

# USER MANUAL

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## Commlink CDialer



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# Chapter 1

## 1. Introduction

### 1.1 Getting Started with CDialer

Combining voice and video calls in a user-friendly interface, CDialer helps greatly transition from a traditional phone environment into the world of Voice over IP. CDialer, offers the most popular features including voice and video calls (standard definition only), messaging and presence. Whether anyone having a simple voice conversation with a business associate, or an in-depth discussion with a colleague over video, you'll soon see why having a soft phone on your desktop or laptop is the ultimate communication experience.

So long as you have a computer (usually a laptop) and an Internet connection, you can start using soft phones to access our services. Because they run on a computer, soft phones are extremely portable. If you regularly take a laptop with you when you travel, simply install the soft phone on that laptop and carry a USB headset with you. It's so much easier than trying to transport a physical phone.

The following features of CDialer are currently implemented on the existing system:

1. Audio call
2. Video call
3. Call transfer
4. Call scheduling
5. Call history
6. Contact list
7. Instant messaging
8. Chat history
9. File transfer
10. Conference

This User Guide is intended to demonstrate typical uses and features of the CDialer. CDialer comes with the following screen after installation. Initially there is no account registered. Account registration is discussed in chapter 2. Adding contacts is discussed in chapter 3.

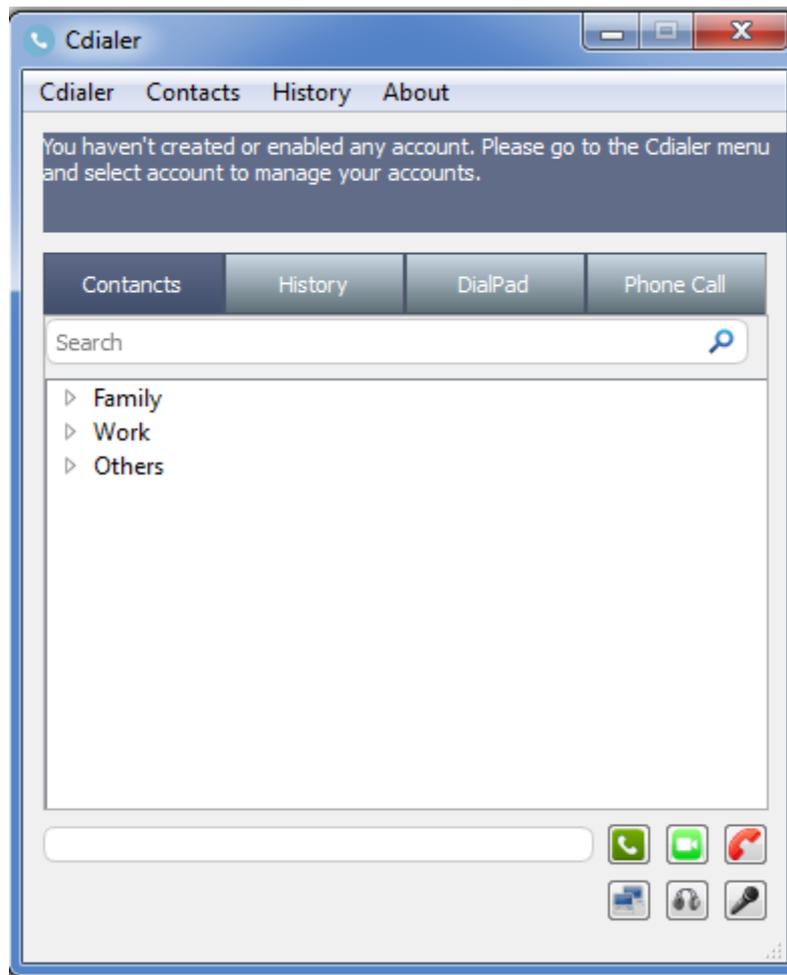


Figure 1.1: Home screen after installation of CDialer

Table 1.1: Home screen button action

Button	Action
	Audio call
	Video call
	Hang up call
	Network status
	Adjust volume
	Adjust volume

# Chapter 2

## 2. Account

In order to use CDialer, at first user must register an account. Multiple accounts can be registered.

The “Account” submenu is located under “CDialer” menu.

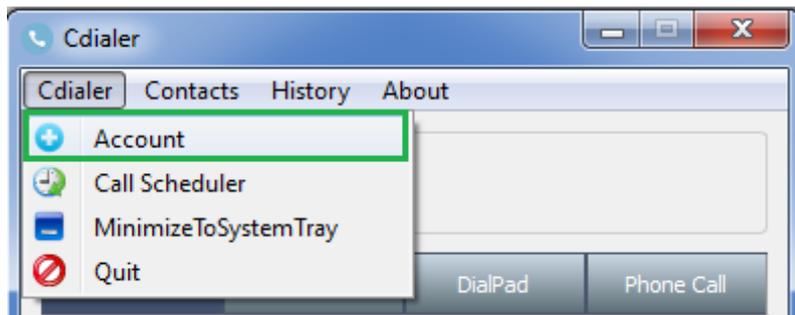


Figure 2.1: Account menu

### 2.1 Account Registration

Account registration process is described below:

**Step 1:** Launch the application using desktop shortcut icon.

**Step 2:** Click on CDialer menu. All the submenu of CDialer will appear. Click on the Account submenu. The following page will appear containing list of all the existing accounts (if any).

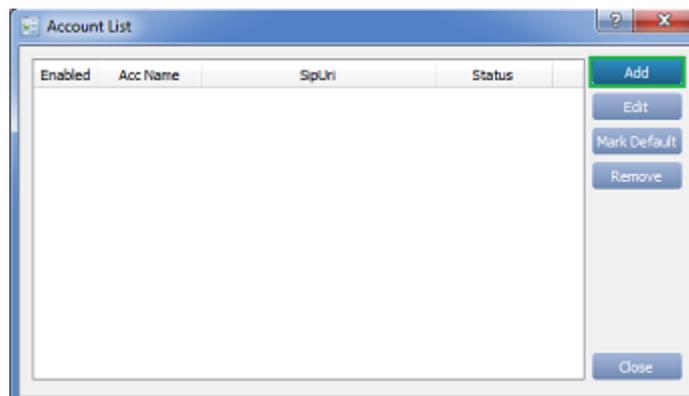


Figure 2.2: Adding account.

**Step 3:** Now click the Add button. The following form will appear.

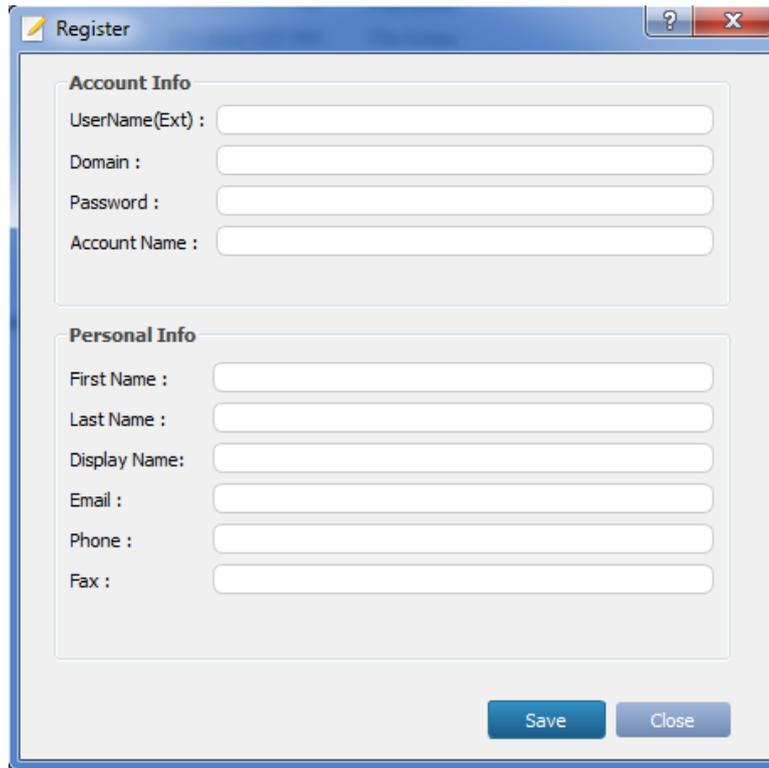


Figure 2.3: Account registration form (blank).

**Step 4:** Now fill up the form with required information.

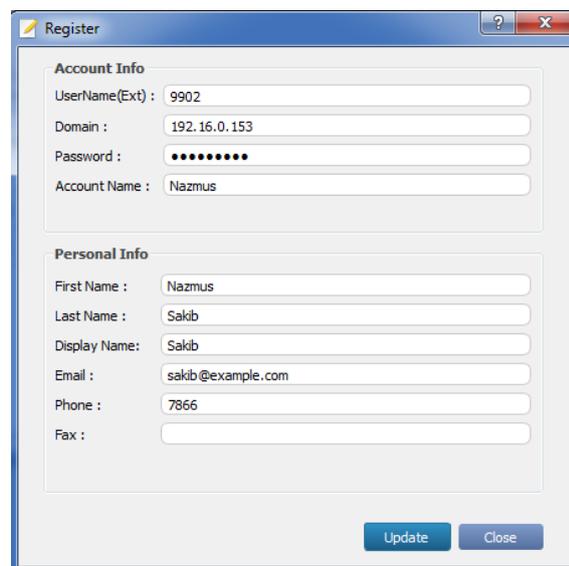


Figure 2.4: Account registration form (with data).

**Step 5:** Click the save button of the form. CDialer will save the information.

## 2.2 Activating/Deactivating an Account

In this section, we will describe how to activate and deactivate an account.

**Step 1:** Launch the application using desktop shortcut icon.

**Step 2:** Click on CDialer menu. All the submenu of CDialer will appear. Click on the Account submenu. The following page will appear containing list of all the existing accounts (if any).

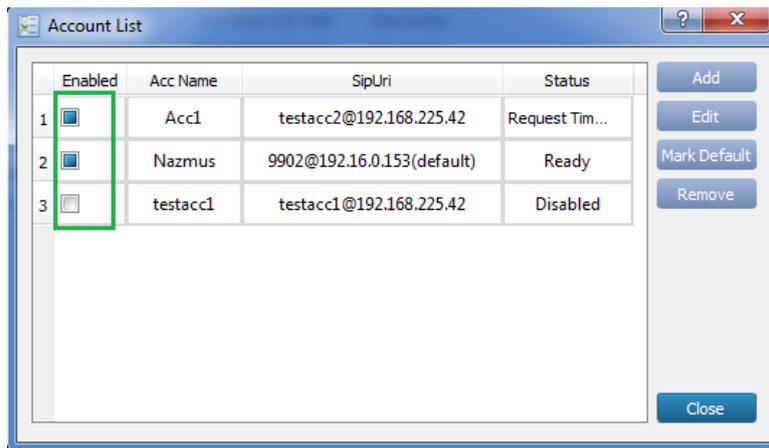


Figure 2.5: Activating account

**Step 3:** To activate an account, check the corresponding box of the enabled column. The box corresponding to an enabled account will be checked. To deactivate that account, uncheck that box.

## 2.3 Updating Account

In this section, we will describe, how to update an account.

**Step 1:** Launch the application using desktop shortcut icon.

**Step 2:** Click on CDialer menu. All the submenu of CDialer will appear. Click on the Account submenu. The following page will appear containing list of all the existing accounts (if any).

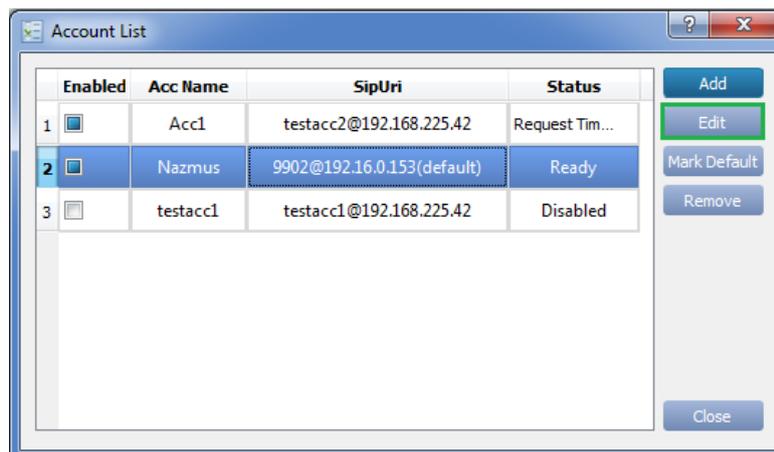
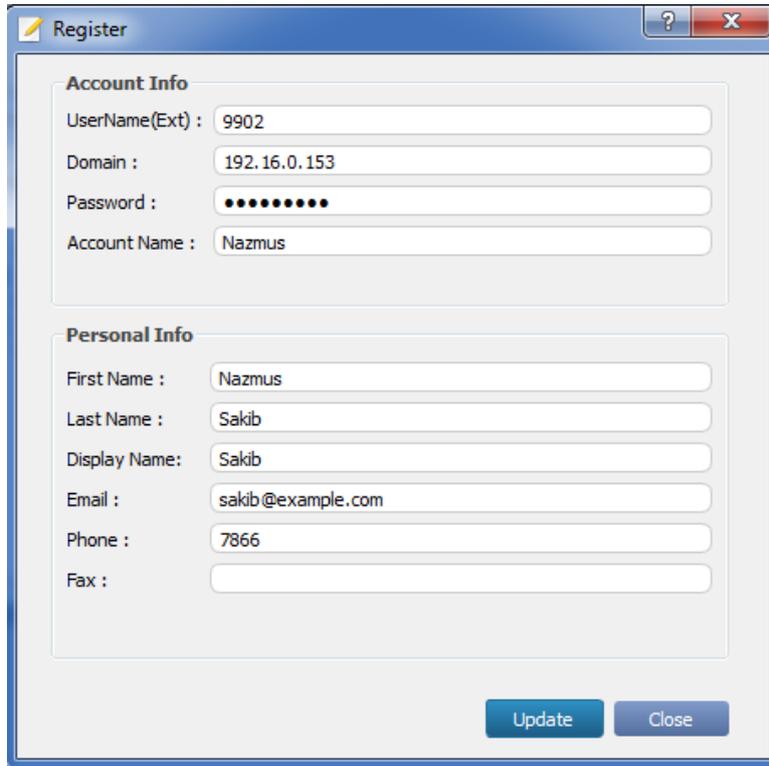


Figure 2.6: Updating account

**Step 3:** Select the account you want to update from the list. Then click the edit button. The following page will appear containing information of the selected account.



The screenshot shows a window titled "Register" with a blue header bar containing a question mark and a close button. The window is divided into two sections: "Account Info" and "Personal Info".

**Account Info:**

- UserName(Ext) : 9902
- Domain : 192.16.0.153
- Password : [masked with 10 dots]
- Account Name : Nazmus

**Personal Info:**

- First Name : Nazmus
- Last Name : Sakib
- Display Name : Sakib
- Email : sakib@example.com
- Phone : 7866
- Fax : [empty field]

At the bottom right of the window, there are two buttons: "Update" and "Close".

Figure 2.7: Account updating page .

**Step 4:** Now click the save button. CDialer will update the account's information.

## 2.4 Removing Account

In this section, we will describe, how to remove an account.

**Step 1:** Launch the application using desktop shortcut icon.

**Step 2:** Click on CDialer menu. All the submenu of CDialer will appear. Click on the Account submenu. The following page will appear containing list of all the existing accounts. Select the account you want to remove from the list.

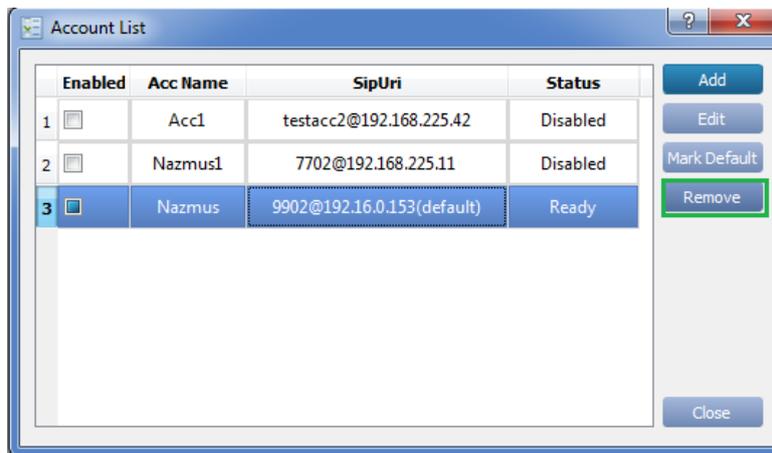


Figure 2.8: Remove account

**Step 3:** A confirmation dialogue will pop up.

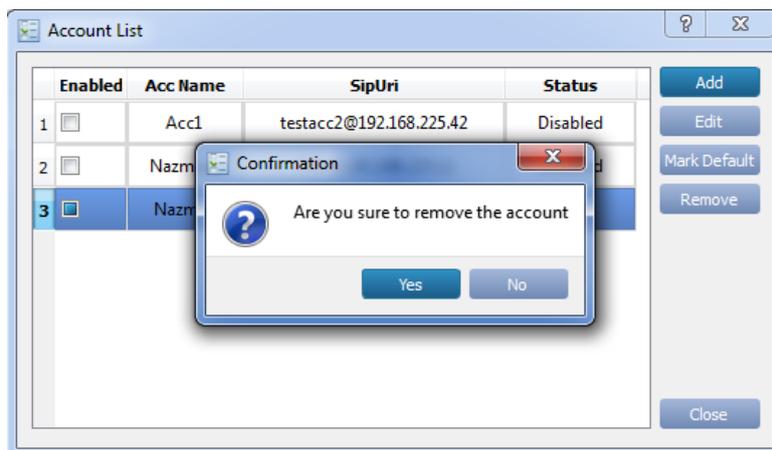


Figure 2.9: Remove account confirmation

**Step 4:** Now click the “Yes” button. CDialer will remove the account immediately.

# Chapter 3

## 3. Contacts

In this chapter we will discuss adding contacts, contact list and updating contacts.

### 3.1 Adding Contacts

Adding contact process is described below:

**Step 1:** Click on the Contacts menu of CDialer. The submenu Add Contact will appear (as indicated in the following figure.)

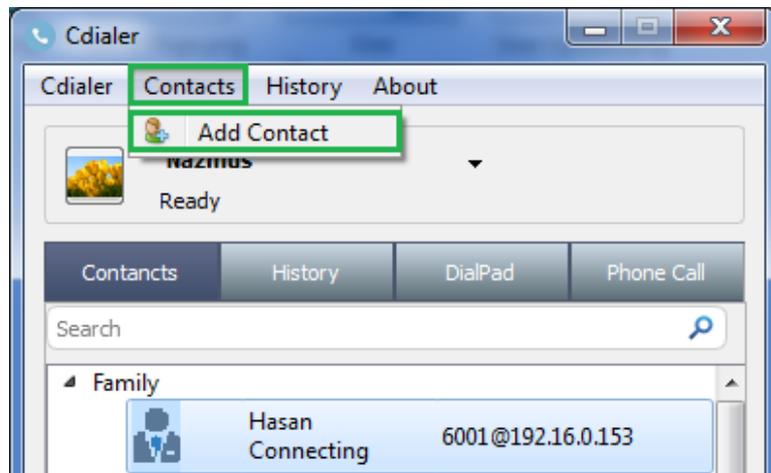


Figure 3.1: Add contact menu

**Step 2:** After clicking on the Add Contact the following form will appear.

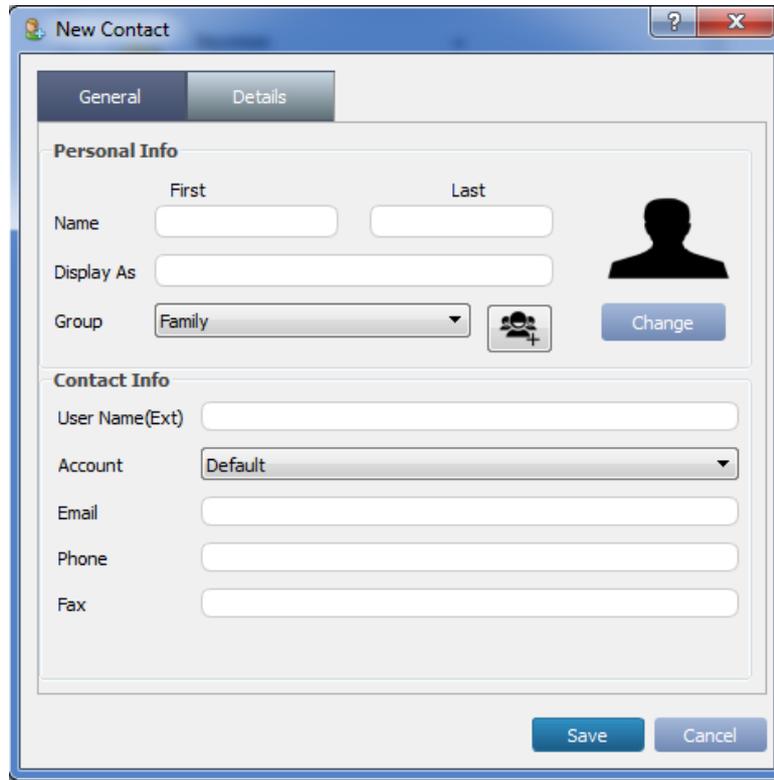


Figure 3.2: Form for adding contact

After filling up the form click the save button. CDialer will add the contact.

## 3.2 Contact List

Contact list is displayed in the Contacts tab of home page.

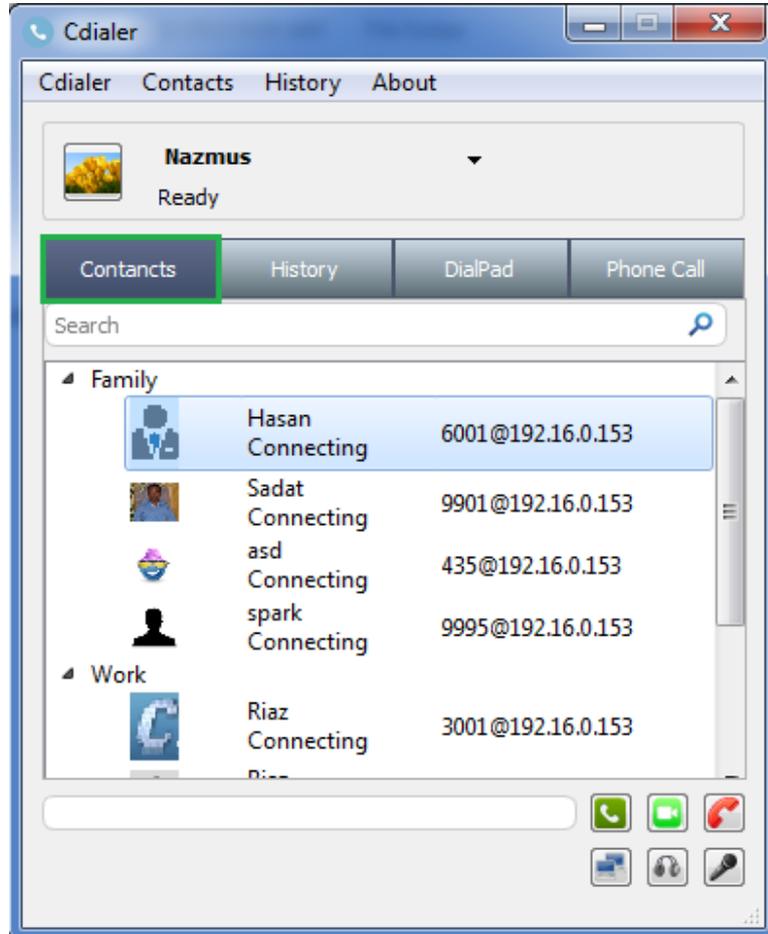


Figure 3.3: Contact List

### 3.3 Updating Contact

In this section, we describe how to edit a contact.

#### Step 1:

Go to the Contacts tab of the home page. In the contact list select the contact you want to update.

#### Step 2:

Right click on the selected contact. A menu will appear (as indicated in the following figure.)

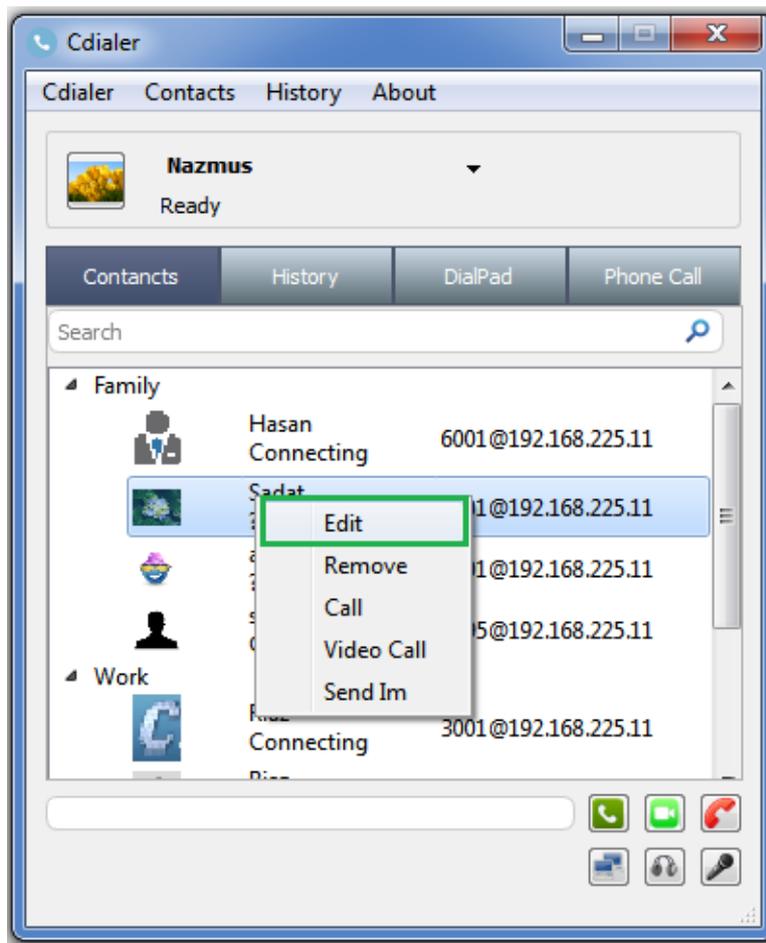


Figure 3.4: Contact list context menu

**Step 3:**

Click on edit menu. A form containing information of the selected contact will appear.



Figure 3.5: Form for updating contact

Update required information. Then click the save button. CDialer will update the selected contact accordingly.



### 3.4 Deleting Contact

In this section, we describe how to delete a contact.

**Step 1:** Go to the Contacts tab of the home page. In the contact list select the contact you want to delete.

**Step 2:** Right click on the selected contact. A menu will appear (as indicated in the following figure.)

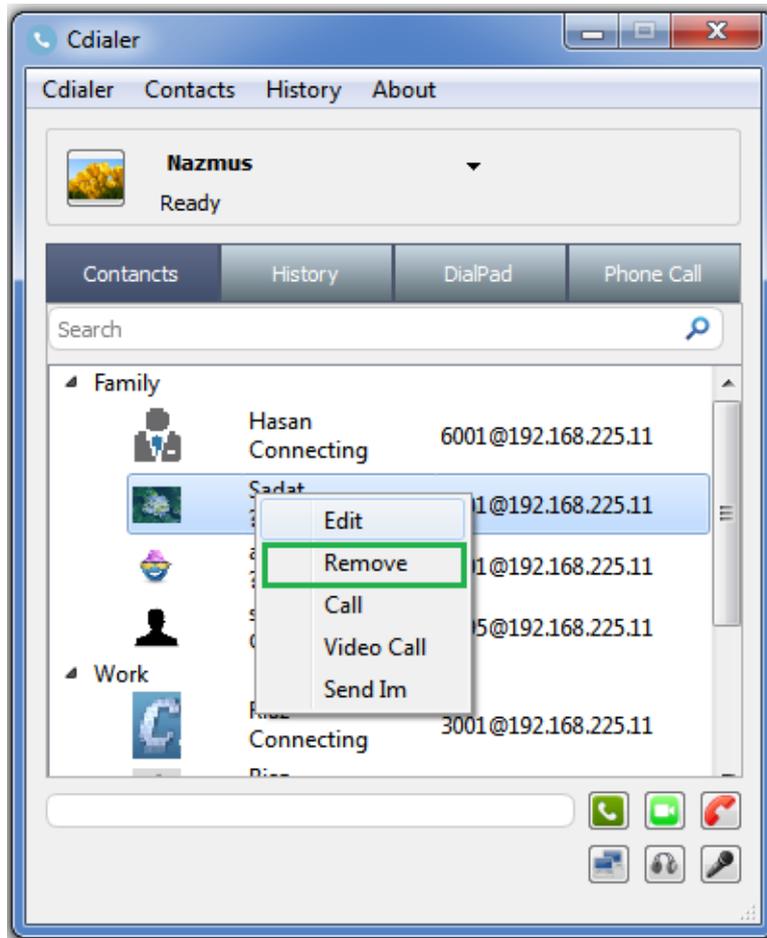


Figure 3.6: Menu item for deleting a contact

**Step 3:**

Click on “Remove” menu. A confirmation dialogue will appear.

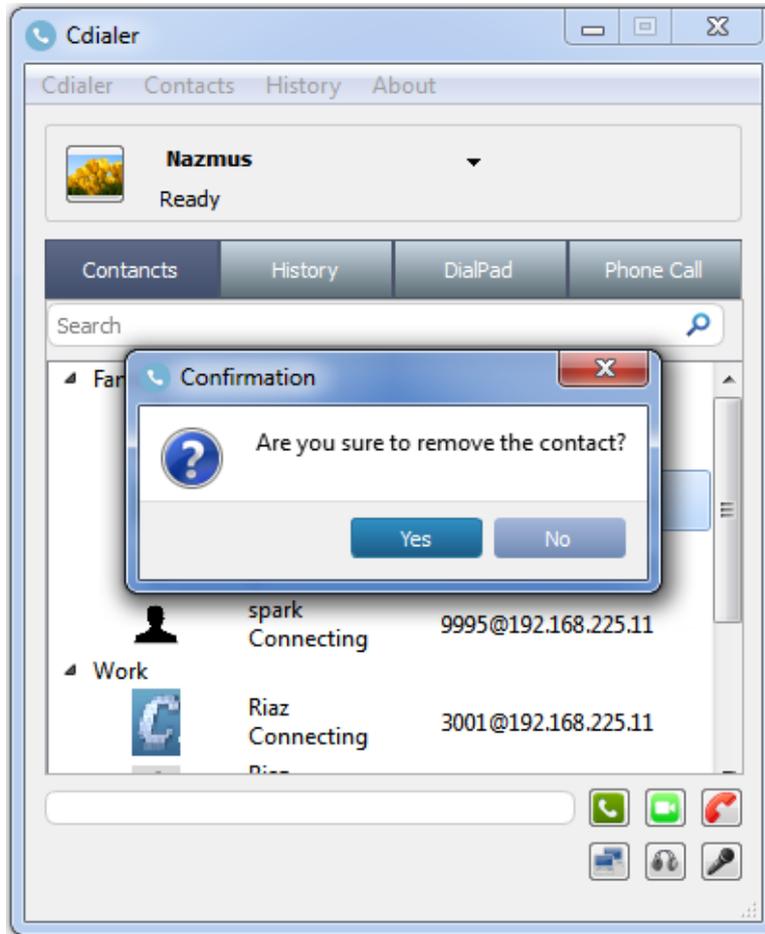


Figure 3.7: Confirmation dialogue for removing a contact

If you click “Yes” button CDialer will delete the contact immediately.



### 3.5 Searching Contacts

Contact can be searched using:

- Display name
- Extension
- First name
- Last name

To search for a contact enter text in the search box (indicated in the following figure). Then contact list will be filtered accordingly.

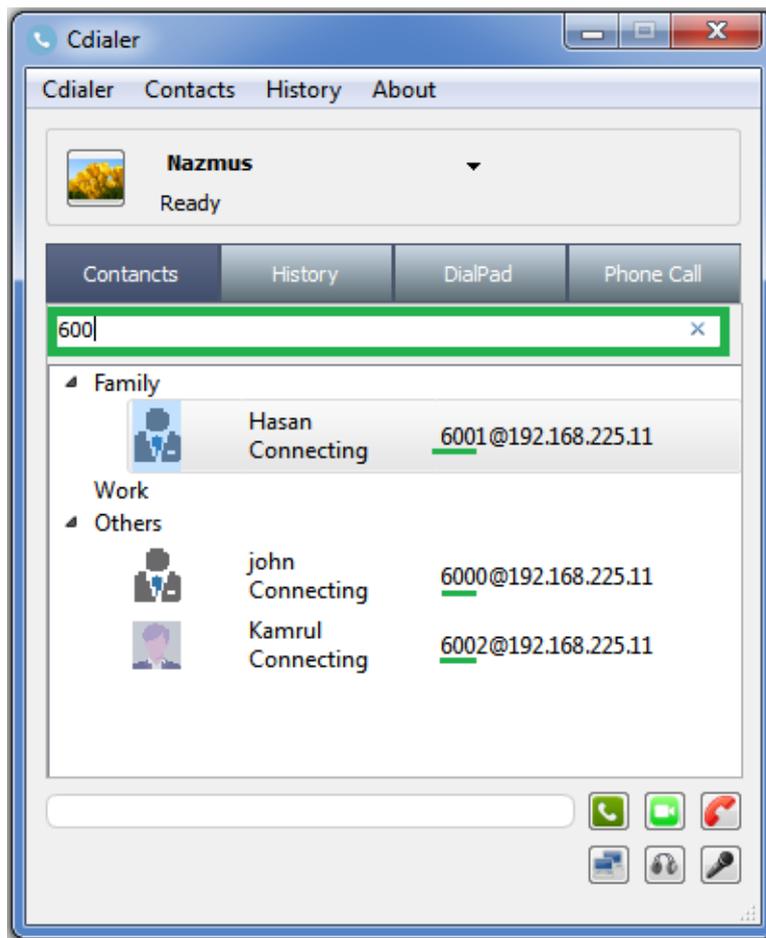


Figure 3.8: Searching contacts

In the figure, the search box contains “600”. So, the contact list is showing only those contacts whose extensions matches with “600”.

# Chapter 4

## 4. Call

This chapter describes making and receiving calls (audio and video), call transfer, conference, call history, call scheduling.

### 4.1 Audio Call

In this section, we describe how to make and receive audio call.

#### 4.1.1 Making Audio Call from Contact List

To make a call from the contact list follow these steps:

**Step 1:** Go to the Contacts of home page. Select the contact you want to call.

**Step 2:** Right click on the selected contact. A menu will appear. Click on Call.

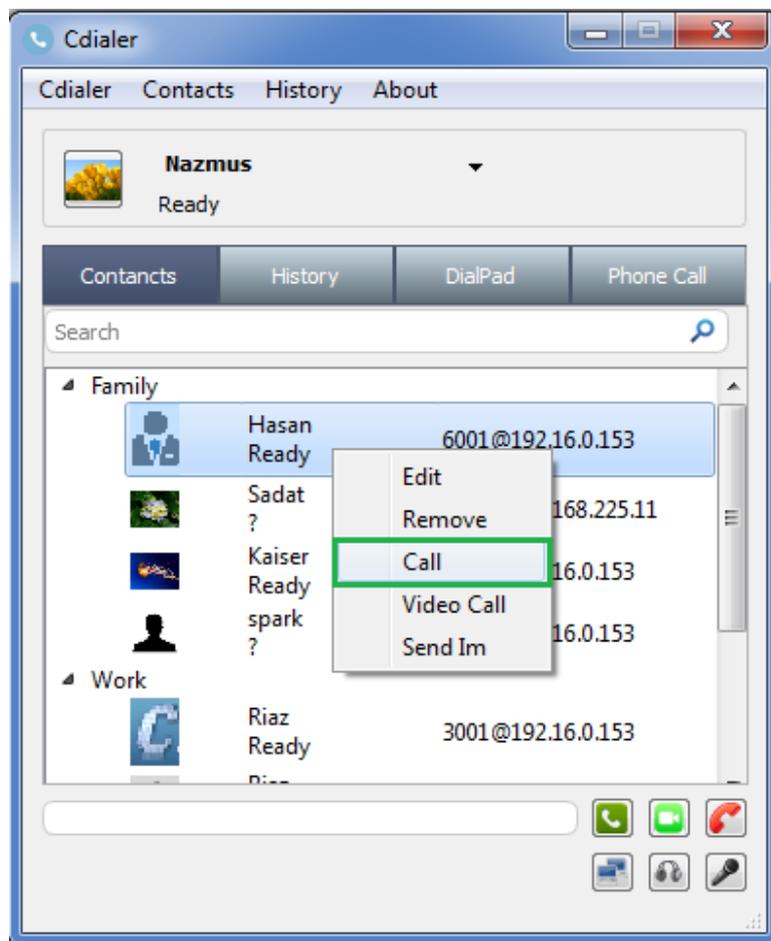


Figure 4.1: Calling from contact list

**Step 3:** Now you will be redirected to the Phone Call tab where you can see the call details.

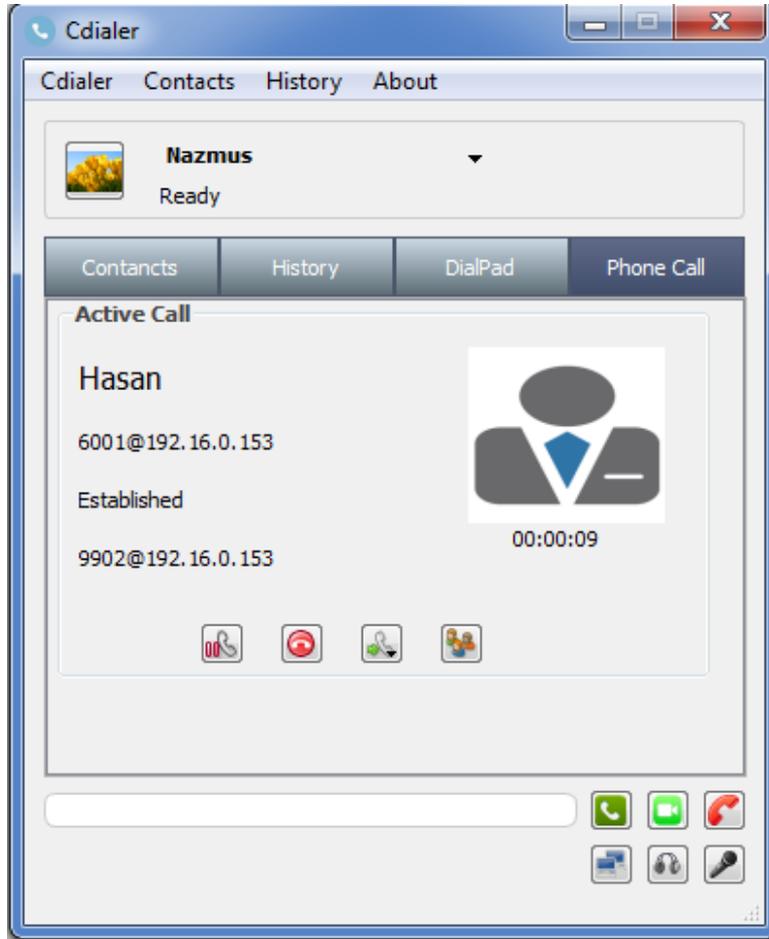


Figure 4.2: On audio call screen

### 4.1.2 Making Audio Call Using Dial Pad

To call using dial pad go to the dial pad tab. Dial the number you want to call. Then press the call button (indicated in the following figure).

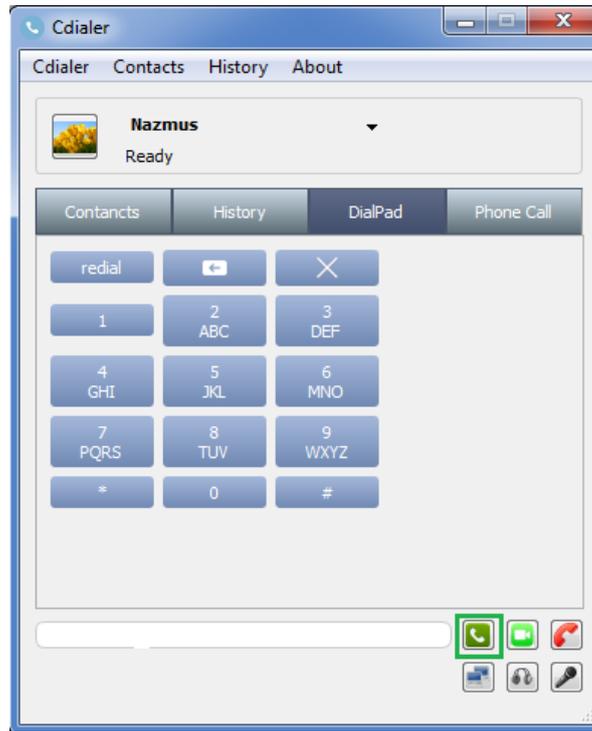


Figure 4.3: Call Using Dial Pad

### 4.1.3 Receiving Audio Call

When an incoming call arrives you will see the following screen.

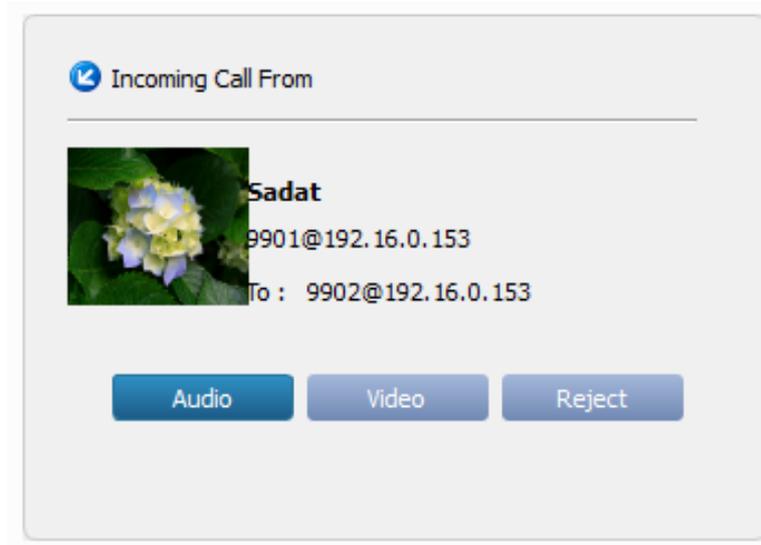


Figure 4.4: Incoming Call

If you want to receive the call click audio button. Then you will be redirected to the phone call tab.

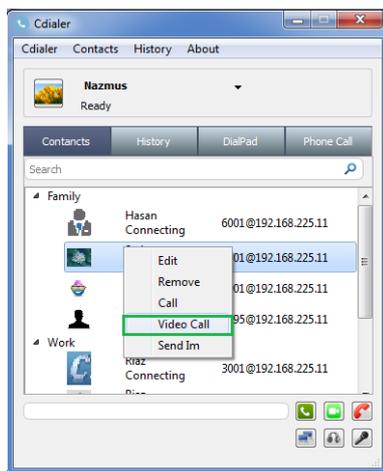
If you want to reject the call press the reject button.

## 4.2 Video Call

In this section, we describe how to make and receive video call.

### 4.2.1 Making Video Call

Video call can be made both from contact list and dial pad. To make a video call from contact list, select a contact and right click on it. Then click “Video Call” menu. To make a video call using dial pad, go to “DialPad” tab, enter the number in the box and press video call button (as indicated the following figure).



(a) Video call from contact list



(b) Video call using dial pad

Figure 4.5: Different ways of making a video call

Then you will be redirected to the “Phone Call” tab. Besides, a video screen will also pop up.



Figure 4.6: On video call

There are three buttons in the video screen.

- The first button is used to enable/disable video.
- The second button is used to enable/disable preview.
- The third button is used to enable/disable full screen.

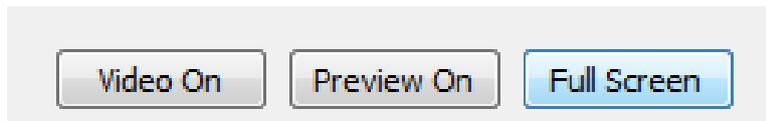


Figure 4.7: Video screen buttons

The following figure shows the functions of these buttons:

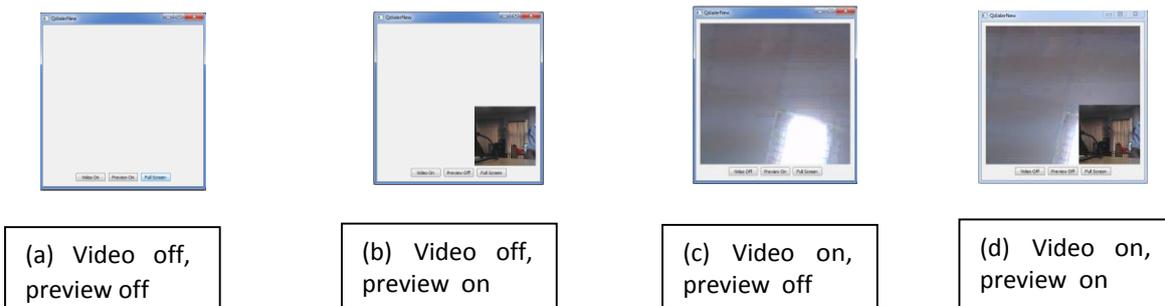


Figure 4.8: Functions of video screen buttons

## 4.2.2 Receiving Video Call

When an incoming video call arrives you will see the following screen.

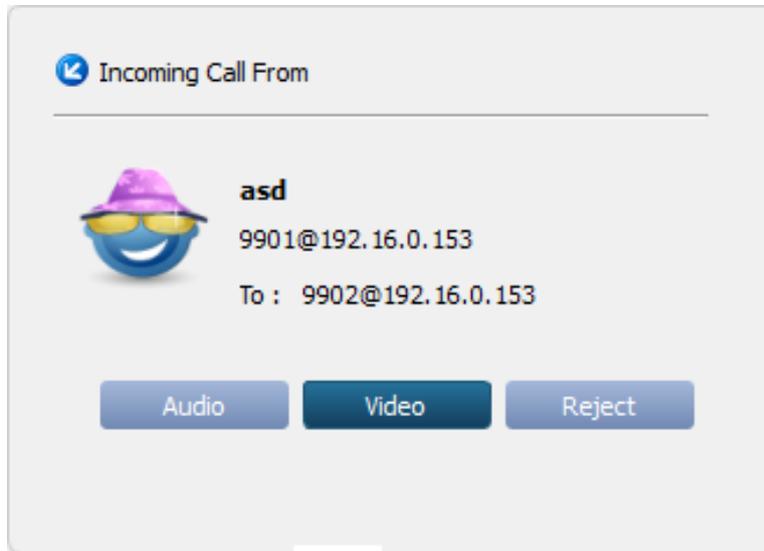


Figure 4.9: Incoming video call

If you want to receive the call click video button. Then you will be redirected to the phone call tab. Besides, a video screen will also pop up. This process is exactly same (described in the previous subsection).

If you want to reject the call press the reject button.

### 4.3 Handling Established Call

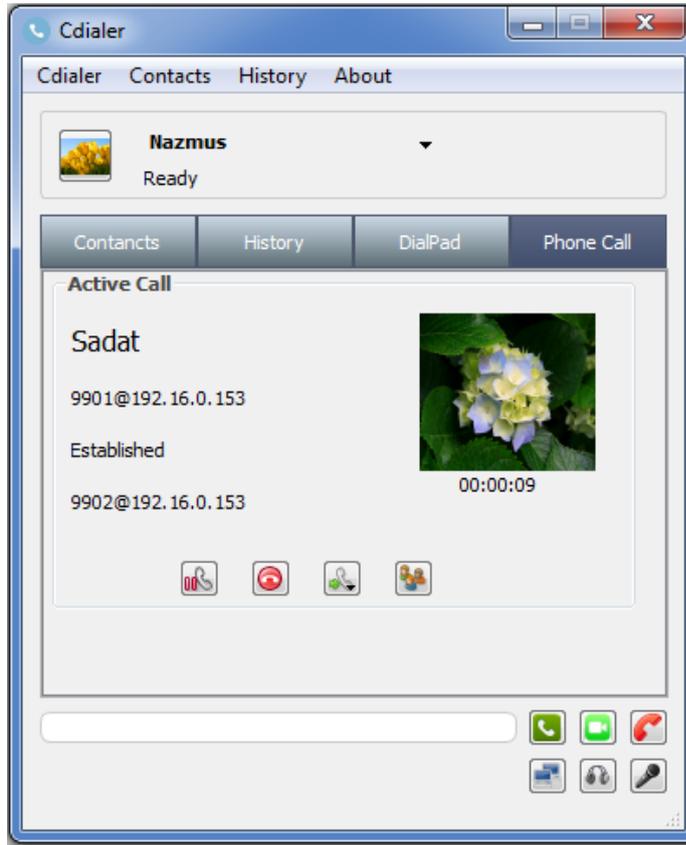


Figure 4.10: Handling established call

Table 4.1: Call handling button action

Button	Action
	Hold
	Hang up
	Call transfer
	Conference



### 4.3.1 Call Transfer

Before explaining different methods of call transferring we need to introduce some call transfer terminologies.

- Transferee - The party being transferred to the Transfer Target.
- Transfer Target - The new party being introduced to the Transferee.
- Transferor - The party initiating the transfer of the Transferee to the Transfer target.

CDialer can act as Transferee, Transfer Target, Transferor.

#### 4.3.1.1 Basic or Unattended Transfer

In basic or unattended transfer the Transferor provides the Transfer Target's contact to the Transferee. The Transferee attempts to establish a session using that contact. Let's explain unattended call transfer process using an example:

Table 4.2: Unattended call transfer example

Entity	Extension
Transferee	9901 (Display name Kaiser)
Transfer Target	6001
Transferor	9902 (Self)

**Step 1:** When user are on an active audio call, the call can be transferred. To transfer a call click the button indicated in the figure. A dropdown will show up. Then click “this call”.

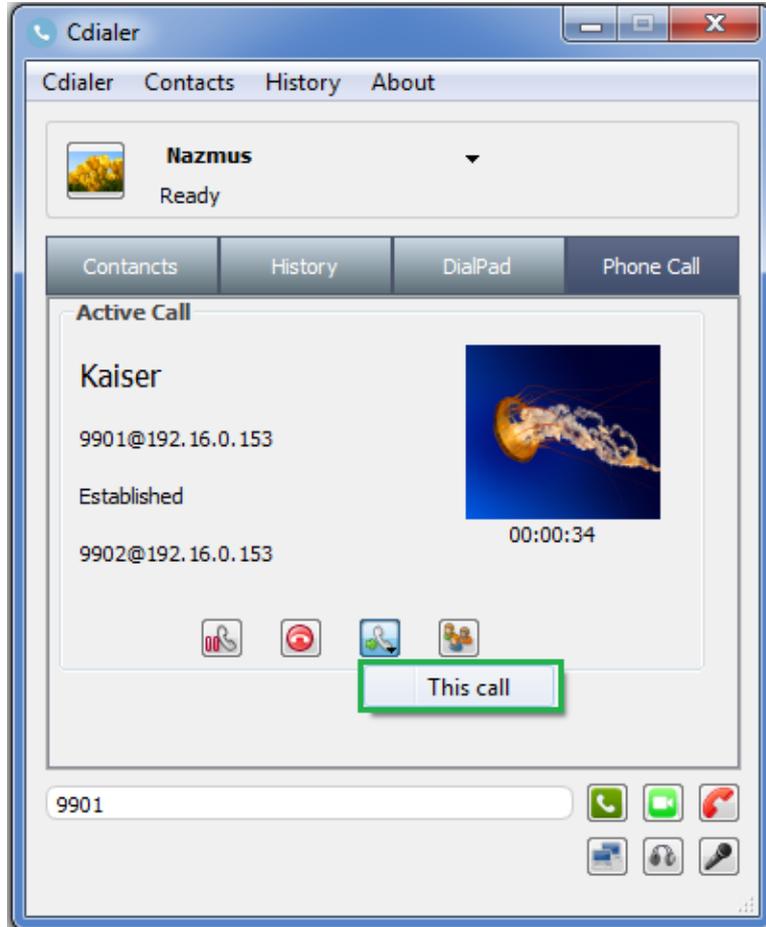


Figure 4.11: Call transfer button

**Step 2:** Now a form will appear. Type the number to which you want to transfer this call. CDialer will show suggestion based on your input.

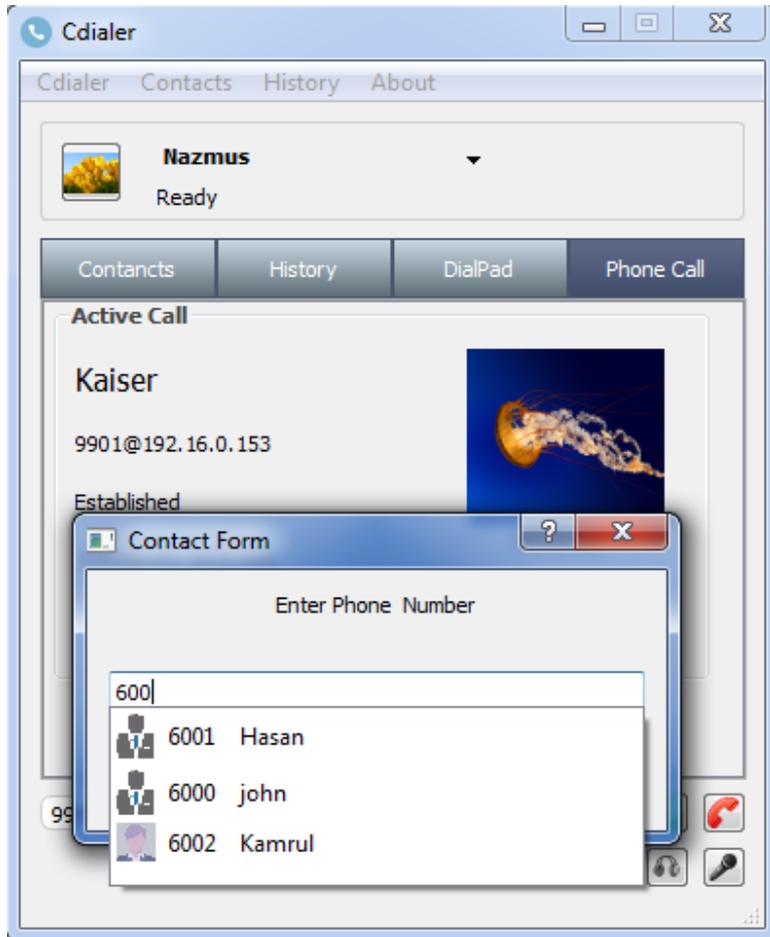


Figure 4.12: Call transfer form with suggestion

**Step 3:** Select the number from the suggestions. Then press OK. The call will be transferred.

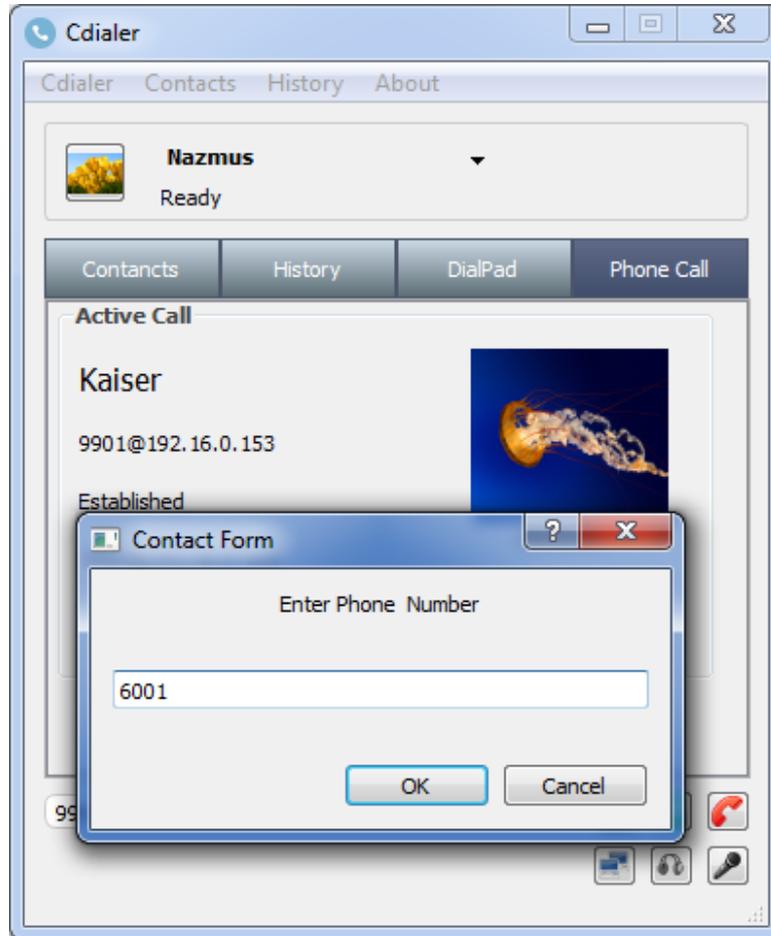


Figure 4.13: Call transfer form

### 4.3.1.2 Attended Transfer

The transferor places the transferee on hold, establishes a call with the transfer target to alert them to the impending transfer, places the target on hold, then proceeds with transfer. Let's explain unattended call transfer process using an example:

Table 4.3: Attended call transfer example

Entity	Extension
Transferee	6001
Transfer Target	9901
Transferor	9902 (Self)

There has to be an active call between Transferor and Transferee.

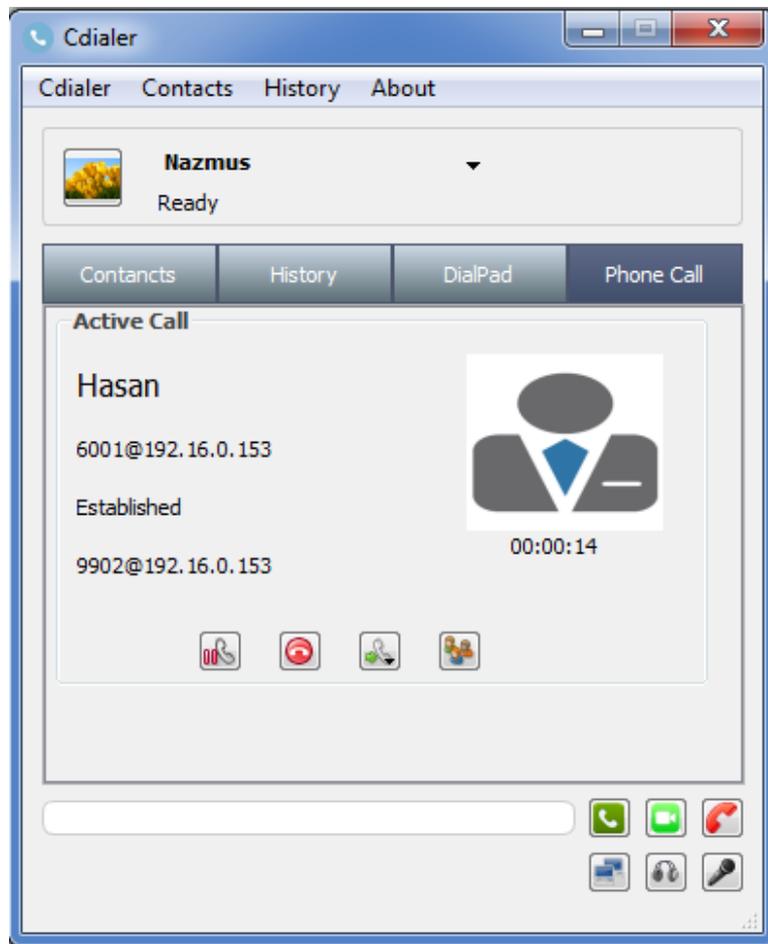


Figure 4.14: Active call between Transferor (9902) and Transferee(6001)

Now the transferor places the transferee on hold, establishes a call with the transfer target.

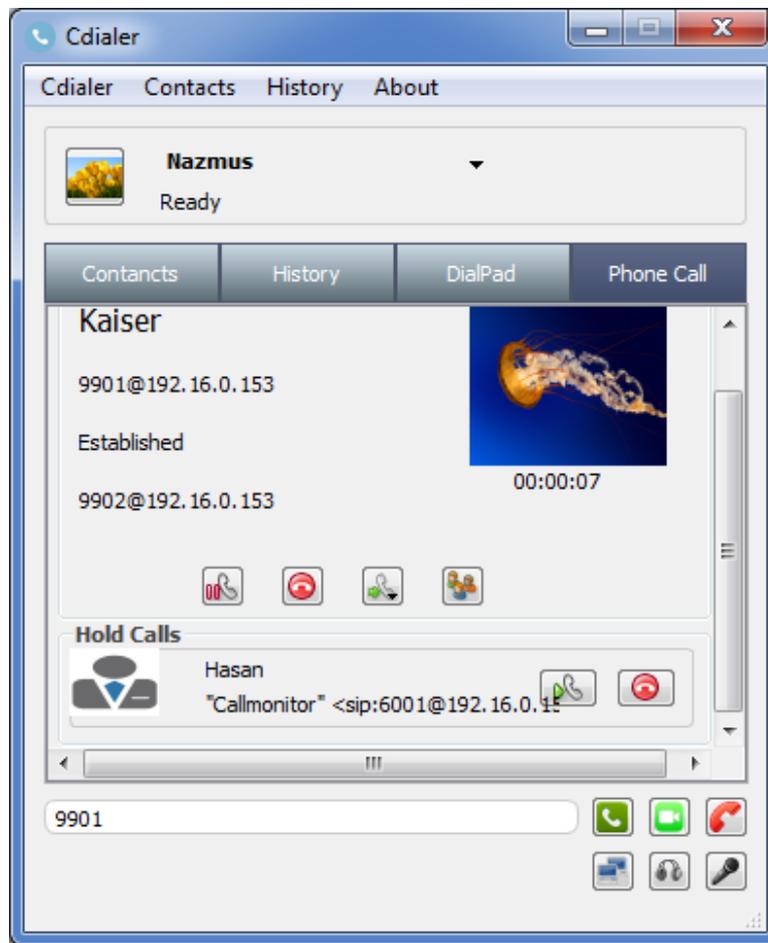


Figure 4.15: The Transferor(9902) placed the Transferee(6001) on hold and established a call with the Transfer Target(9901)

Now the transferor places the target on hold, then proceeds with transfer.

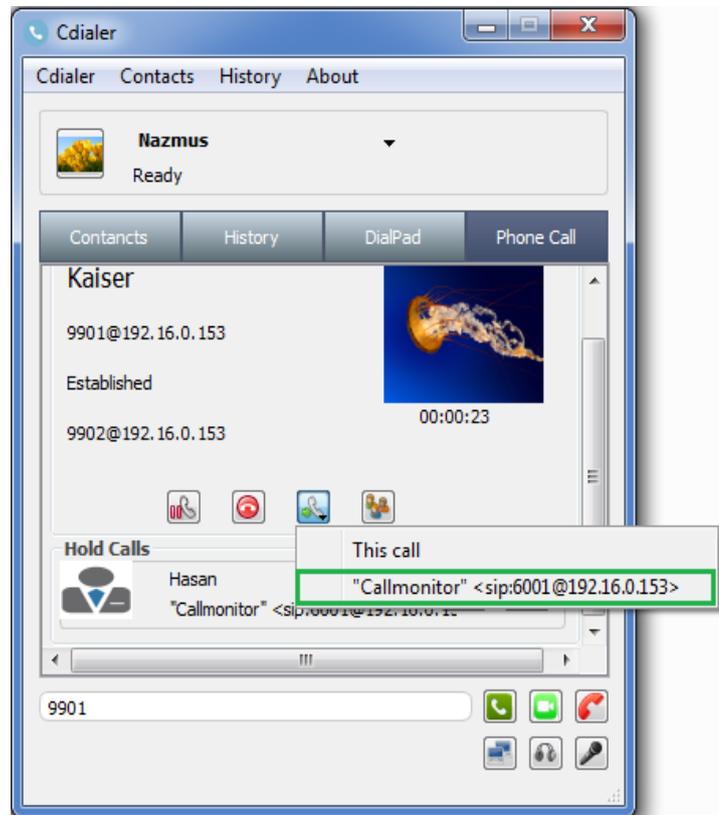


Figure 4.16: Attended call transfer option menu

That concludes attended call transfer process.



Figure 4.17: Call is being transferred

### 4.3.2 Conference

A conference can be initiated from an active call (as described in the “Handling Established Call” section). The following figure shows the conference page. The conference page displays a list of all the participants of the conference. Initially, there are only two participants (agents of the active call from which the conference was initiated).

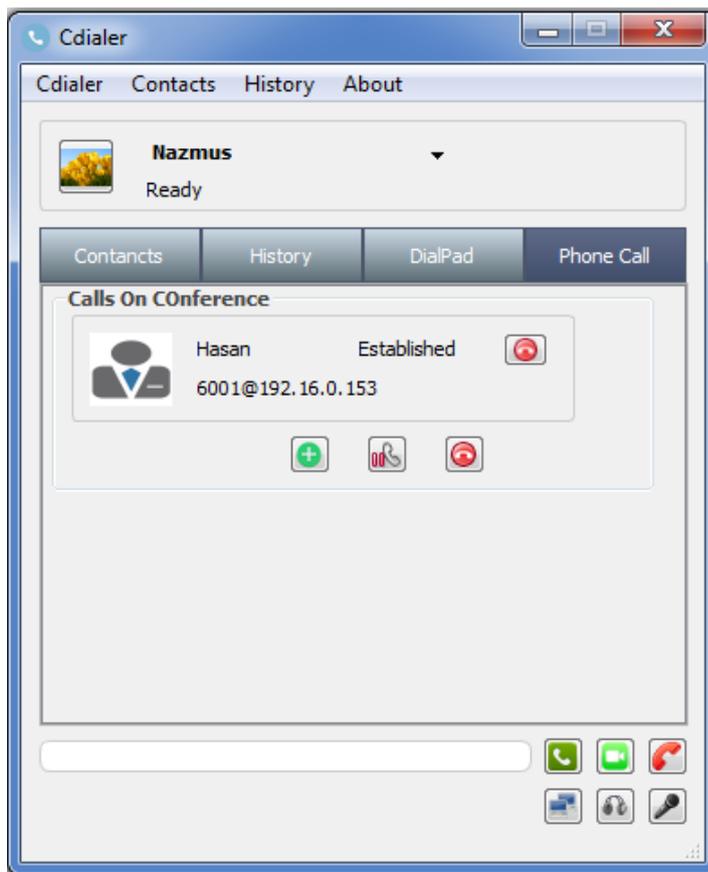


Figure 4.18: Conference page

Table 4.4: Managing conference button action

Button	Action
	Add participant
	Hold
	Hang up

You can add more participants to an existing conference. To add participant to a conference, click the add participant button. A form will appear. Select the contact you want to add from the form suggestion. Then click OK. The selected contact will be added to the conference.

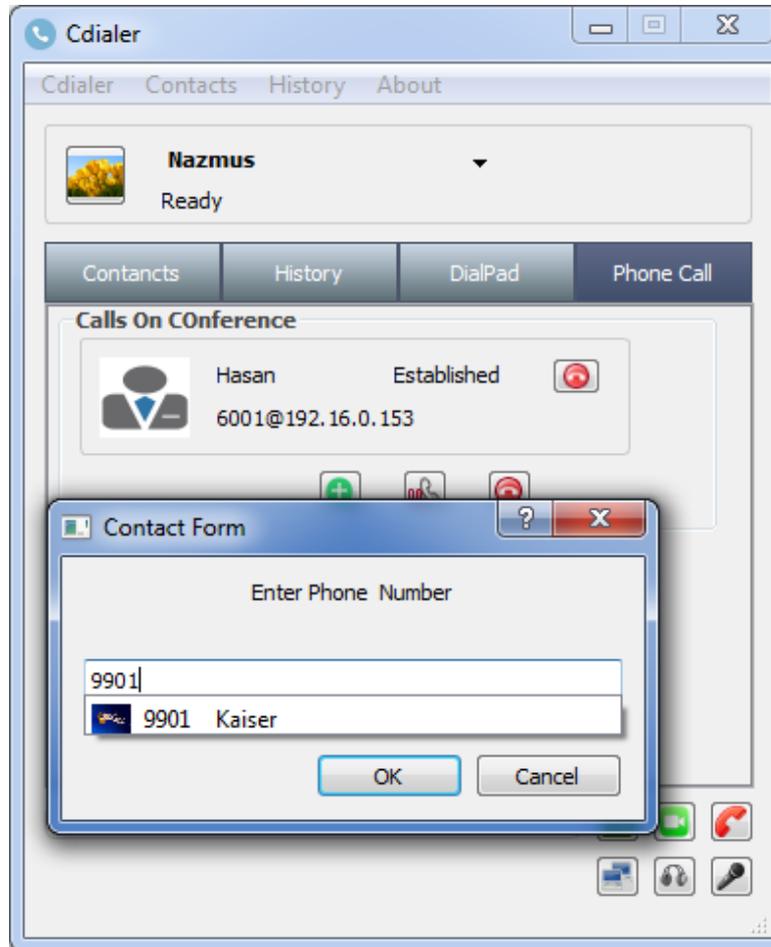


Figure 4.19: Adding participants to the conference

To remove one call from the conference, click the hang up button beside a participant name.

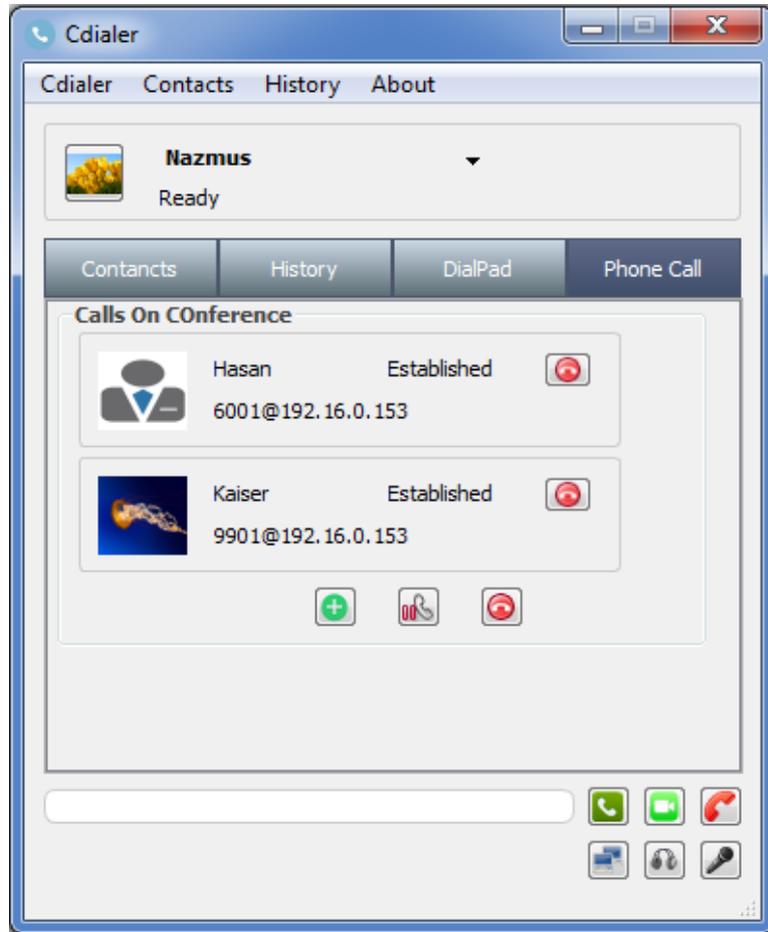


Figure 4.20: Selected contact added to the conference

## 4.4 Call History

Call history is available in the history tab. You can see call details here such as date and time, caller id, duration etc.

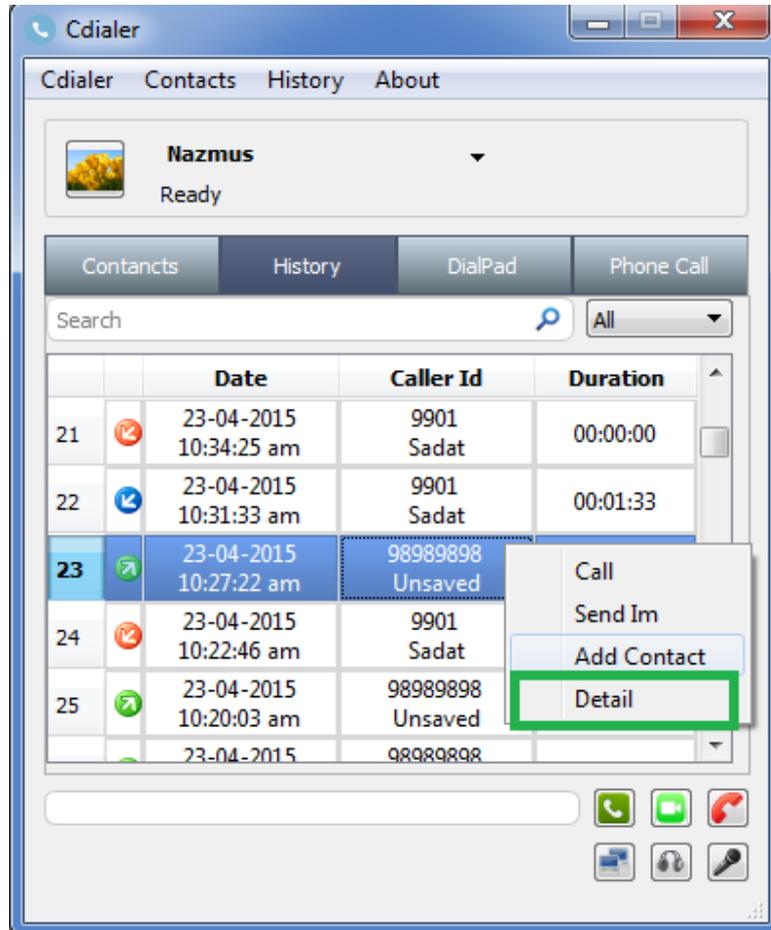


Figure 4.21: Call history

To see details of a particular entry, select that entry and right click on the entry. Then, click “Details” menu item (indicated in the above figure). Now, the following window will pop up.

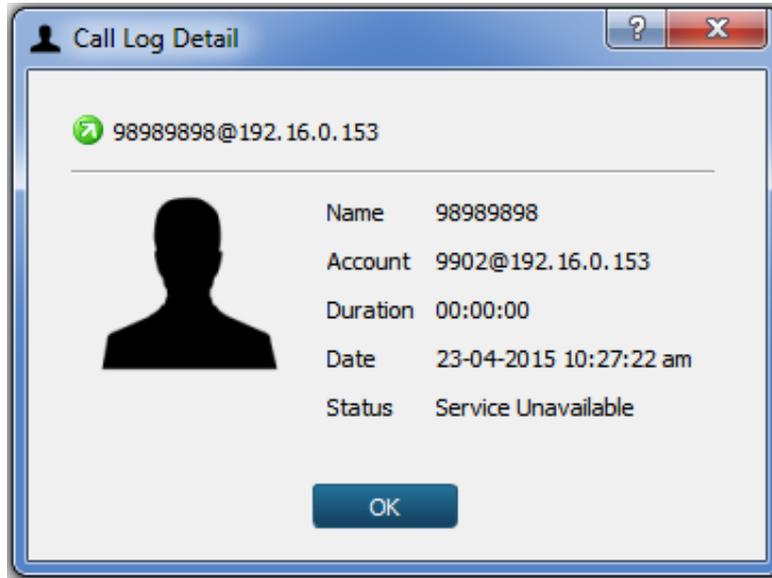


Figure 4.22: Call history details page

#### 4.4.1 Adding Contact from Call History

If any number exists in the call history which is not in the contact list then user can save it as a contact.

To do this, select the entry corresponding to the number. Right click on it. Click add contact.

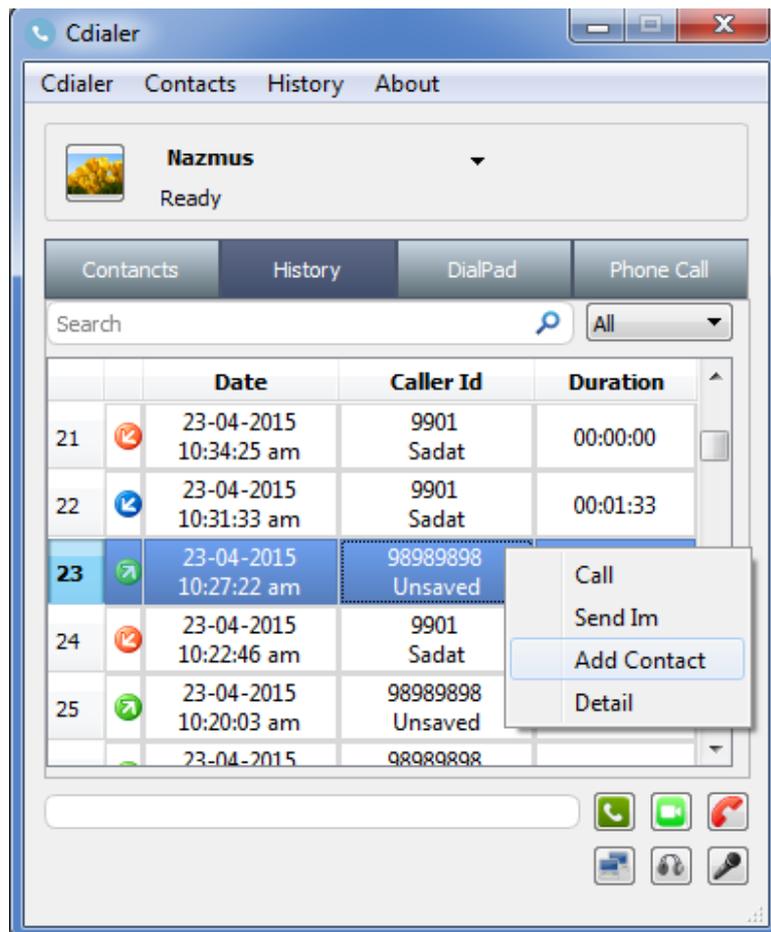


Figure 4.23: Call history context menu

A form will appear. Fill up the form. Then click the save button.



### 4.4.2 Searching Call History

To search the call history, enter the extension of the user. Then call history list will be filtered accordingly.

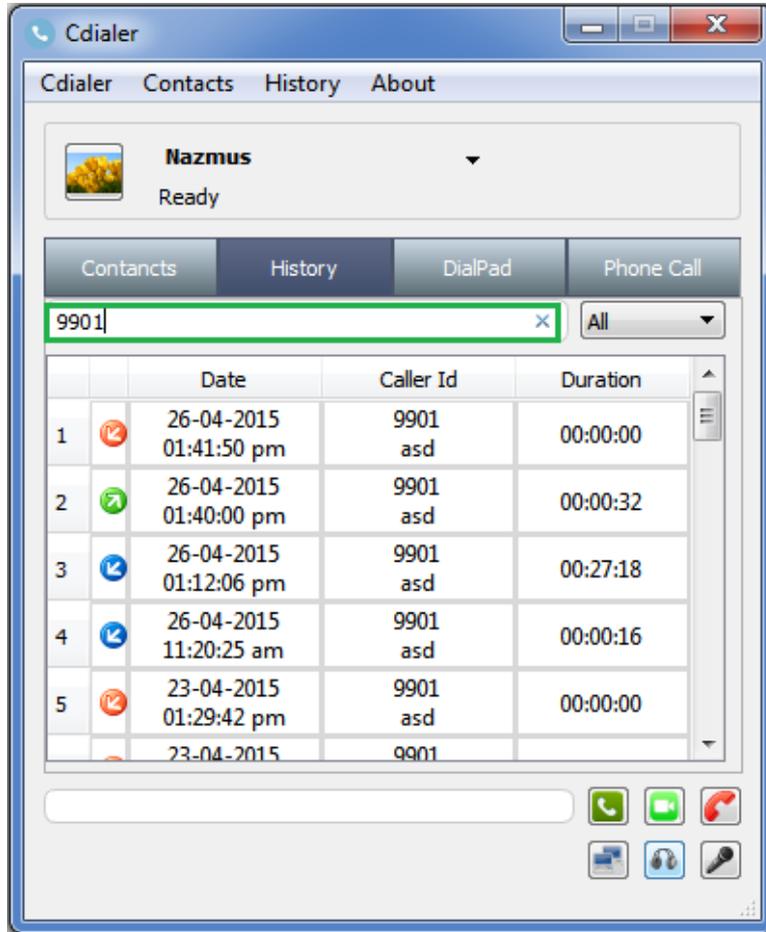


Figure 4.24: Call history list search

For instance, the above figure displays only the entries corresponding to the extension 9901.

Call history can also be searched based on call types using the dropdown menu which is located to the right of the search box.

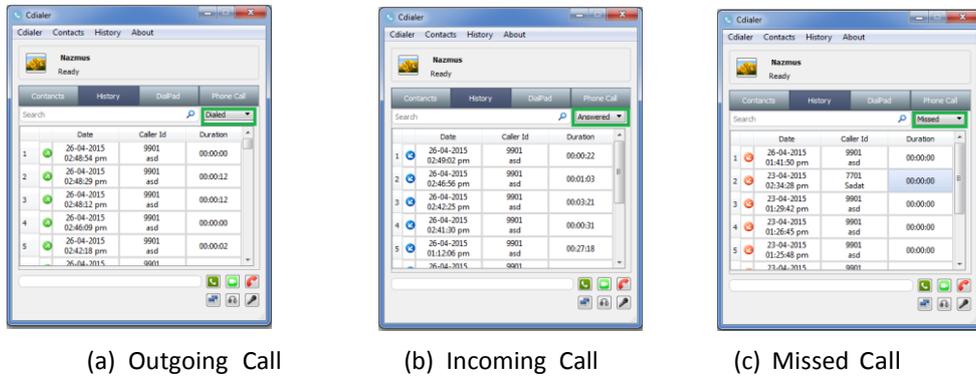


Figure 4.25: Call history search based on call types

Table 4.5: Icons to indicate incoming, outgoing and missed calls

Icon	Call type
	Incoming call
	Outgoing call
	Missed call

## 4.5 Call Scheduling

The call scheduler form can be accessed from the "Call Scheduler" menu.

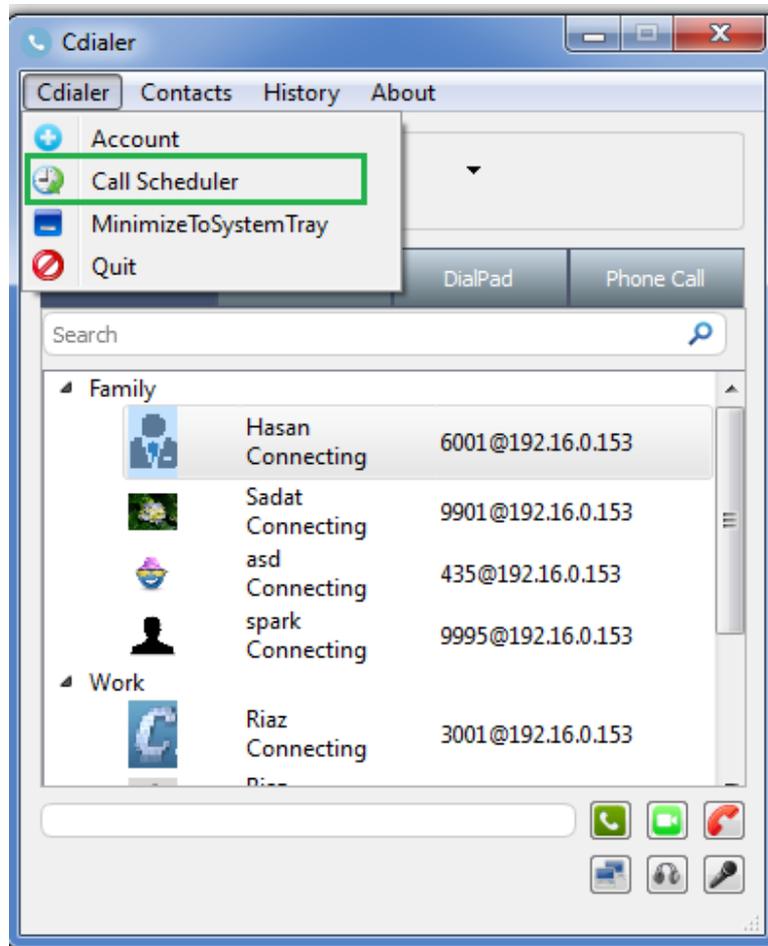


Figure 4.26: Call scheduler menu

Enter the extension, set schedule time and finally click ok.

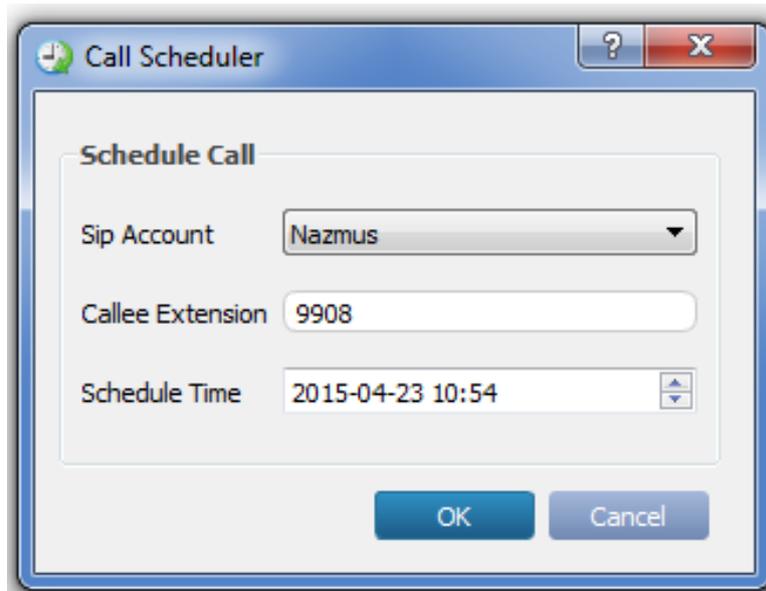


Figure 4.27: Call scheduler form

A notification will show up in the system tray icon of the CDialer before ten minutes of scheduled call.

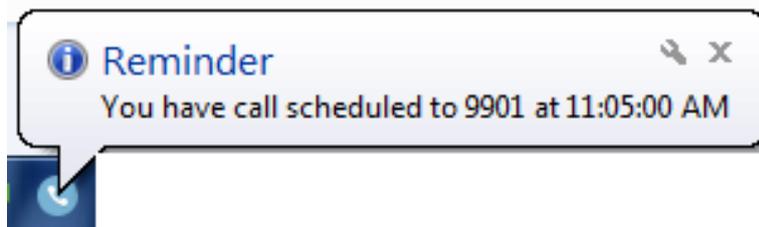


Figure 4.28: Call scheduler notification

# Chapter 5

## 5. Instant Messaging

Instant messaging is a set of communication technologies used for text-based communication between two participants over the Internet. Instant messaging chat happens in real-time.

### 5.1 Sending Instant Message

Instant message can be sent from contact list tab and call history tab.

#### 5.1.1 Sending Message from Contact List Tab

**Step 1:** Go to the contact list tab. Select the contact you want to send message. Right click on the selected contact. Click “Send Im”.

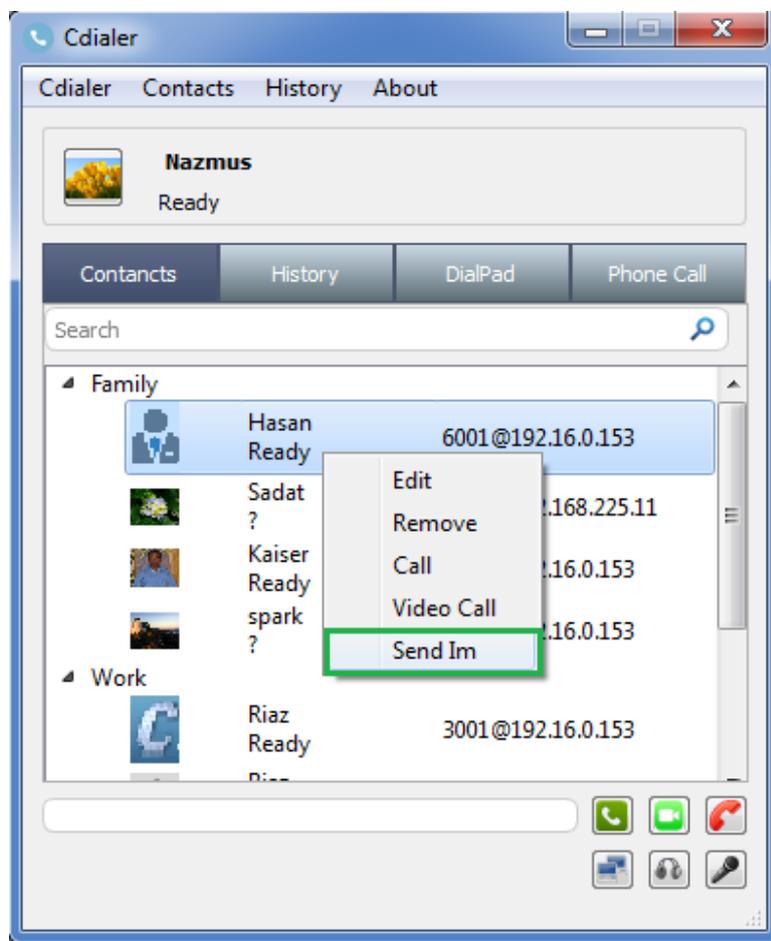


Figure 5.1: Sending message from contact list tab

**Step 2:** A chat window will open. Type your message in the textbox. Then click send button.

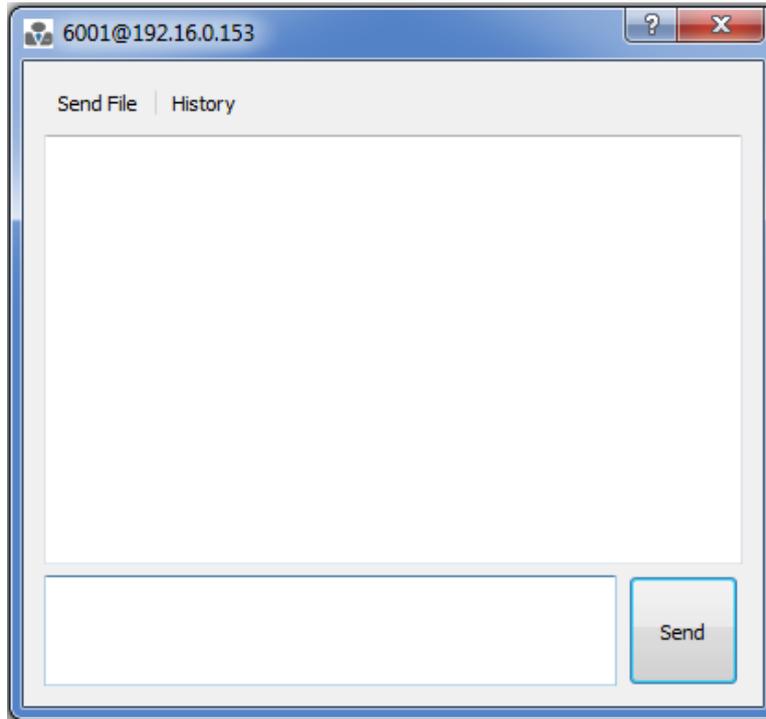


Figure 5.2: Blank chat window

As the conversation goes on, the chat window will be populated with messages of the conversation.

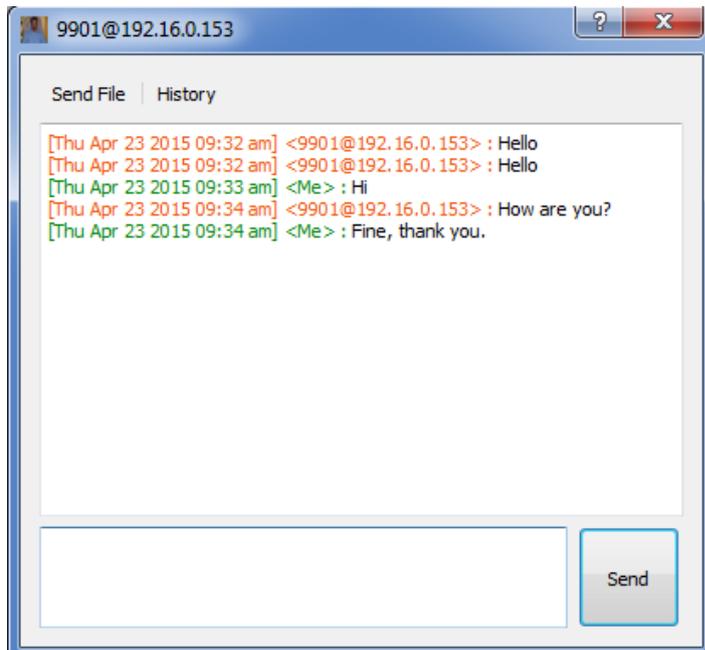


Figure 5.3: Chat window with conversation

### 5.1.2 Sending Message from Call History Tab

Message can also be sent from call history tab. To do this, select the call history tab. Select the contact you want to send message.

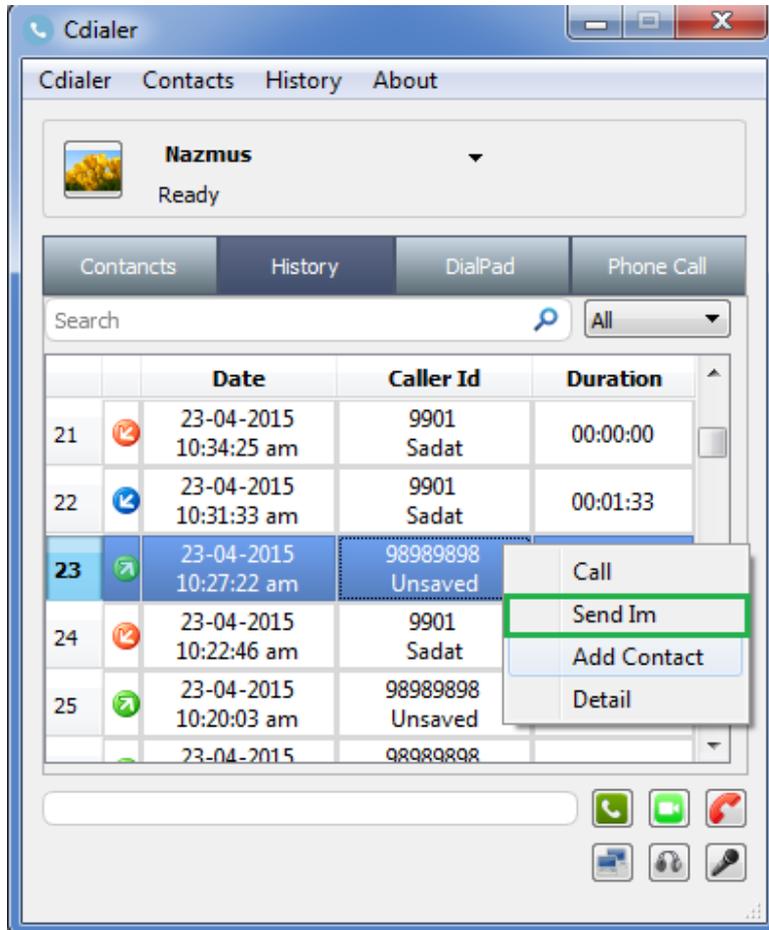


Figure 5.4: Sending message from call history

The rest of the process is exactly same (described in the previous subsection).

## 5.2 Chat History

To access chat history click on the “Chat History” submenu under “History” menu.

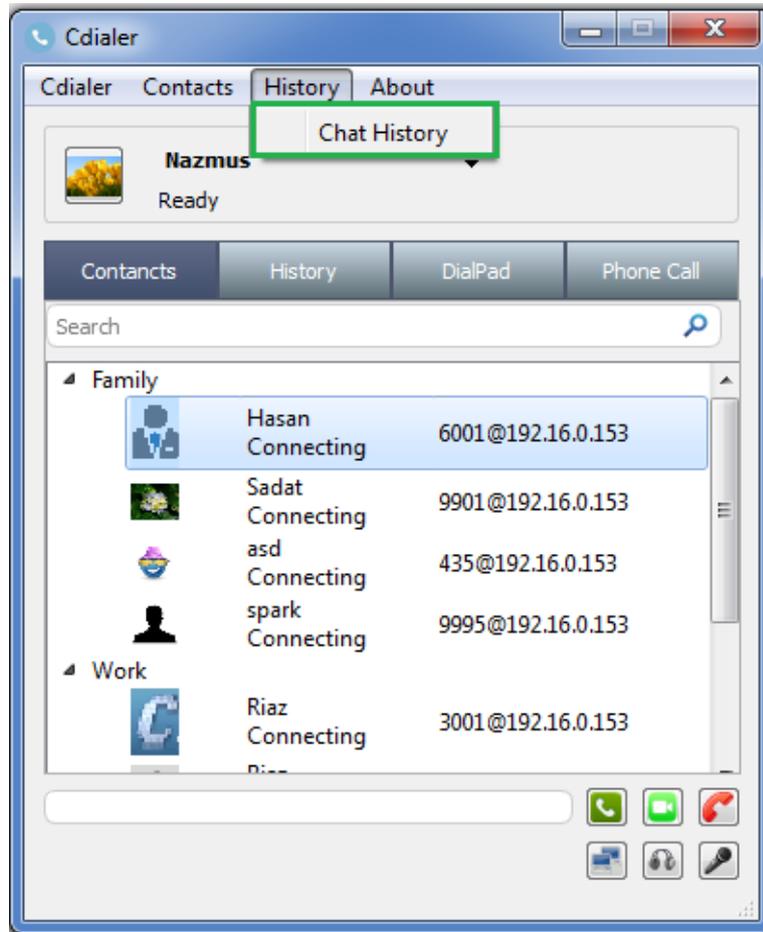


Figure 5.5: Chat history menu

A window containing chat summary of last six days will appear. If you want to see chat history for a particular date, select the date in the calendar.

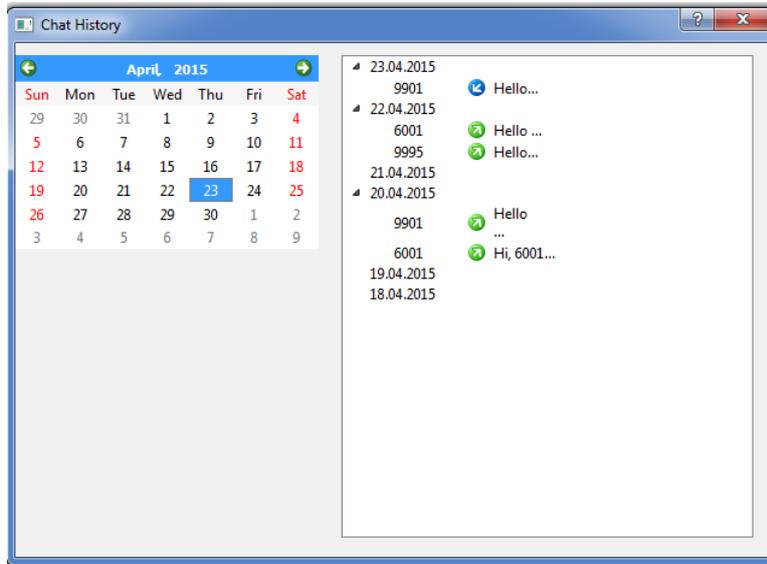


Figure 5.6: Summary of chat history

To see the entire conversation, double click the corresponding entry the list.

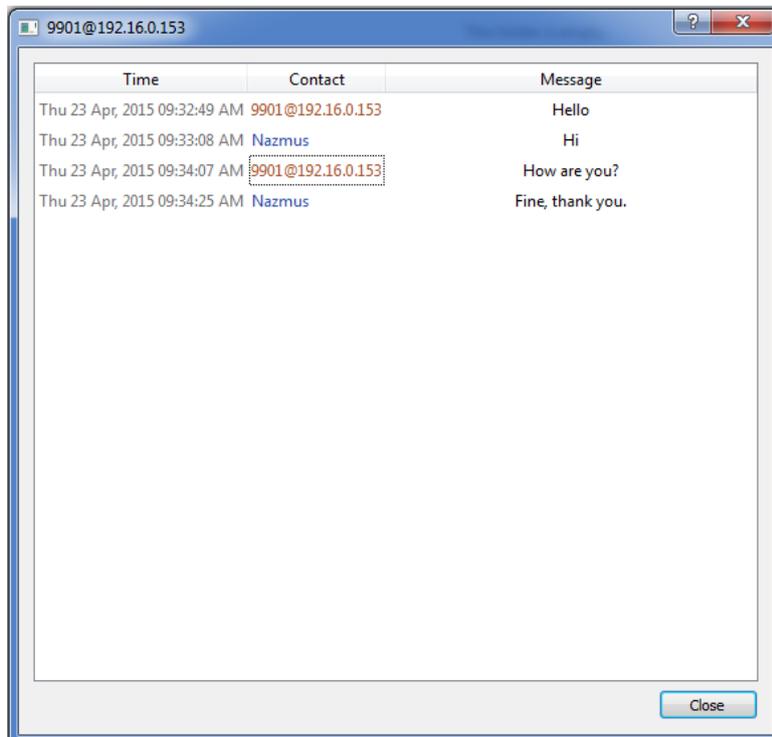


Figure 5.7: Details of a conversation

# Chapter 6

## 6. File Transfer

CDialer offers file sending and receiving functionality.

### 6.1 Sending a File

**Step 1:** To send a file open chat window. Click “Send File” menu.

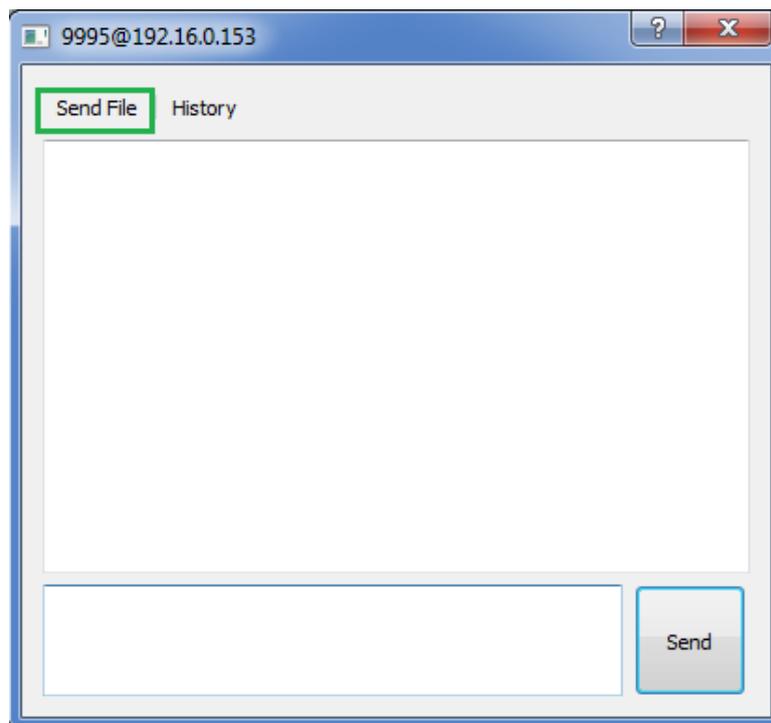


Figure 6.1: Send file menu

**Step 2:** A file dialogue will open. Select the file you want to send. Then click Open (indicated in the following figure).

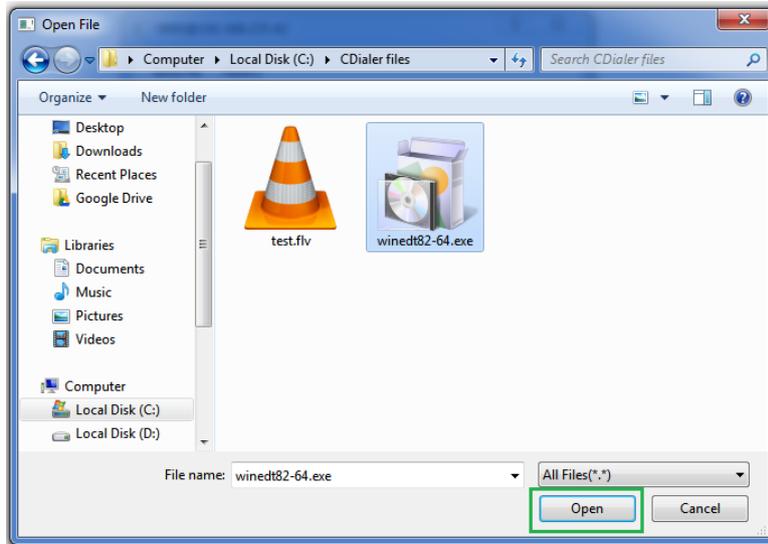


Figure 6.2: Selecting file to send

A window with a progress bar will appear.

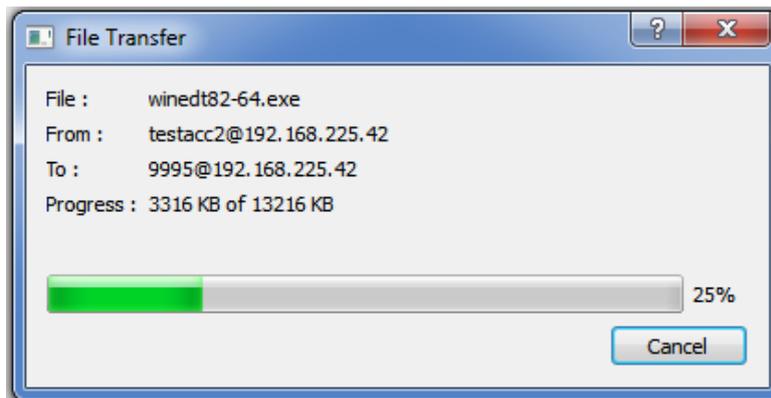


Figure 6.3: Selected file is being sent to a contact

If the file transfer completes successfully success message will be shown. Otherwise error message will be shown.

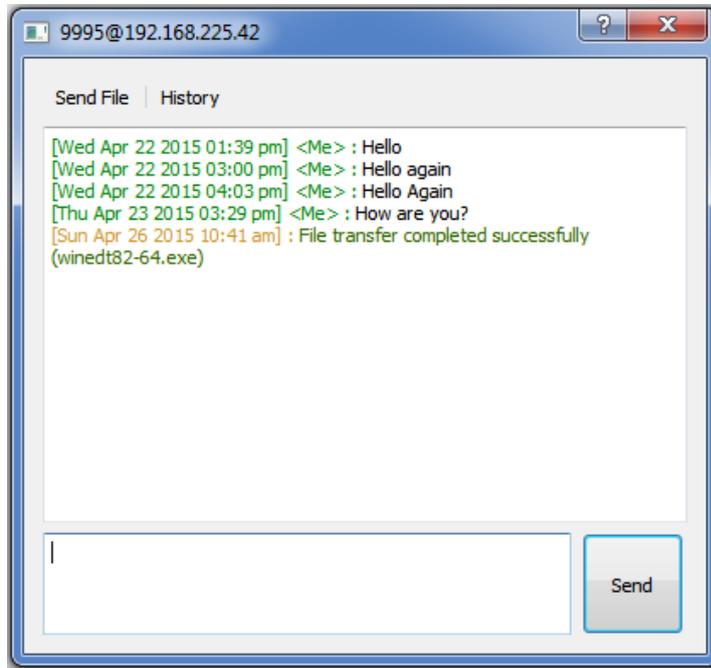


Figure 6.4: File has been sent successfully

## 6.2 Receiving a File

If any of your contacts sends you a file, chat window will pop up and a confirmation dialogue will appear.

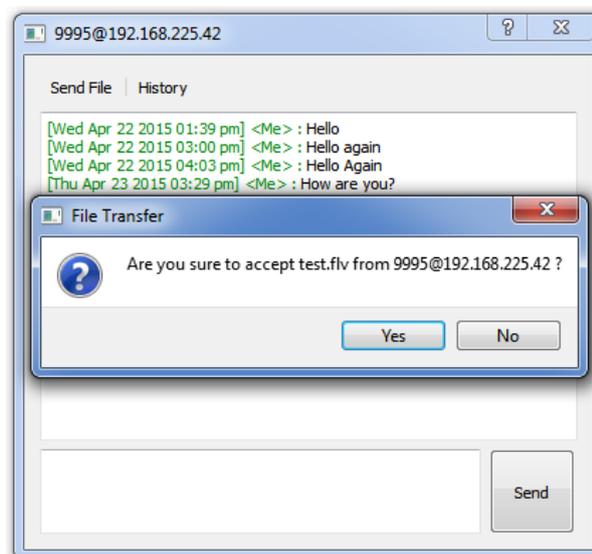


Figure 6.5: Confirmation dialogue for receiving file

If you accept the file transfer request, you will have to choose a directory where you want to save the file.

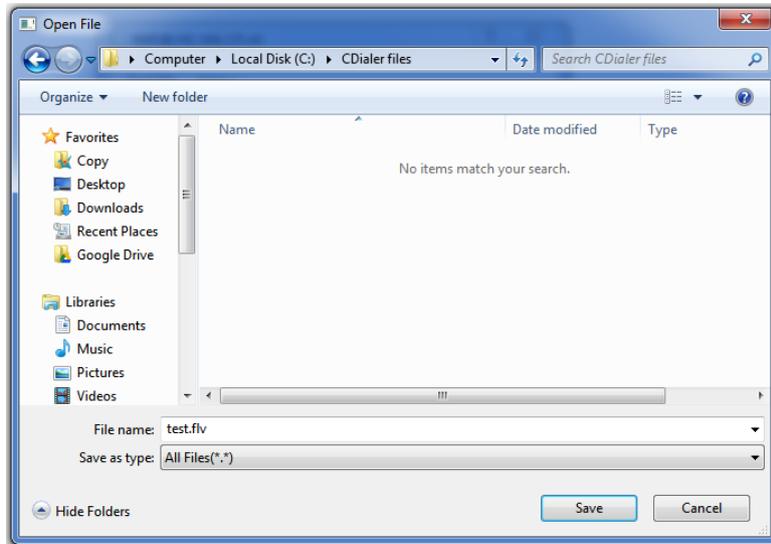


Figure 6.6: Choosing a directory to save the file

Then a window with a progress bar will appear.

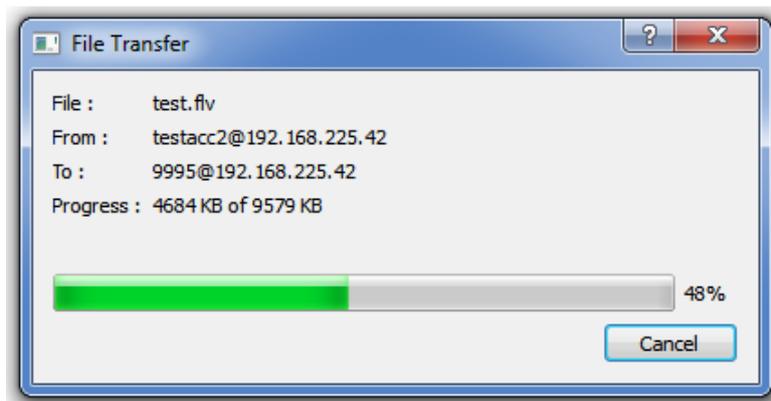


Figure 6.7: Ongoing file transfer

If the file transfer completes successfully success message will be shown.

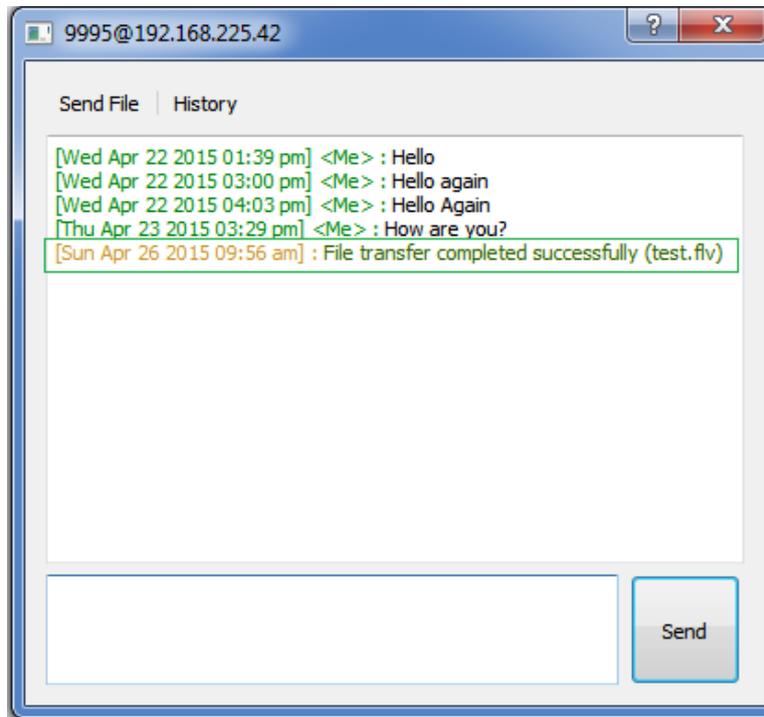


Figure 6.8: Success message for file transfer completion

Otherwise, relevant error message will be shown.