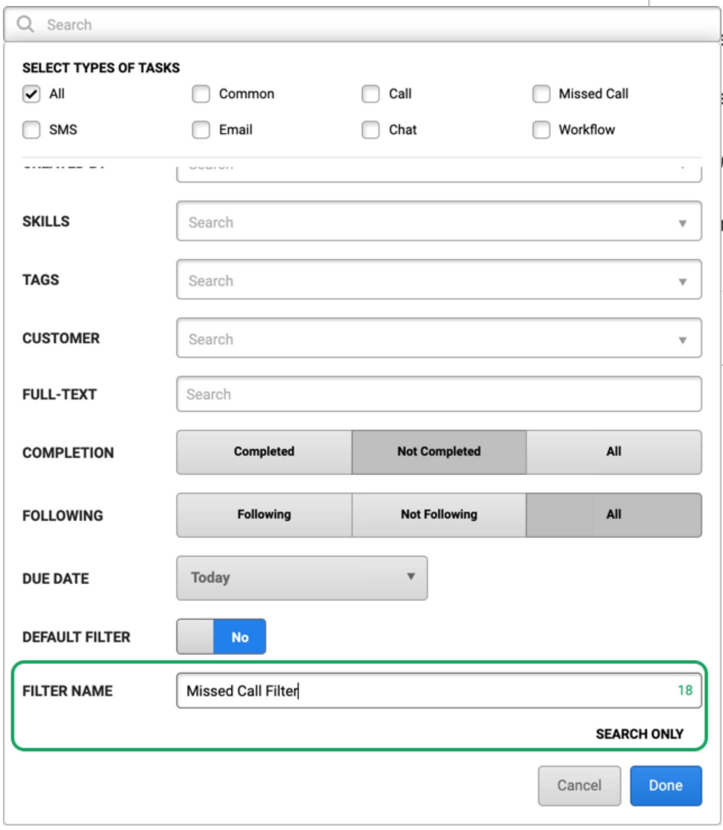
8) In the **Date** menu, select the date, from which you are interested in missed calls.

9) To save your selected filter for reuse, select the **Save filter** option at the bottom of the dialog.

10) Choose a name under which you can next find the filter.

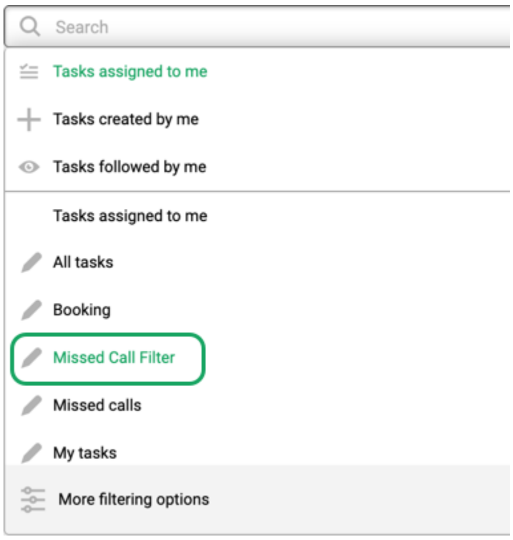
11) To save the filter, click the blue **Done** button at the bottom of the dialog.





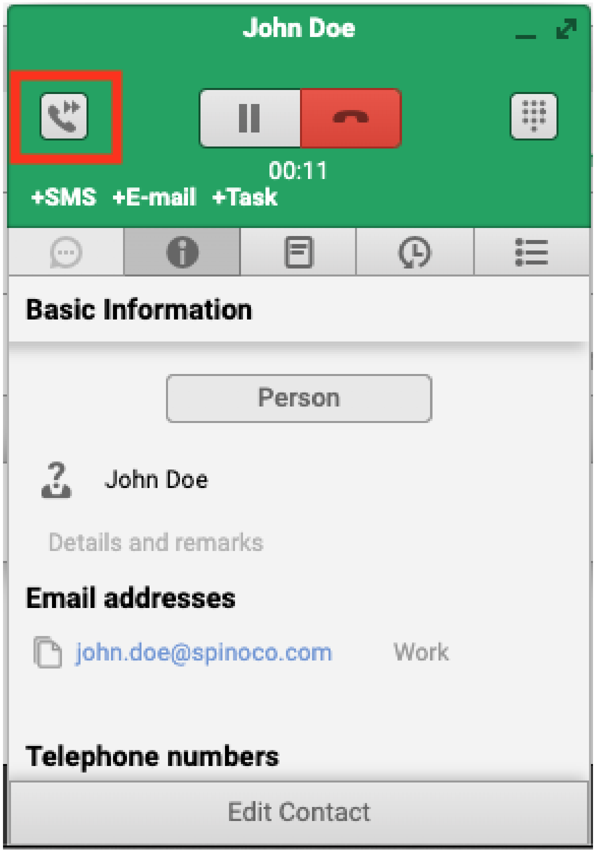
12) To apply the filter, again select **Search** directly from the communication screen and select the filter you just created from the saved filters.

13) After clicking on the selected filter, you will then see the missed calls that match it directly in the communication screen.

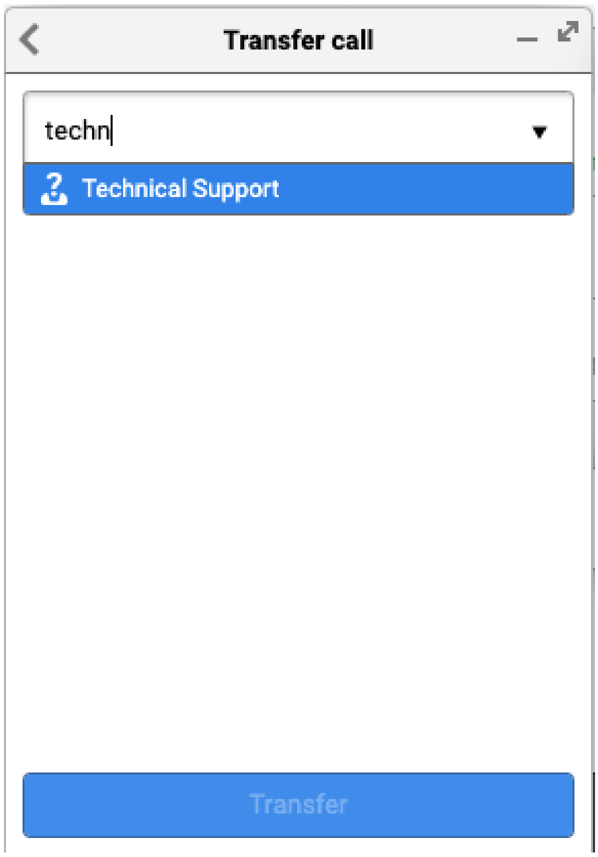


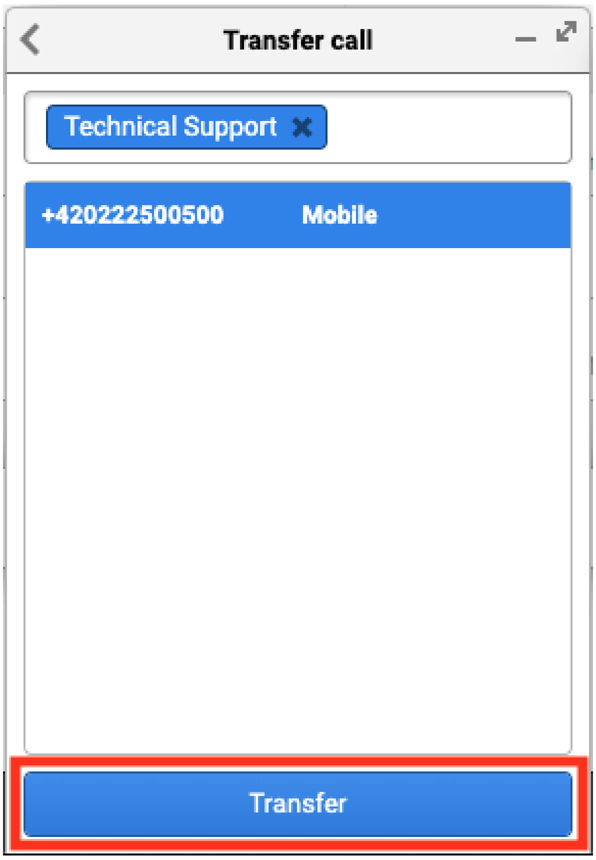
6.5 Transferring a call without consultation

1) When an incoming call is connected, click the call transfer button.

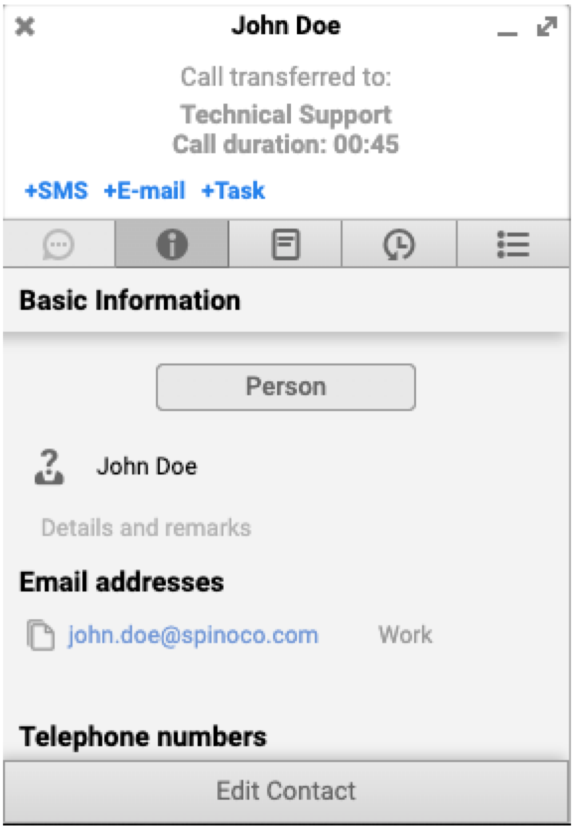


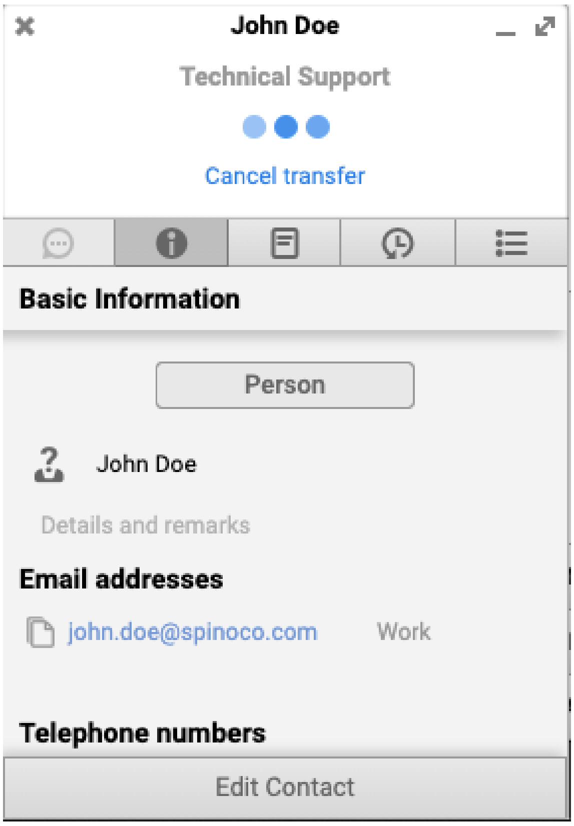
2) In the field that appears, start typing the name or number of the contact you want to transfer the call to. Select the appropriate contact and phone number. Then click the Transfer button. The phone number or contact you are transferring to must be saved in the Communicator application. You can also transfer to another user within the application.





3) The window then displays the status of the reconnection.
If the contact is busy or refuses the call, the call is returned to you. If the contact does not answer the call, you can manually pull the call back by clicking the "Cancel Transfer" button.

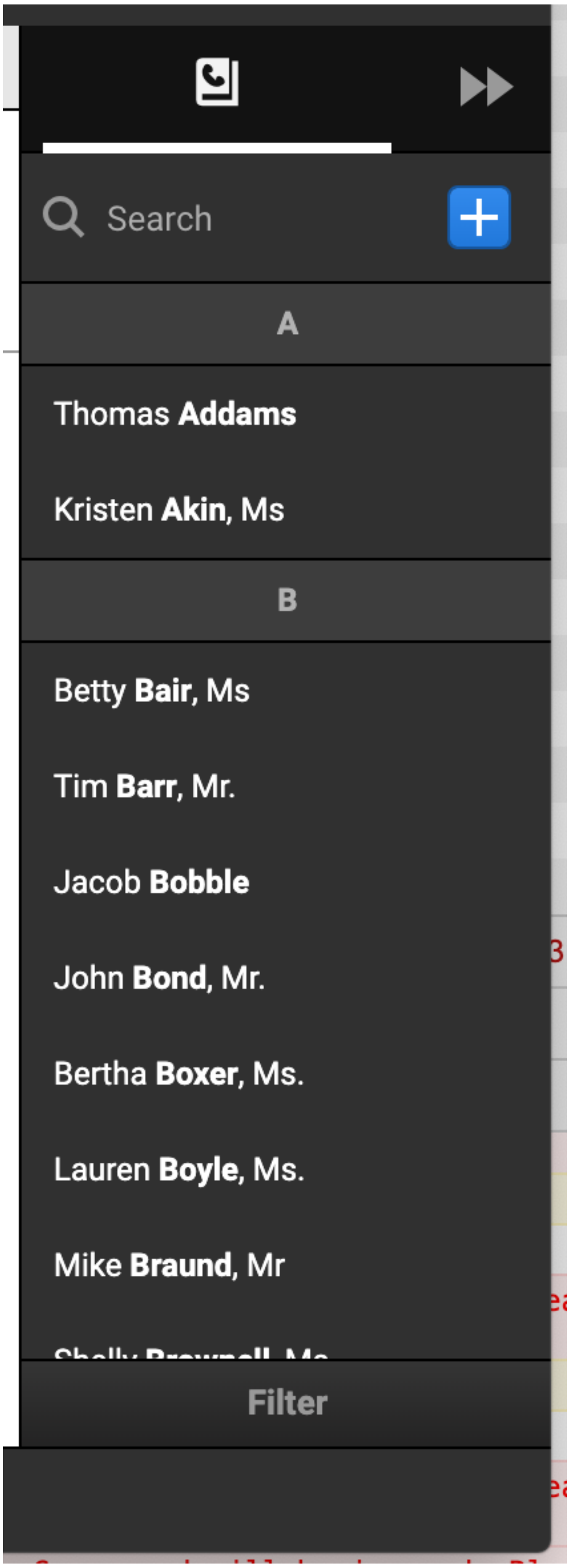


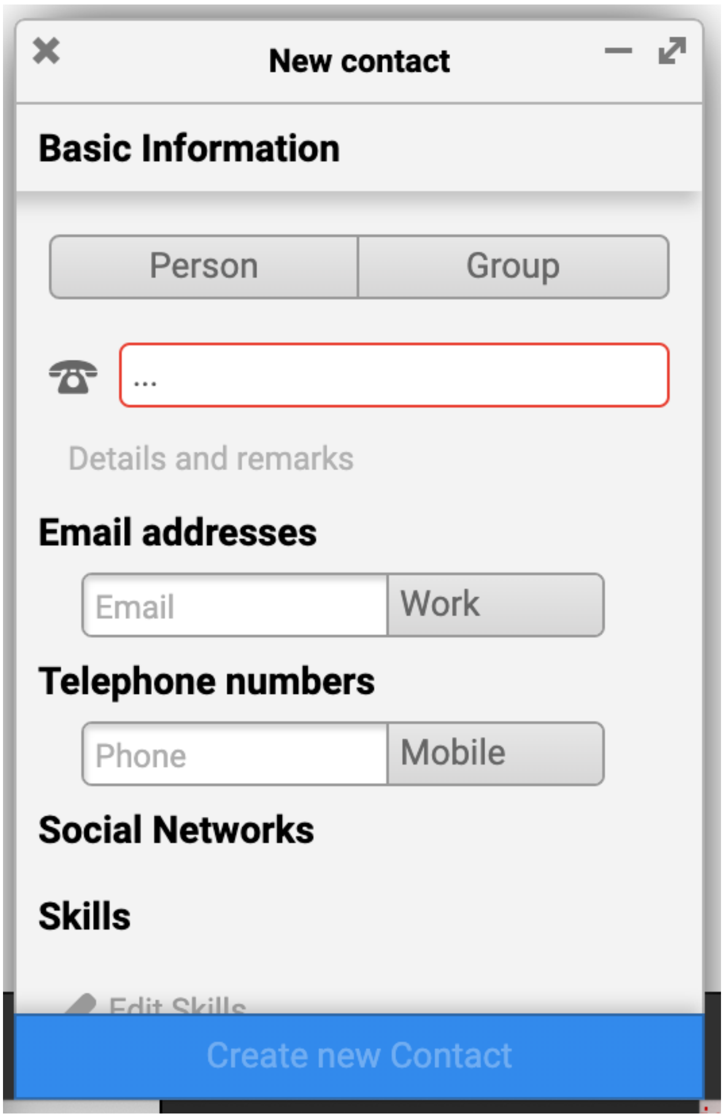


4) If the connection is successful, you will receive a call forwarding confirmation.

6.6 Creating a new contact in Communicator

1) In the Communicator directory, click on the blue button





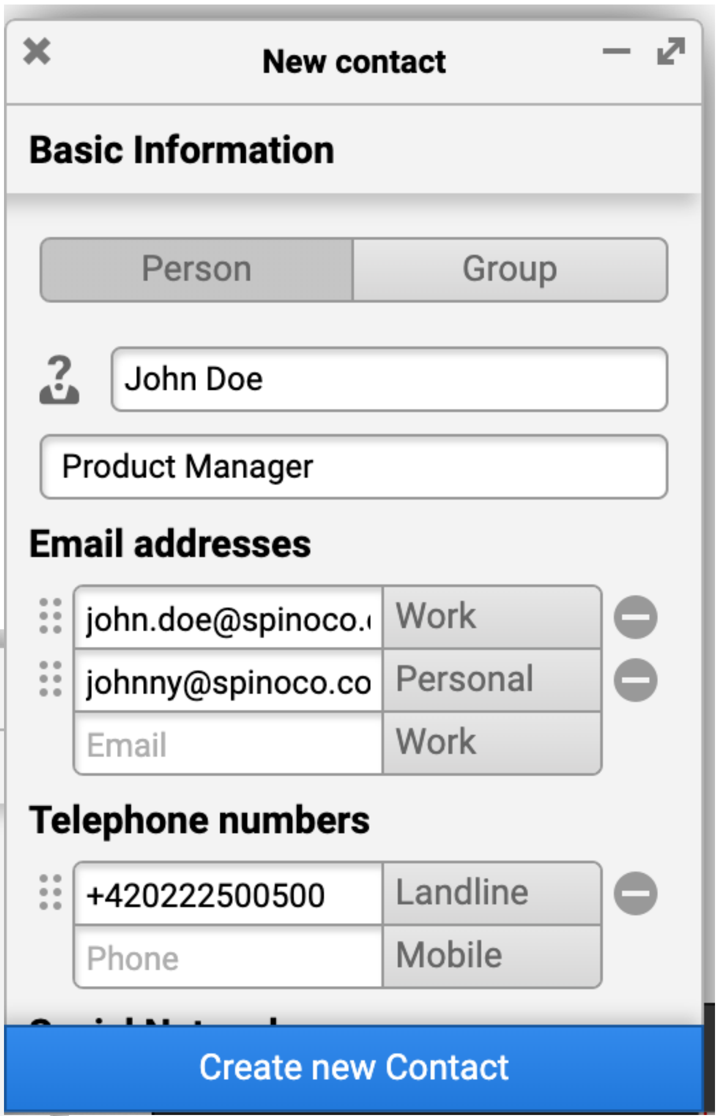
2) In the newly opened window, fill in the relevant contact information.

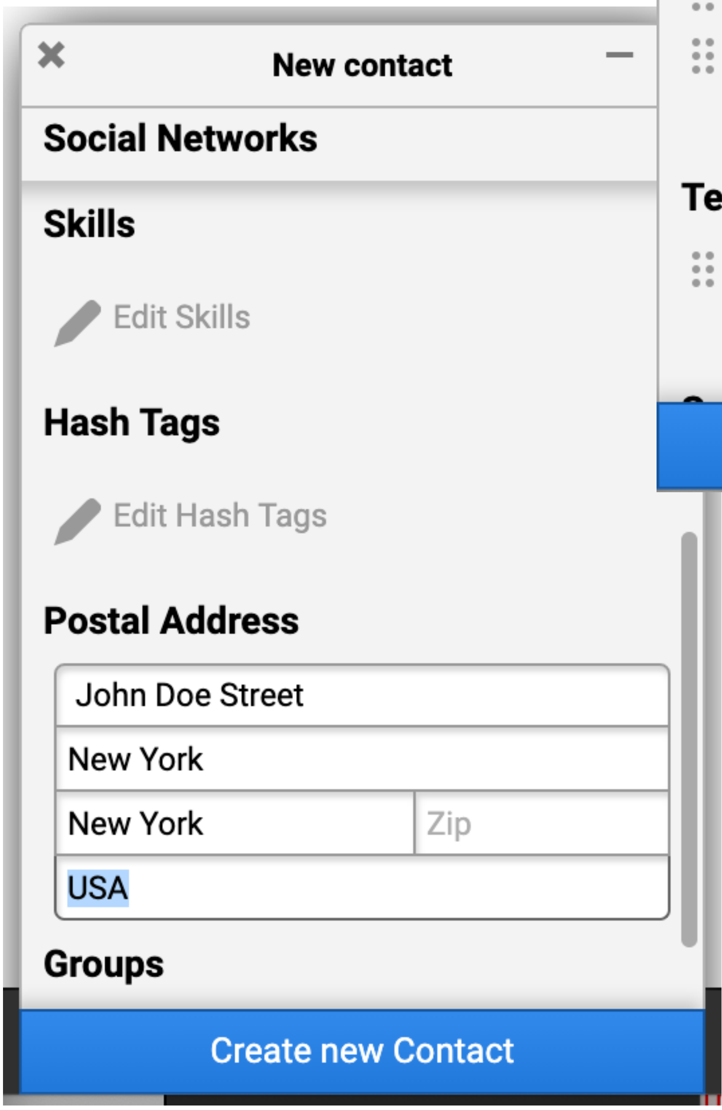
3) Select whether it is a Person or a Group (e.g. a company contact under which you will further assign other contacts).

4) Name the contact

5) Add relevant details and designations, such as job title.

6) Add contact information such as email and phone number. You can also select several different contact details.





7) Select skills, hashtags or groups for the contact to further classify it.

8) Click **Create New Contact** and you're done!

7. Technical requirements:

The technical information is valid as of the revision date of the manual - 2024-08-01:

Supported OS:

- **Windows versions 10 and 11**
  (Microsoft's official support is currently for versions 10 and 11)
- **MacOS – version 11, 12, 13 and 14**
  (Apple's official support is currently for versions 12, 13 and 14)
- Linux - all distributions that support AppImage as of 2022
- **iOS - versions 16 and 17**
  (as per Apple's official support)
- **Android** - versions 11, 12, 12.1, 13 and 14
  (always at least the last 4 versions)

The app does not support tablets.

Recommended firewall settings:

The following IP address blocks need to be enabled on the FW:

- **31.186.190.0 / 24**
- **31.186.191.0 / 24**
- **31.186.188.0 / 24**
- **193.138.78.0 / 24**

The above address blocks are protected within the TMCZ network by a firewall and multiple security perimeters and are fully trusted.

On the customer's side of the network, access from the public Internet must be allowed on these ports:

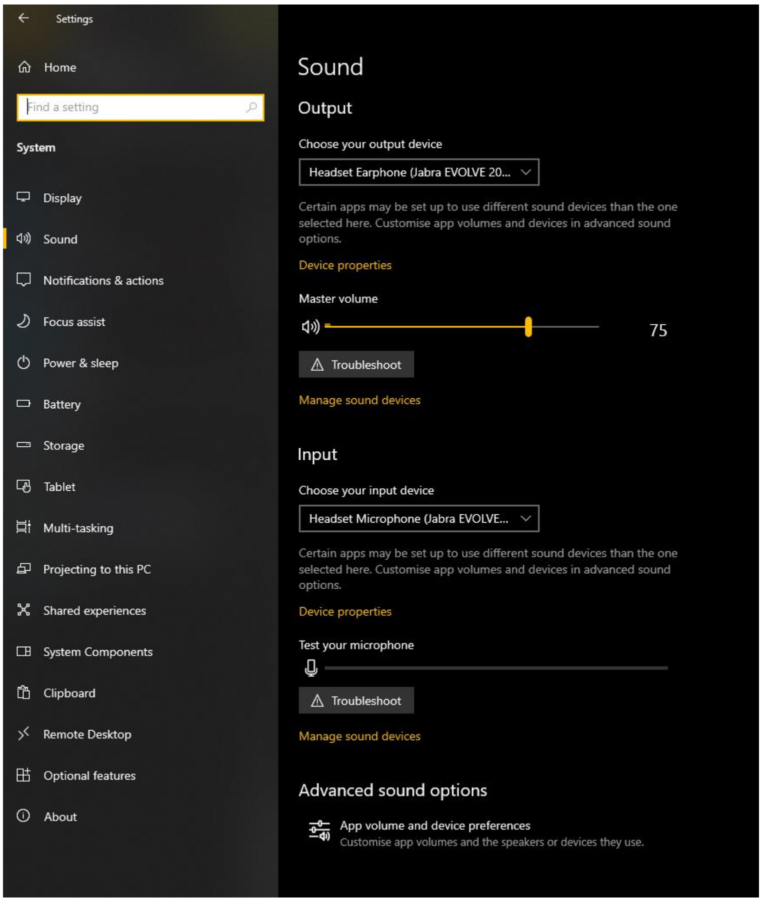
- **STUN: UDP/TCP port 3478**
- **STUN TLS: TCP port 5349**
- **S/RTP, S/RTCP: UDP ports 10000 - 20000**
- **HTTPS: TCP port 443**

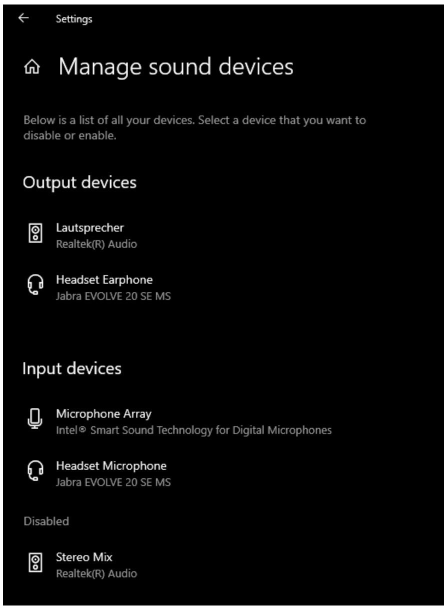
For the desktop version of the Communicator application, a connected and functional internal or external microphone and speaker is required. Bluetooth handsfree, bluetooth or other wireless and wired headsets with microphone can be used.

The provider's **outgoing data** bandwidth **required for 1 communicator** is variable depending on the content being transmitted. The maximum is **96 kbps** (along with the bandwidth, the sampling rate is dynamic, 48 kHz and only tells you what the maximum is supported). The minimum capacity - the speed including data overhead for a max. number of calls in 1 location is therefore a multiple of the number of communicators and this max. required speed (data sent).

7.1 Input and output audio device settings

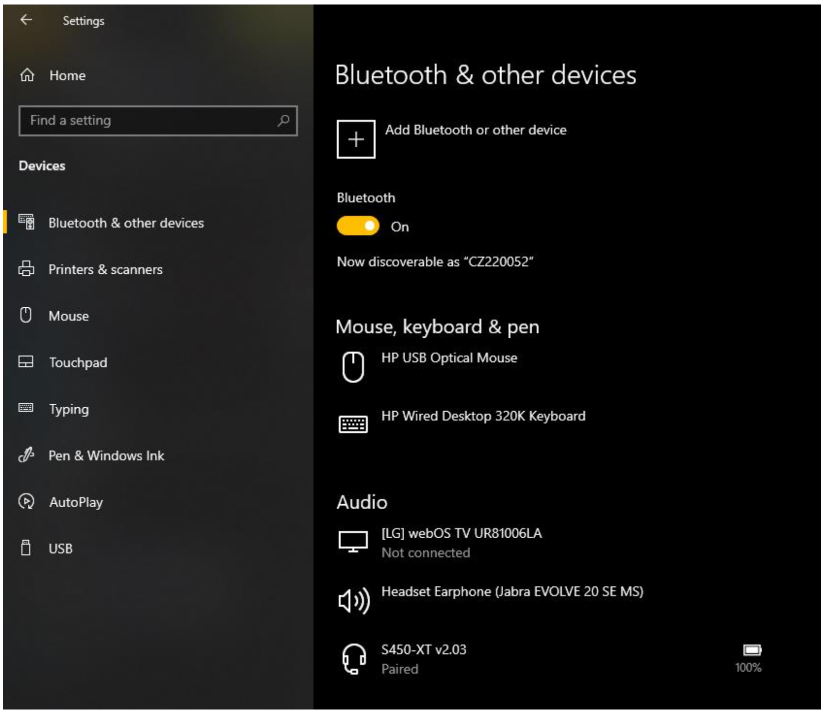
Control - selecting input and output audio devices in Windows 10:
Settings > System > Sound:
Settings > System > Sound > Manage audio devices:





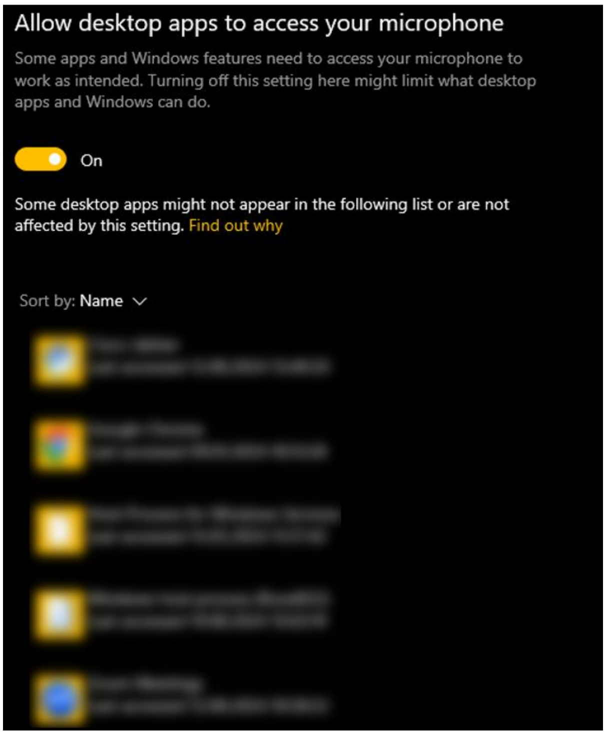
You can also check the functionality of the microphone online, e.g. at:
Online microphone test - microphone test with recording and listening (micworker.com)
The speaker (headphones) can also be easily verified by playing music content from a computer or the Internet.

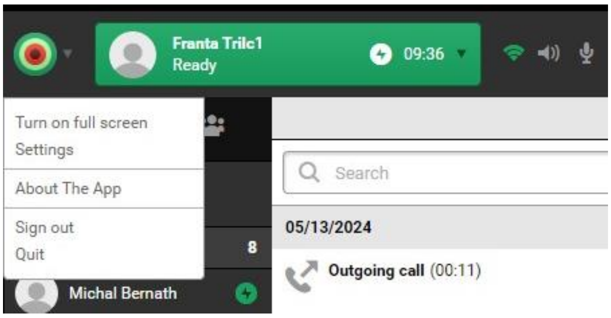
Check a connected device via Bluetooth - Windows 10:
Settings > Devices > Bluetooth and other devices

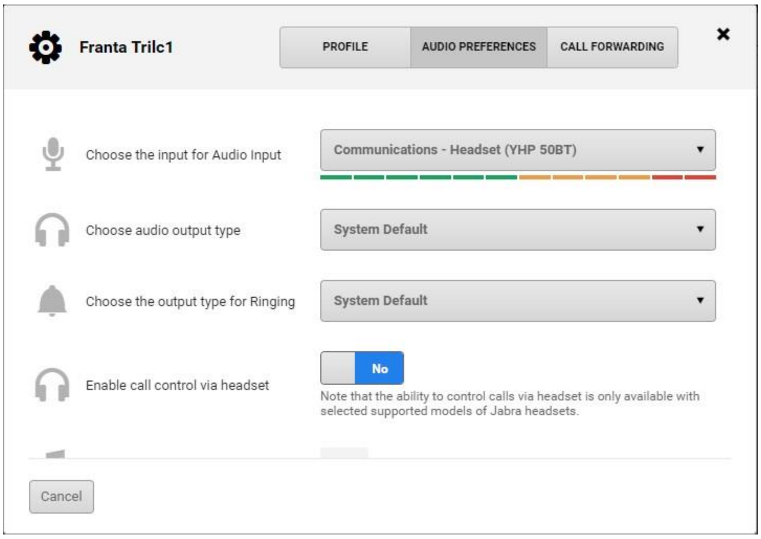


Check the permissions of the application to access the microphone:
Settings > Privacy > Microphone:

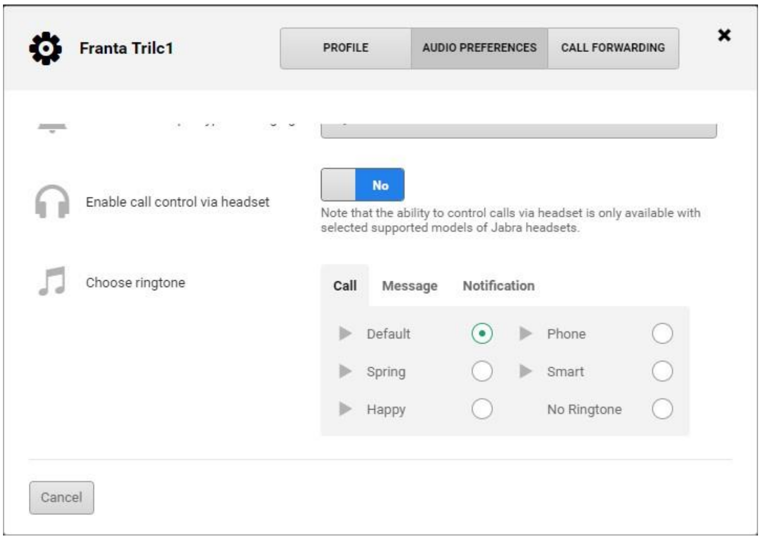
Sound settings in the app, device selection:
Select Settings, then Sound settings. Select Input selection for phone calls and Output selection for phone sound. System Default is the default setting. Select another device if the sound does not work or if you need to manually select another device.







After selecting the required device, confirm with the Save Changes button.



In the case of non-functional calls, check that the internet access is working and that the input (microphone) and output (speaker, headphones) audio devices are functional.

For technical support, please use the phone number: 800 737 311.