



Mac Phone

July 2014

Mac Phone

Contents

- “About Mac Phone” on page 3
- “Getting started with Mac Phone” on page 5
- “Multimedia communications” on page 12
- “Messaging and sharing” on page 29
- “Managing contacts and calls” on page 36
- “Advanced set-up” on page 55
- “Troubleshooting” on page 64

About Mac Phone

Mac Phone enables you to make VoIP voice and video calls, send and receive instant messages, share online status (presence) information, and exchange files from your Mac. Mac Phone implements SIP-based standards for phone calls, IM and presence, allowing you to work with different VoIP service providers.

The Bell Aliant Mac Phone has all standard enterprise telephone features, including:

- call display and Message Waiting Indicator (MWI)
- speakerphone and mute
- redial, hold, Do Not Disturb
- call history – list of received, missed, and dialed calls
- call forwarding
- call transfer
- call record
- auto answer
- six-party audio conferencing
- three-party video conferencing

Mac Phone also supports the following enhanced features and functions:

- video
- IM and presence using the SIP SIMPLE protocol
- corporate chat rooms.
- contact list containing the individual user's contacts
- directory containing names from a shared LDAP directory
- automatic detection and configuration of audio and video devices
- acoustic echo cancellation, automatic gain control, voice activity detection
- support for DTMF (RFC 2833 or inband DTMF)

- support for the following audio codecs: DVI4, DVI4 Wideband, G.711aLaw, G.711uLaw, G.722, G.729, GSM, iLBC, L16 PCM Wideband, Speex, Speex FEC, Speex Wideband, Speex Wideband FEC
- support for the following video codecs: H.263, H.263+ 1998, H.264
- automatic selection of the best codec based on the other party's capability, the available bandwidth, and network conditions. Mac Phone switches the codec within a call in response to changing network conditions.
- integration with a SIP deskphone, so you can use either the deskphone controls or the Mac Phone screens to control a phone call.
- Compliance to 3261 SIP standard.

Supported extensions:

- XEP-04
 - XEP-016
 - XEP-022
 - XEP-077
 - XEP-085
 - XEP-092
 - XEP-115
- Support for these firewall traversal solutions: STUN, TURN, or ICE.

Getting started with Mac Phone

System requirements

Mac Phone requires both speakers and a microphone to make calls. Any of the following configurations are acceptable:

- external speakers and microphone
- built-in speakers and microphone
- dual-jack multimedia headset
- USB multimedia headset
- USB phone

Mac Phone is optimized to work with Apple iSight camera.

Launching Mac Phone

1. Open Mac Phone if it is not already running.

The Mac Phone Login dialog appears with the Profile set to “Manually configure login server”.



The image shows a Mac Phone Login dialog box. At the top, it says "Please select a profile from the menu below to complete the login". Below this is a dropdown menu with "Manually configure login server:" selected. Underneath are three text input fields: "Login server:", "Username: Username or Phone Number", and "Password:". At the bottom, there are two checkboxes: "Remember details" (unchecked) and "Sign in automatically" (unchecked). A blue link "Need help logging in?" is positioned below the checkboxes. A "Login" button is located at the bottom right of the dialog.

2. Updating your Bria Licence

When installing and launching your Mac Phone for the first time, you will require a Bria Mac License in order to complete the upgrade. This information is provided to you by your Bell Aliant Service Representative. This is a onetime requirement, and you will not be asked for this information go-forward.

Please note, if you change hardware devices it is important to contact your IT Customer Contact, so they that they can notify Bell Aliant to update records accordingly.

3. Set the profile to the value specified by your system administrator:

- No login required: Used if you will manually configure Mac Phone, as described below.
- DHCP provided: Used if Mac Phone will be automatically configured for you and only if your system administrator has set up for DCHP discovery.
- Manually configure login server: Used if Mac Phone will be automatically configured for you but you must manually enter the server address (as provided by your system administrator).

4. If you chose the DHCP or “Manually configure” profile, the login dialog appears for you to enter the login server (“Manually configure” profile only) and your credentials. This information is provided by your system administrator.

5. Click **Continue**.

The Mac Phone window appears.

Note: After the first-time startup, the Mac Phone Login dialog will not appear if you selected the No login required profile.

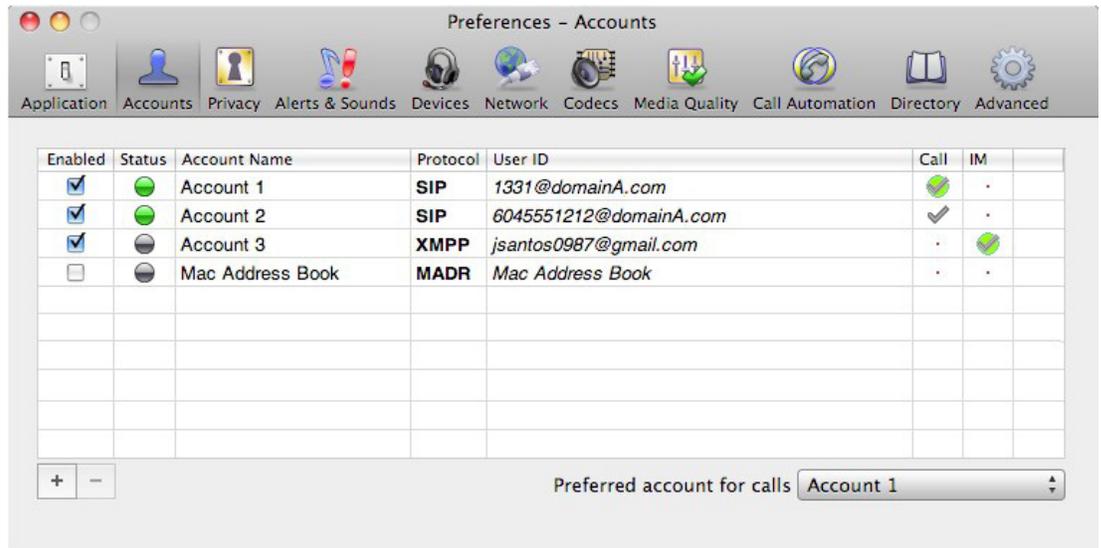
Note: If you started up the first time with “No login required” but in fact you do need to log in, select **Preferences**, click the **Application** tab and enable login.

Configuring your accounts

You must set up your Mac Phone accounts before you can start using the Mac Phone. Create your SIP account using the account settings provided by Bell Aliant. Optionally, enable the Mac Address Book account to automatically pull your Mac Address Book contacts into your Mac Phone contact list so that you can easily phone and IM them.

1. From the menu bar, select **Mac Phone > Preferences > Accounts**.

The Account list appears with a Mac Address Book account already set up. From this window you can create, enable or disable, edit, or remove a SIP or Mac Address Book account.



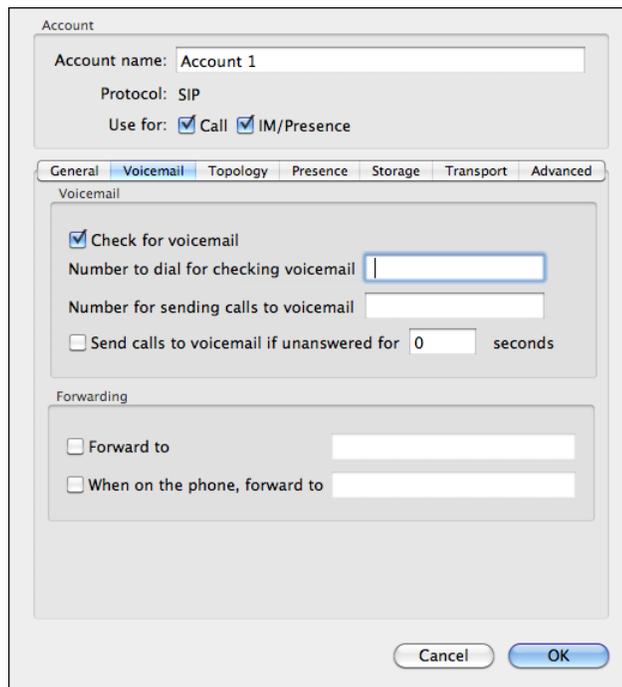
2. If you want to pull in the contacts from your Mac Address Book, in the list of accounts, select the **Enabled** checkbox next to the Mac Address Book account.
3. Click the **+** button and choose **New SIP Account**.

The SIP Account window opens.

4. Set up the SIP account using the account information provided by Bell Aliant.

5. Optionally, you can also configure the following fields under Voicemail:

- Always forward to this address: To always forward phone calls, click the box and enter the address to forward to. Phone calls received on other accounts (if you have them) are not affected by enabling this field. This feature works only when Mac Phone is running.
- When on the phone, forward to: To forward only when you are on another phone call, click the box and enter the address to forward to. Phone calls received on other accounts (if you have them) are not affected by enabling this field.



6. When done, click **OK**.

The account is enabled and registered.

7. Check the account list to make sure the account registers successfully.

The status of your accounts under the Accounts tab is indicated by the following icons:

-  The account is the “preferred account” for the action specified in the column heading.
-  The account can be used for phone calls by selecting it on the dashboard (page 7)
 - The account cannot be used for phone calls.

Setting up a contact list

Typically, you will want to create contacts in order to easily make phone calls, send IMs and transfer files. You can bring in contacts from other sources:

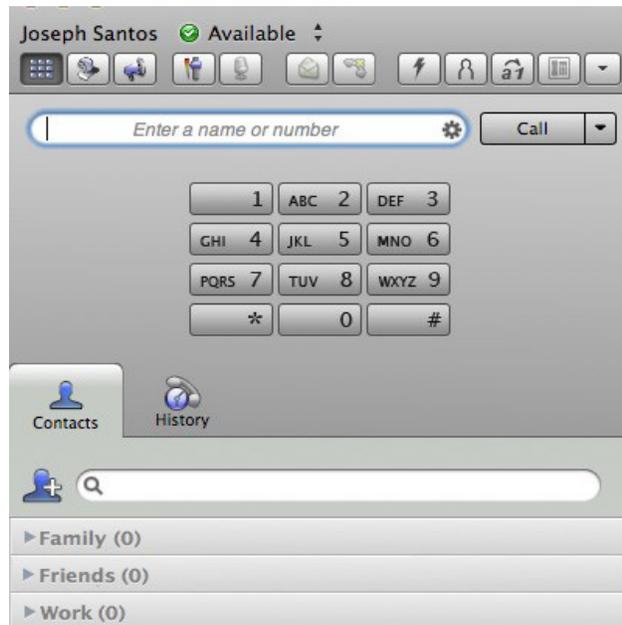
- From a file such as a vCard or comma-separated-values (CSV) file. See “Populating by importing contacts” on page 40.
- From your Mac Address book. See “Populating from the Mac Address Book” on page 38.
- From a corporate directory, if your system administrator has set one up. See “Directory” on page 54.

In addition:

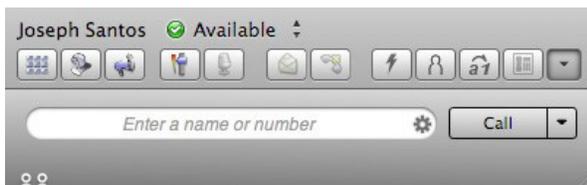
- During a call that you place or receive, you can add the other party to your contact list. See “Handling an established call” on page 17.
- You can add addresses to the Contact list one by one. See “Adding a contact” on page 42.

For general information on contacts, see “Managing contacts and calls” on page 36.

Navigating the Mac Phone



The Mac Phone menu



The menu contains the following items that are specific to Mac Phone:

Menu item	Description
Preferences	Manage your Mac Phone preferences. See page .
View	Changes how Mac Phone is displayed. Also lets you view message archives and chat rooms. To display a compact view of the Mac Phone, you can hide the dialpad and the resources tabs by selecting View > Hide .

Contacts	Lets you work with contacts.
----------	------------------------------

Menu item	Description
Actions	Lists the actions that you can perform, depending on the current “state” of Mac Phone. For example, if a contact is selected, it lists all the actions that can be performed on that contact.
Help	Provides access to various service-related features.

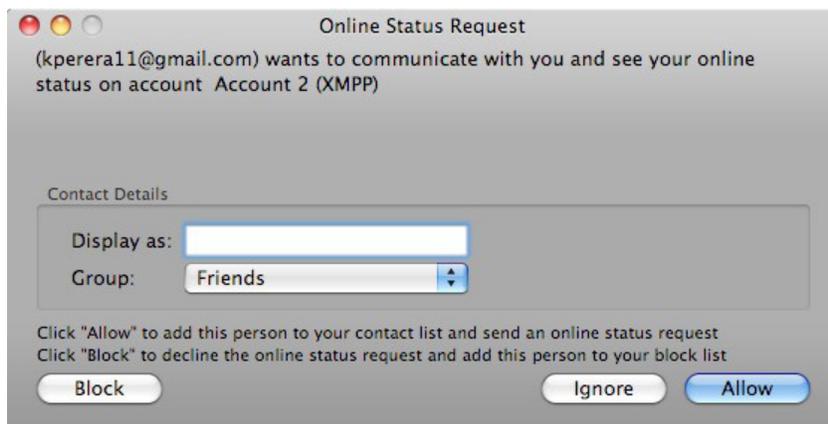
The Mac Phone toolbar

The toolbar has various buttons, including the message waiting indicator (MWI) and missed calls indicator. Hover over each button for a description.



Receiving an online status request

When you start Mac Phone, one of the first things you may see is an Online Status Request dialog. See “Sharing Online Status” on page 46.

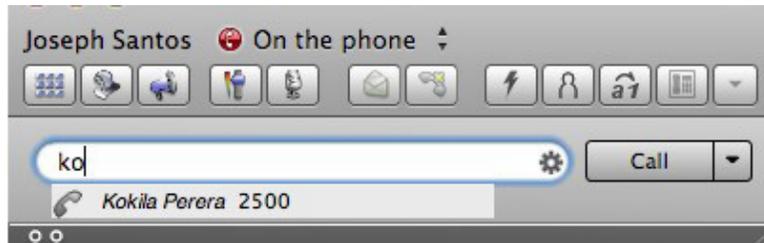


Multimedia communications

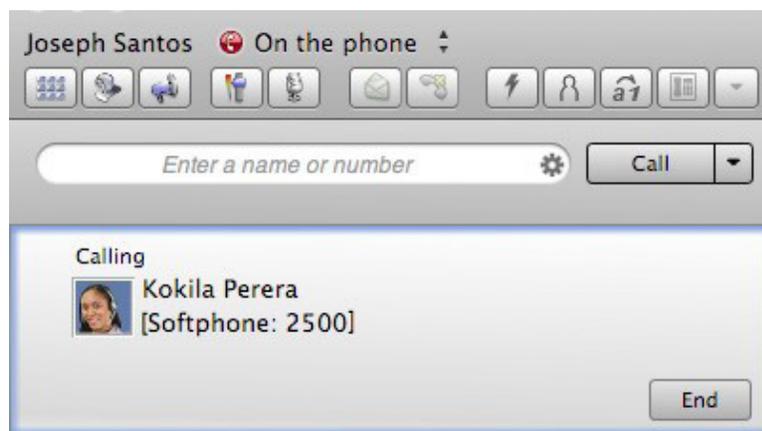
Placing a call

To place a call, use one of the options as described in the table below.

Option	From the...	Description
Keying	Dialpad or computer keyboard	<p>Enter the number or address in the call entry field using the Dialpad or the computer keyboard. To turn letters to numbers, see "Letters to numbers" on page 14.</p> <p>If entering a softphone address, you can enter the entire address (6045551212@domainA.com) or just the number (6045551212).</p> <p>As you type, a suggestion for completing the entry may appear. Choose the suggestion or keep typing.</p> <p>Click the Call button or press Enter.</p>
Drag-and-drop contact or previous call	Contacts or History tab	Drag an entry from the Contacts or History tab. (If the tab contains lots of contacts, first search or filter the list.)
Control-click a contact or previous call	Contacts or History tab	<p>Control-click an entry from the Contacts or History tab and choose Call or Video Call.</p> <p>(If the tab contains lots of entries, first search or filter the list.)</p>
Single-click a contact	Contacts tab	Hover over the right side of the contact to reveal the click-to-call button. Click to place a call using the primary phone number for this contact.
Redial	Redial button	<p>When the call entry field is empty, click the Call button.</p> <p>Or click the arrow in the call entry field and select a recent call. An audio call is placed.</p>
Dialing	Dialpad	<p>If the Dialpad is not visible, click the Show/Hide dialpad button.</p> <p>Click the numbers on the Dialpad to enter the phone number.</p> <p>Click the Call button or press Enter.</p>
From an instant message	IM window	Click the menu at the top of the IM window and choose Call .



The outgoing call opens in its own call panel, below any other existing call panels. You will hear a ringing tone while Mac Phone attempts to make a connection.



Dealing with an auto attendant

If you know that your call will be answered by an auto attendant and you know what menu items you will choose, you can include those menu items (DTMF) in the phone number when you dial it:

- Before the first DTMF number, include at least one capital P.
- You can include other Ps. Each P causes Mac Phone to wait one second before sending the next character.
- At the end of the input, you must include a ; character.

Example: To dial a number, add a 3-second delay and then press 44, enter this in the call entry field:

604551212PPP44;

Example: To dial a number, add a 6-second delay, then press 1 then 3 then 2, each with a two second delay:

604551212PPPPPP1PP3PP2;

Selecting the account to use

If you have more than one SIP account set up and enabled, when you place a call, you can select the account to use for that call. The account must be set up for making phone calls. To enable an account to make phone calls, from the menu bar, choose **Mac Phone > Preferences > Accounts**, open the desired account and change the **Use For** fields in the General tab.

When you place a call, you can then explicitly specify the account to use for that call.

1. In the main Mac Phone dashboard, select the down arrow.



2. Select the account to use.

If you choose Auto Select, the account selected depends on the dial plan rules set up by your system administrator. If no dial plan rules exist, the preferred account is used.

The account you selected is used for all future calls by default until you change this setting.

Letters to numbers

You can type letters and Mac Phone will convert the letters to numbers when placing the call.

1. Click the Letters to Numbers button  to turn on letters-to-numbers.
2. Enter the phone number using letters and numbers as desired.

When you click **Call**, the call panel shows the number in digits.

Hiding your identity (anonymous calling)

To hide your identity on a call, so that the other person will **not** see your name or number on their phone, click the Anonymous Calling button . Your ID will be hidden for all outgoing calls until you turn off Hide my number mode.

Anonymous Calling is automatically turned off when you shut down.

Placing another call

You can place another call simultaneously. There is no limit to the number of calls you can make, although eventually the quality of audio and video will degrade because of limitations on the computer.

1. While a call is in progress, place another call in the usual way.

Your existing call is put on hold.



2. To switch between calls, click **Resume** on the panel for the call that is on hold.

The call you resume becomes the active call and the other call is placed on hold.

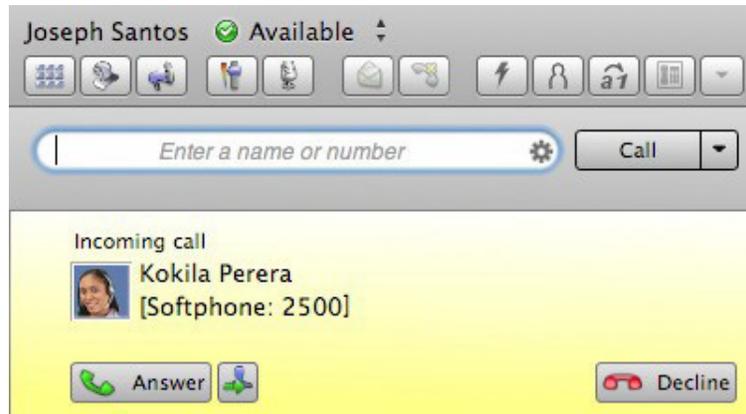
Handling incoming calls

Mac Phone must be running to answer incoming calls. (If Mac Phone is not running, incoming calls may be directed to voicemail.)

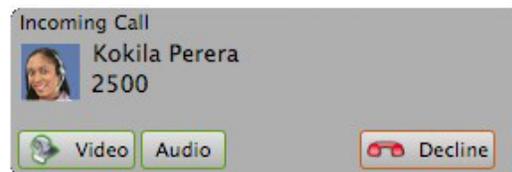
A new call appears in its own call panel. In addition, the Call Alert box appears, even if Mac Phone is minimized. For information on call alerts, see “Alerts and sounds” on page 57.

To handle the incoming call, in either the Mac Phone window or the alert window that pops up, do one of the following:

- Click **Answer**. If you are on another call, the first call is put on hold. You are now talking to the new caller.
- Click **Forward**. Enter a name and number to forward the call to.
- Click **Decline**. The caller receives a busy signal, or the call may be forwarded to voicemail.



- If the incoming call is a video call, click **Video** to answer and start sending video immediately, or click **Audio** to answer without sending video.



Auto Answer

To set Mac Phone to automatically answer all incoming calls, click the Auto Answer button . By default, Auto Answer answers the call after one ring and sends audio only when the call is established. To change these settings, select Preferences > **Call Automation**.

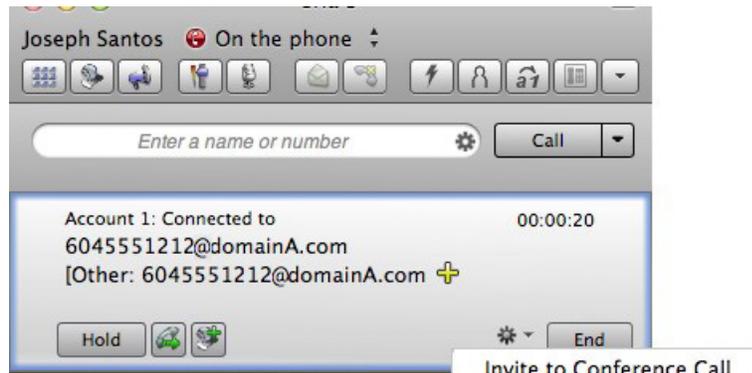
Auto answer turns off automatically when you shut down Mac Phone.

Handling an established call

During an active call, you can do the following:

- switch audio controls using the **Speakerphone**, **Microphone**, and **Mute** buttons
- click the Voicemail button to listen to voicemail messages
- place another call (your current call is automatically placed on hold; see “Placing another call” on page 15)
- record the call by selecting Start Call Recording

- send an Instant Message to the caller (see “Sending an IM” on page 23)
- invite the caller to a conference call (see “Starting a conference call from an existing call” on page 23)
- if a plus symbol appears beside the caller ID, add the current caller as a contact (see “Adding a contact using an existing address” on page 43)



Ending a call

Click the **End** button on the Call panel (the call can be active or on hold). The call panel closes after a few seconds.

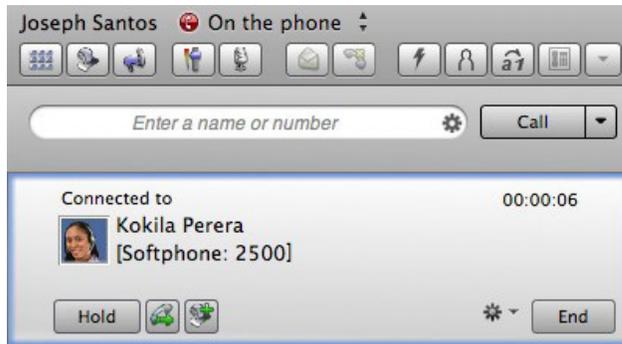
Transferring a call

You can transfer a call directly (unattended transfer), or first speak to the person you are transferring the call to and then transfer the call (attended transfer).

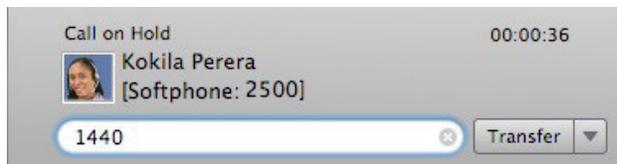
Transferring a call (unattended)

1. Click the **Transfer** button.

The call is placed on hold and a call entry field appears.



2. Type a name or number, or drag and drop a contact into the call entry field.



3. Click Transfer.

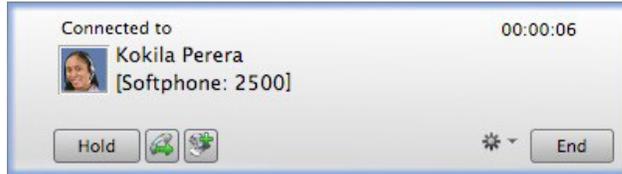
The call either ends immediately, or shows the calling progress. If the transfer is in progress, do not hang up until the transfer completes. If the transferred call is not answered, it is directed back to you.



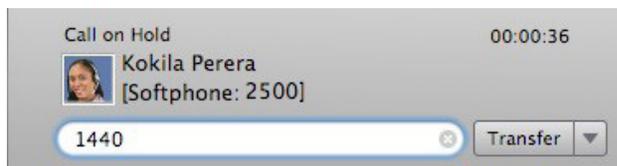
Transferring a call (attended)

You can first speak to the target (the person you are transferring the call to), then click Transfer to complete the transfer.

1. Click the **Transfer** button.



The call is placed on hold and a call entry field appears.

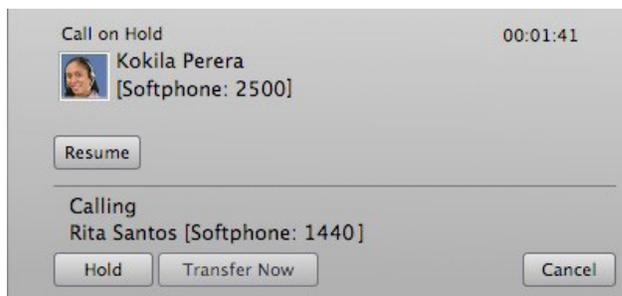


Type a name or number, or drag and drop a contact into the call entry field.

2. Click the down arrow beside **Transfer** and click **Call**.

The active call is placed on hold while you are connected to the target person to whom you wish to transfer the call.

At any time, you can click **Cancel** in the call panel for the new call to hang up and return to your first call.



3. Once you are connected with person you want to transfer the call to, when ready, do one of the following:

Click **Transfer Now** to transfer the call.

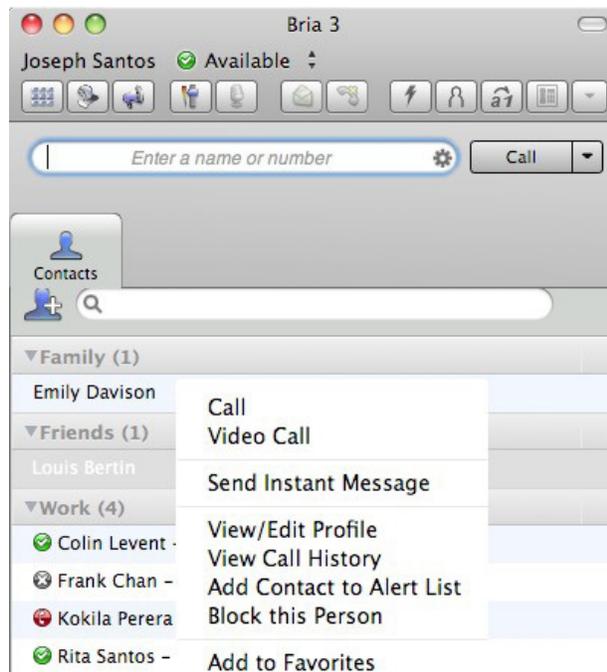
Click **Cancel** if the target does not want to take the call. You are returned to the call.

Handling video calls

Placing a video call

Place a video call from the dashboard, your contact list, or call history by clicking the down arrow and selecting **Video Call**.

Optionally, you can option-click the down arrow to set video as the default.



Adding video to an active call

If you have a camera, you can click **Start Video** to add video to an established call. When you add video, the other party may (or may not) start sending their video to you.

Other party adds video

If the other party starts their video, your video panel automatically opens and the video is played. You can start sending your own video, if desired (and assuming you have a camera) by clicking **Start Video** on the call panel.

Pausing and resuming video

Click **Stop Video** on the call panel or close the video window to pause sending your video.

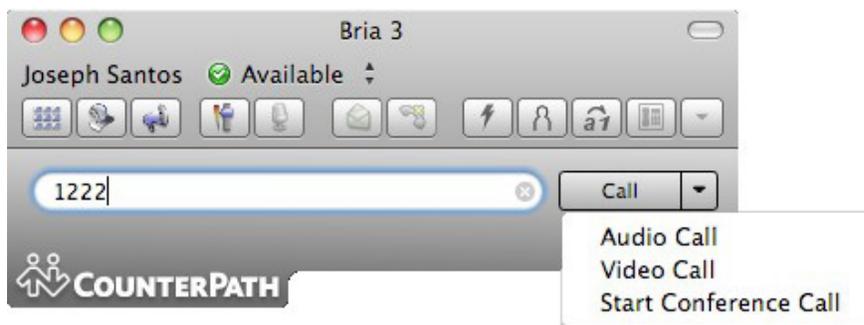
Click **Start Video** to resume sending your video. The video window opens.



Conference calls

Starting a conference call from the dashboard

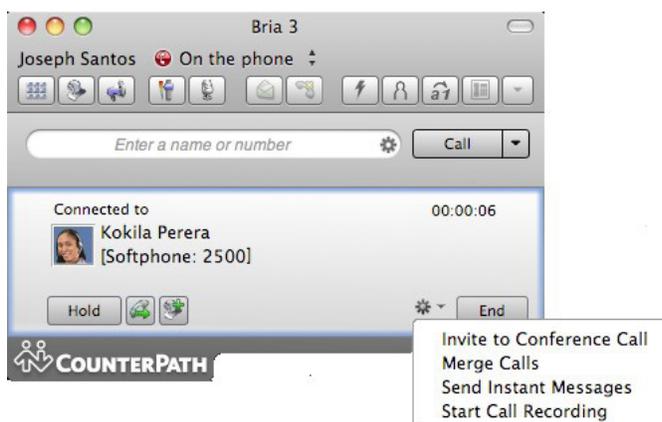
1. Type a number or address, drag and drop a contact or history item, or select a contact from the redial list.
2. Select **Start Conference Call**.



Starting a conference call from an existing call

To start a conference with a single active caller, select **Invite to Conference Call**.

To start a conference with multiple active callers, select **Merge Calls**.



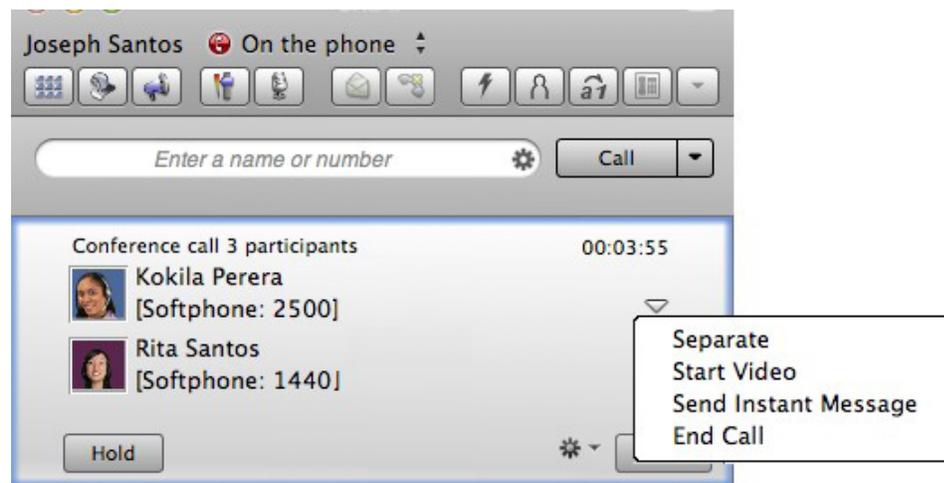
Adding more participants

You can add more participants to an existing conference in any of these ways:

- Control-click on a contact and choose **Add to Conference Call**.
- In the conference call panel, enter a name in the call entry field and click **Add**.
- Add in a separate call that is not part of the conference call: In the call panel for the individual call, click the down arrow and choose **Merge Calls**. This call is added to the conference call.

Sending an instant message

Click the down arrow beside a participant name and choose **Send Instant Message**.



Removing a participant

To remove one call from the conference, click the down arrow beside a participant name and choose **Separate**. The call becomes a separate call.

Ending the conference

To hang up on everyone, click the **End** button.

Suspending the conference

To suspend the conference, click the **Hold** button. All participants are put on hold.

Starting a conference with video

The conference host (the person who starts the conference) serves as the host for other video. Whatever video the conference host is receiving is automatically sent to all the other parties. If the conference host pauses or stops video, other participants will no longer receive video.



When you start a conference from established calls, video is included if at least one of the calls already includes video. When you start a conference from scratch, video is not included. You can add video at any time.

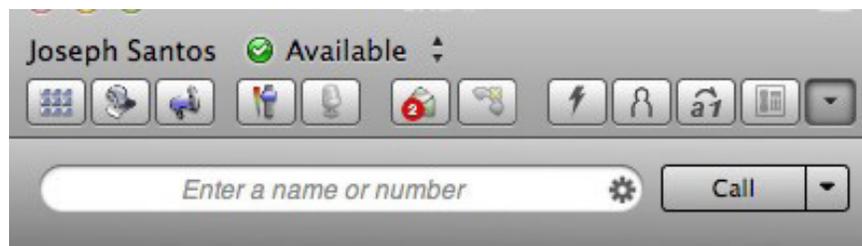
To start sending video to all participants, click the **Video** button. To stop sending video to all participants, click the **Video** button or close your video window.

To start or stop sending video to one participant, click the down arrow beside the participant and select **Start Video** or **Stop Video**. A status of "Video" appears next to each participant to whom you are sending video.



Voicemail

If you have set up voicemail options, then when you have voicemail messages, the voicemail icon appears at the top of the phone (the icon may include a number). You can click the icon to automatically connect to voicemail and listen to your messages.



See “Configuring your accounts” on page 6 for more information on setting up voicemail.

Forwarding calls

You can enable or disable forwarding so that calls will be forwarded to another number. You can set up forwarding so that calls are always forwarded or so that calls are forwarded only when you are on another call.

Ask your system administrator if you should set up forwarding through Mac Phone. It is possible that your system administrator has set up this feature on the PBX, so there is no need to set it up in Mac Phone.

To enable forwarding, from the menu bar, choose Mac Phone > Preferences > Accounts. Open an account and click the Voicemail tab. For complete details, see See “Configuring your accounts” on page 6.

You can also forward a call on the fly. See “Handling incoming calls” on page 16.

Working in Deskphone Mode

If you have a SIP deskphone, you can use Mac Phone in deskphone mode. In this mode:

- You can initiate calls from Mac Phone and then pick up the deskphone receiver in order to speak to the person. You can then control the call using the deskphone controls. You can also hang up the call using Mac Phone.
- Information about incoming, outgoing and established calls is displayed in MacPhone in read-only mode.

Setting up Deskphone Mode

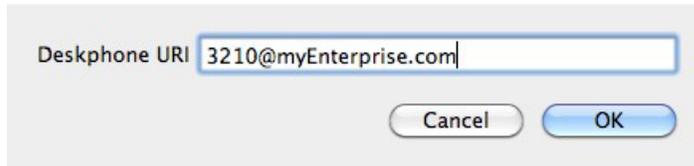
Before you set up Deskphone Mode:

- Make sure the deskphone has already been set up in your network and can make phone calls.
- Find the URI of the deskphone. For example, 3210@myEnterprise.com.
- If you have multiple SIP accounts, the account that the deskphone URI belongs to must be the preferred account for phone calls. From the menu bar, choose Mac Phone > Preferences > Accounts to check which account is the preferred account; change it if necessary.

1. From the menu bar, choose **Mac Phone > Preferences > Devices**.
2. Select the **Other Devices** tab.
3. Select **Deskphone**.

The Deskphone dialog appears.

4. Enter the deskphone IP address (URI).



5. Click OK.

Placing a call in Deskphone Mode

1. Click the **Deskphone** button  to turn on Deskphone Mode.

Note: The Deskphone button is enabled only if you have set up Deskphone Mode in your preferences.

2. Place a call in the usual way.

The deskphone rings.

3. Answer the call on your deskphone.

When the other person answers, the call is established.

You can hang up the call from Mac Phone or from the deskphone.

Answering a call in Deskphone Mode

1. Click the **Deskphone** button to turn on Deskphone Mode.

When an incoming call rings, information about the call appears on Mac Phone, but you cannot answer the call there.

2. Answer the call on the deskphone.

Messaging and sharing

Instant Messaging

Sending an IM

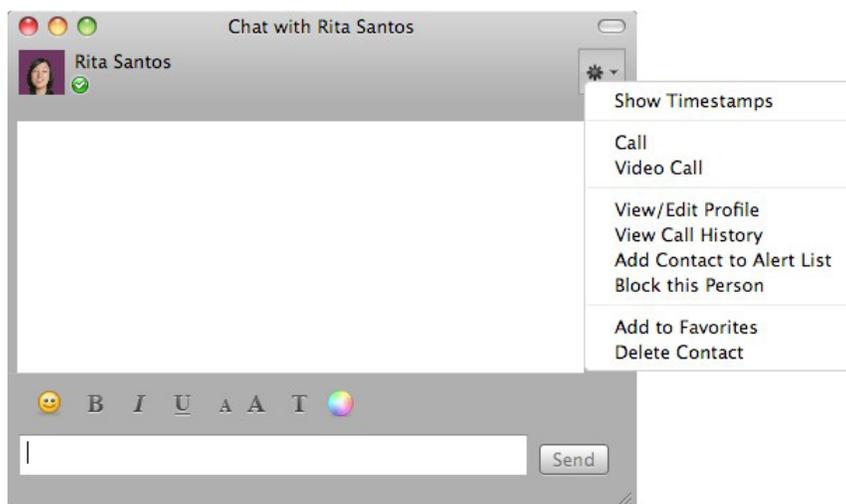
1. To select a recipient to send an IM to, do one of the following:

From the Contacts tab	Control-click on the contact and choose Send IM. The contact must have a softphone address. Or click on the IM icon that appears to the right of the contact name.
An active phone call	If the person is a contact, choose Send Instant Message from the call panel menu.
An active conference call	If the participant is a contact, choose Send Instant Message from the participant menu.

2. Type the message. Include emoticons and formatting, as desired.

To insert a return in the message, press Ctrl+Enter. (You can control the behavior of Enter and of Ctrl+Enter; see “Application” on page 55.)

3. Press **Enter**.



Receiving an IM

When an IM is received, either the IM window or a Call Alert pops up. (To control which window appears, from the menu choose **Mac Phone > Preferences > Application.**)

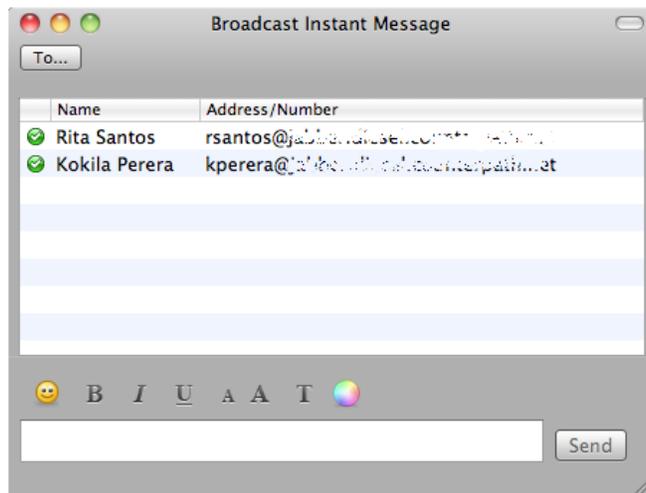
Sending a broadcast IM

You can send an IM to several people at one time.

Note: A broadcast IM is not a conference IM. With a broadcast IM, each recipient can reply to the IM, but only you will see these replies; the other recipients will not see these replies. With a conference IM, all parties see everyone's messages and the messages each party sends are seen by everyone. See "Group chat (conference IM)" on page 30.

1. Select two or more contacts.
2. Control-click and select **Broadcast Instant Message.**

The Broadcast Instant Message window appears.



3. Type the message. Include emoticons and formatting, as desired.

4. Press **Send** or **Enter**.

A recipient may send you a response, which will be displayed to you in a regular Instant Message window; you will then be in a regular IM with that one party.

Group chat (conference IM)

Group chat allows you to exchange instant messages with a group of people in the same session. All people must have XMPP accounts configured in order to participate in group chat.

Group chat differs from a broadcast IM in that all parties see everyone's messages, and the messages each party sends are seen by everyone else. In a broadcast IM, each recipient can reply to the IM, but only the person who sent the broadcast IM will see these replies; the other recipients will not see these replies.

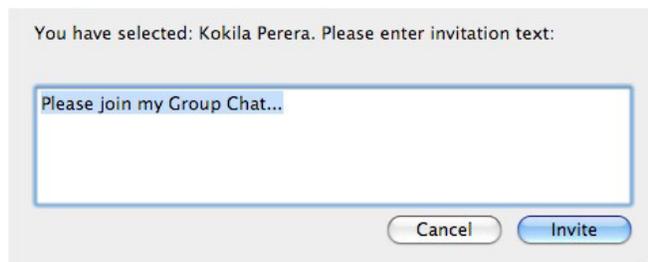
There is no limit to the number of participants in a group chat. You can also invite more participants during a group chat session.

1. In the Contacts tab, select the desired contacts.

Note: Contacts must be online.

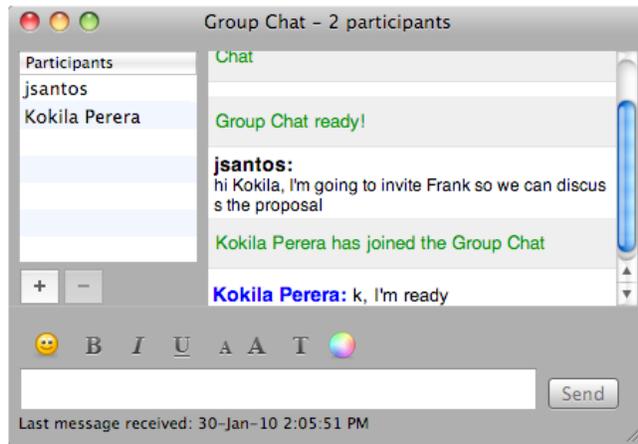
2. Control-click the last selected contact and choose **Start Group Chat**.

The invitation dialog appears.



3. Change the message, if desired, and click **Invite**.

The Group Chat window appears.



4. To invite more participants, click the + button and select contacts from the list that appears.

To remove a participant, click the - button.

Leaving a group chat

To leave group chat, close the group chat window.

If you have started the group chat and you leave the session, the session continues with the remaining participants.

Rejoining a group chat

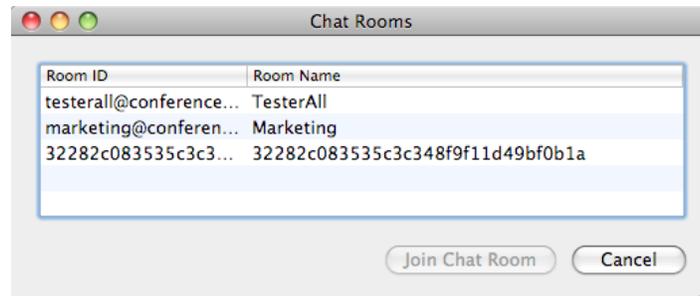
If you leave a group chat, you will be able to rejoin it so long as the session is still active (at least one other person is in the chat).

1. Select **View > Chat Rooms**.

Even if you do not normally belong to any chatrooms (next page), the chatroom popup appears to show you the group chats you had joined that are still open.

2. Select this group.

The Group Chat window reappears.



Chat rooms

Chat rooms are set up to allow the same group of people to have a group IM session, usually on a regular basis. For example, your system administrator may create a chat room called “Marketing” and add the marketing staff as members. Every Monday at 8:00 a.m., each member opens the chat room on Mac Phone and joins the conference.

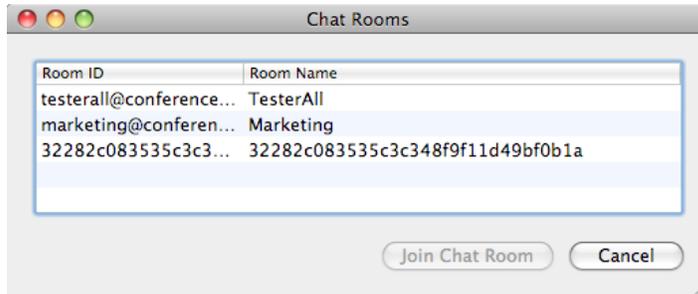
You can only use chat rooms if your system administrator has set up chat rooms and added you as a member. Chat rooms are only available on XMPP accounts.

1. Obtain the names of the chatrooms you belong to from your system administrator.
2. Choose **View > Chat Rooms**.

If the menu item does not show, make sure the appropriate SIP account is enabled. If you have more than one SIP account, you will also have to select the account the chat room belongs to.

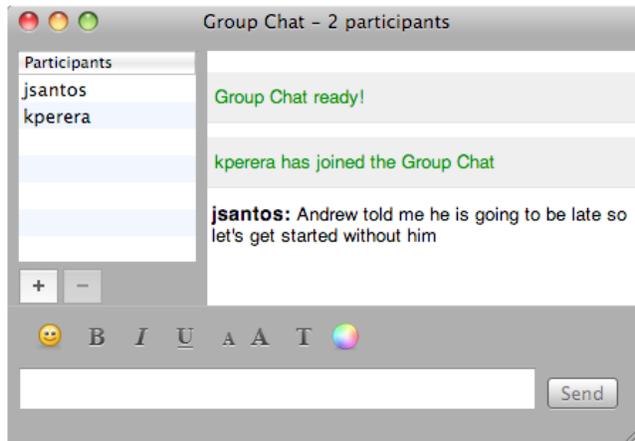
3. Select the appropriate account and click **OK**.

The list of chat rooms that you belong to appears.



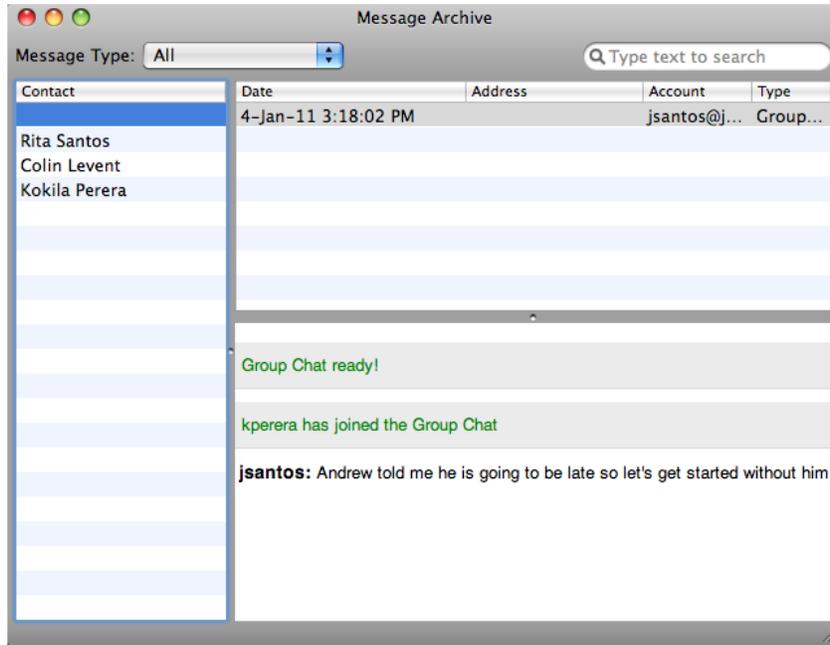
4. Select the chat room and click **Join Conference**. If prompted, enter the password for the room (obtained from your system administrator).

The Chat Room window appears showing you and other people who have already joined to the chat room session.



Viewing the message archive

You can view your recent IM activity for any contact or group chat session. Control-click a contact and choose **View Message Archive**, or select **View >Message Archive** from the menu.

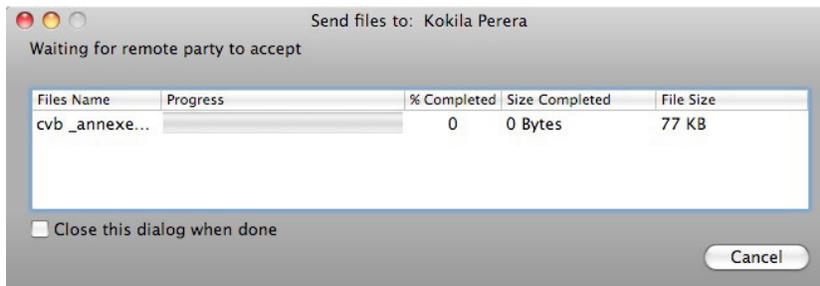


Sending and receiving files

Sending files

1. Control-click a contact and choose **Send Files**.
2. Select the files to send and click **Open**.

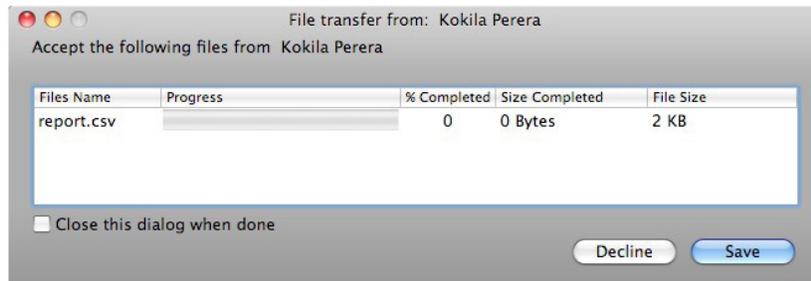
The Send Files dialog appears with a “waiting” message.



3. To cancel the file transfer before the other person retrieves the files, click **Cancel**.

Receiving files

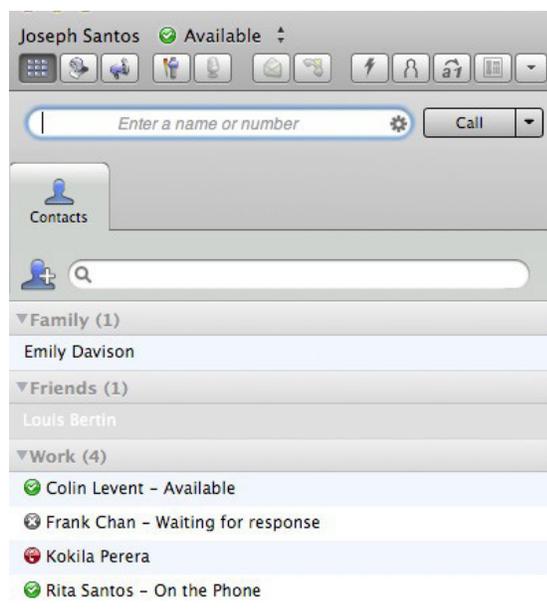
When another user sends you a file, a window appears prompting you to save the file.



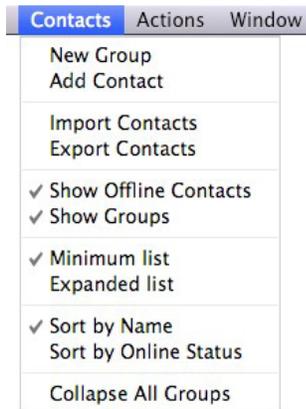
Managing contacts and calls

The Contacts tab displays your contacts. Each contact is shown with presence information and icons for single-click phoning and instant messaging.

If the Contacts tab is not showing, go to the menu bar and choose **View > Show Contacts**.



You can change the detail and layout of the contact list: from the menu bar choose **Contacts** and set the desired options.



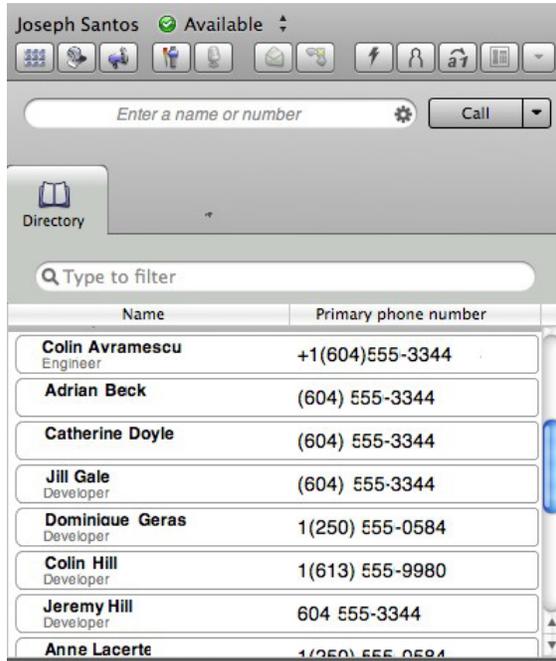
Populating the contact list

At any time, but particularly when you first deploy Mac Phone, you may want to populate the contact list with contacts from an external source.

Populating from an LDAP directory

If your system administrator has set up an LDAP directory, you can create contacts from it:

1. Make sure Mac Phone is configured to connect to this directory (see “Directory” on page 54).
2. From the menu bar choose **View > Show Directory**.



3. From the Directory tab, select people, then right-click and choose **Add as Contact**.

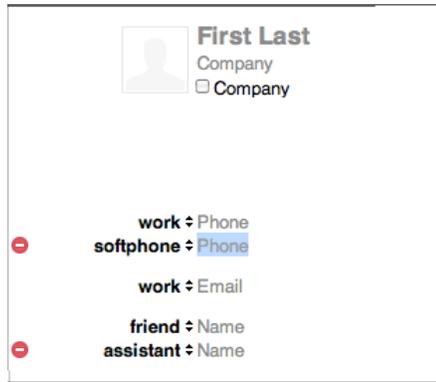
When you have “contacts created from directory”, the contacts are automatically updated whenever the corresponding directory entry changes, and deleted if the corresponding entry is deleted from the directory.

Populating from the Mac Address Book

You can populate the Mac Phone contact list by pulling in the contacts from your Mac Address book.

1. Ensure that the Mac Address book account that is automatically set up in Mac Phone is enabled. See “Configuring your accounts” on page 6 for more information.
2. Optionally, if your Mac Address book contains contacts whose presence you can see in your SIP account, modify the contact’s entry in the Mac Address book as follows:

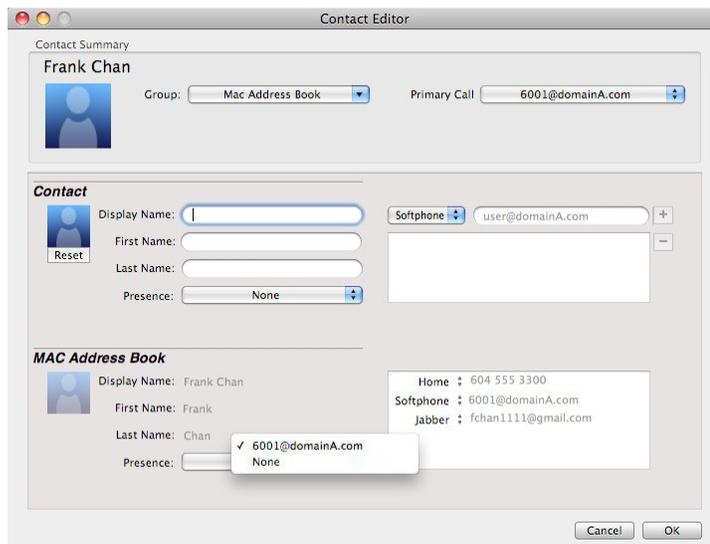
- change **Address type** to “Phone”
- change **Address label** to “softphone” (all lower case)



When you enable the Mac Address Book account in Mac Phone, the contact will be pulled in with the specified phone number already set up as a softphone address.

3. Open the contact and choose the specified phone number in the **Presence** field.
4. Click **OK**.

Mac Phone will obtain availability information for this contact.



Populating by importing contacts

You can populate the Mac Phone contact list by importing from an external file or files. Your system administrator may have placed a file on a server for you to import. You can also import your own file or files, as many as required. The new contacts will be added to the existing contacts.

Importing from .CSV or vCard files

You can import a contact list from vCard (*.VCF) files or from a Microsoft® Excel® comma-separated values (*.CSV) file. To import from a CSV file, you must first set up the file. See “Preparing an Excel file for CSV import” on page 40.

1. From the menu bar, choose **Contacts > Import Contacts**.

The Import Contacts wizard starts.

2. Select the file type and file location, and specify whether you want to replace or append to the existing contact list.

Preparing an Excel file for CSV import

1. Remove any introductory text or headings from the top of the file.

You can keep text at the end of the file; it will be ignored during the import.

2. Insert a blank row as the first row.
3. Insert the headings that Mac Phone will use to interpret the meaning of each column. The columns can be in any order.

Key headings are **sip-address**, **display-name**, **given_name**, **surname**, **business number**, and **presence_subscription**.

The following table is a list of all the headings used in the Mac Phone contact list.

Heading	Description
business_number	
business_numbern, where n is 2 to 6	
categories	Maps to Mac Phone groups
default_address	Maps to the Presence field
default_address_comm	Always specifies IM, if default_address is specified. This heading does not map to a Contact Profile field
default_address_type	SIP
display-name	
email_address	
email_addressn, where n is 2 to 6	
fax_number	
fax_numbern, where n is 2 to 6	
given_name	
home_number	
home_numbern, where n is 2 to 6	
mobile_number	
mobile_numbern, where n is 2 to 6	
other_address	
other_addressn, where n is 2 to 6	
postal_address	

presence_subscription	<p>If you only want to share presence information with some of your contacts, enter “true” for contacts whose online presence you want to see, leave blank or enter “false” for others. During the import, you will be able to choose to share presence with only these contacts. Mac Phone will subscribe to the presence of these “true” contacts, assuming that the user has a SIP.</p> <p>If you want to share presence with all your contacts (or with none), ignore this heading. During the import you will be able to choose to share with all (or none) of your contacts.</p>
sip_address	Mac Phone recognizes a value in this column as a softphone address and considers the address as one that can be phoned and as an address that can be used for IM/presence (if SIP is being used for IM/ presence).
sip_addressn, where n is 2 to 6	
surname	
web_page	
web_pagen, where n is 2 to 6	

4. Save the file as *.csv.

Exporting contacts

You can export a contact list to a CSV file.

1. From the menu bar, choose **Contacts > Export Contacts**.

The Export Contacts wizard starts.

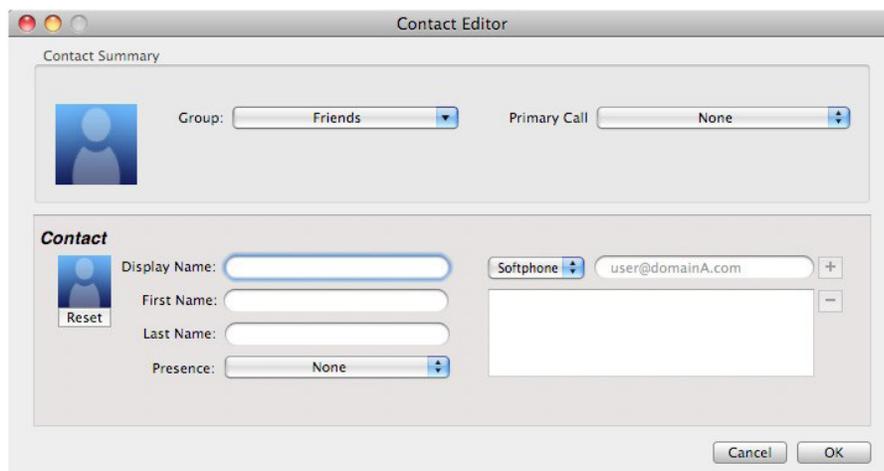
2. Select the file type and file location for the created file.

A file of the specified type is created.

Adding a contact

1. Click , or control-click a group and choose **Add Contact to Group**.

The Contact dialog appears.



The screenshot shows the 'Contact Editor' dialog box. It is divided into two main sections: 'Contact Summary' and 'Contact'. In the 'Contact Summary' section, there is a profile picture placeholder, a 'Group' dropdown menu set to 'Friends', and a 'Primary Call' dropdown menu set to 'None'. The 'Contact' section includes a 'Reset' button, a 'Display Name' text field, a 'First Name' text field, a 'Last Name' text field, a 'Presence' dropdown menu set to 'None', a 'Softphone' dropdown menu set to 'user@domainA.com', and a large empty text area. At the bottom right of the dialog are 'Cancel' and 'OK' buttons.

2. Configure the contact details as follows:

Field	Description
Contact Summary	
Group	Click to show the list of groups. Check each group this contact should belong to.
Primary Call	If the contact has more than one number, select the primary number. This number will be used with single-click calling.
Primary Presence	This field appears only the contact has more than one Softphone number or Instant Message address. The primary presence is used as follows: The presence icon on the contact list shows the online status for this address. The single-click action for instant messaging uses this address. You can still send IMs to this person at their other addresses, but you must right-click and choose from the context menu.
Other Sections	
Display Name (required)	The display name for this source of information. For example, the display name from the contact list.
First Name, Last Name	Optional.
Contact Methods	Enter as many contact methods as you want. Enter a person's IM address as follows: If you use the SIP account for IM and presence, choose Softphone. If you have more than one account of a given type, include the domain (for example, 1440@domainA.com) to ensure that the number or address gets associated with the correct account.
Presence	This field is automatically populated when you enter an address in the Soft phone or Instant Message field. It indicates that you are sharing online presence information using this address. The address is also shown in the list in the Primary presence field, above.

3. To enter a phone number, select the phone type, enter the number, and click +.

Adding a contact using an existing address

1. Do one of the following:

If you are on a phone call with a person who is not a contact, click the **Add to Contacts** icon in the call panel.

On the **History** tab, select an entry that is not a contact, Control-click, and choose **Add Contact**.

The Contact Profile dialog appears.

2. Complete the dialog as desired and press **OK**.

If the contact method is Softphone or Instant Message, an online status request is sent to this person. See “Sharing online status” on page 46.

Updating contacts from the directory

If you have created a contact created from directory, you can control-click the contact and choose **Update from Directory** in order to bring the latest directory information (if any) into the contact. Any key data you had added or changed in the contact may be overwritten by the update. Non-key data (such as the display name) will not be removed.

Modifying the contact list

Changing contact information

To change the information for a contact, control-click the contact and choose **Edit Profile**. The Contact dialog appears (see “Adding a contact” on page 42).

Moving or deleting a contact

To drag one or more contacts to a different group, select them and drag to the title bar of the new group.

To delete one or more contacts, select them, control-click, and choose **Delete** or **Delete Selected Items**. The contacts are removed from this group. If a contact belongs to several groups, it is removed from all groups.

Adding, deleting or renaming groups

Select any group, control-click, and choose the appropriate menu item.

Contacts that have no group appear under “Ungrouped Contacts.” You can delete, but not rename, this group.

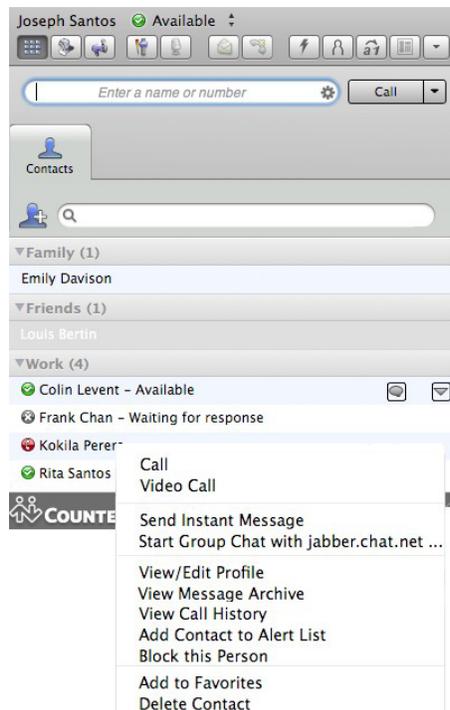
Placing a call or sending an IM to a contact

Do one of the following:

Hover your cursor over a name in the contacts panel and click the phone icon or IM icon.

Select a name in the contacts list, control-click and select **Call**, **Video Call**, or **Send Instant Message**.

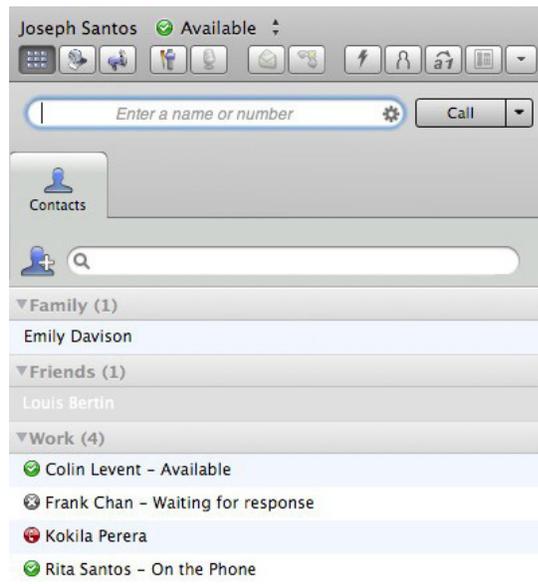
Note: If the contact has a SIP address, the contacts panel shows whether the contact is available. See “Sharing online status” on page 46.



Sharing online status

You can publish your online status to contacts who have softphone address, and you can set up Mac Phone to view the online status of other contacts. Typical online statuses are available, on the phone, or busy.

The online status of your contacts is shown beside the names in your contact panel for those contacts to whose online status you are subscribed. Your own online status is displayed at the top of the Mac Phone window.



Watching others' status

To watch a contact's status, that contact must be tagged for presence:

- If you create a contact using the Contact Profile and you include a SIP address in the Softphone field, Mac Phone will automatically obtain status information for this address.
- If you created contacts by importing a contact list, you can specify during the import whether you want to share presence information. See “Populating by importing contacts” on page 40.
- If you enabled the Mac Address Book account in order to pull your Mac contacts into Mac Phone, then these contacts will be set up for presence if you set up the mapping correctly. See “Populating from the Mac Address Book” on page 38.

When you choose to share presence information, Mac Phone sends the contact a notification request. The request asks that you be able to see that person's status. If the person allows this request, then the icon beside their name (in your Contacts) becomes color coded to specify their status.

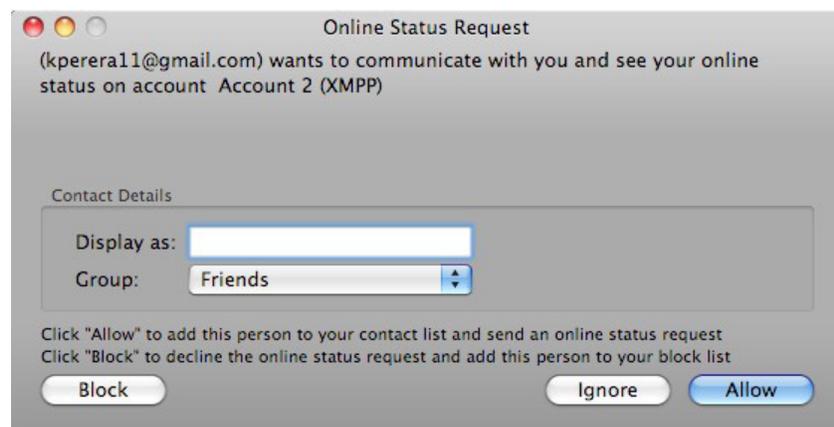
Allowing other parties to see your status (publishing your status)

Continuing from above, when the other person allows the notification request, your name is added to their contact list. As soon as you are added to their list, a request is sent back to you requesting that they be able to see you. Mac Phone accepts this request automatically, and the other person can now see your status.

Receiving an online status request

Someone who is not one of your contacts may add you as a contact on their end, and may include your SIP address. In this case, Mac Phone receives an online status request. The request is handled in one of two ways:

- If you set up a privacy rule before this person has a chance to contact you, then you will never see this request. Mac Phone will automatically reply to the request according to the rule. See page 56.
- If you do not yet have a privacy rule set up for this person or for their domain, this request appears to you as an Online Status Request. You must respond to the request.

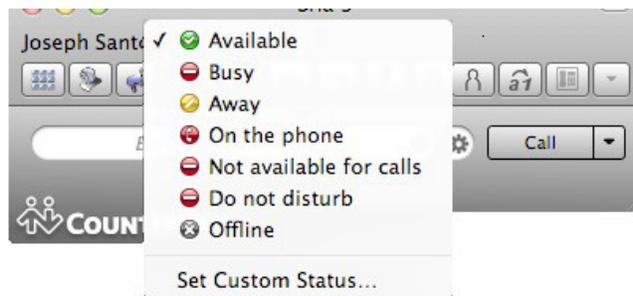


The table below describes the options for responding to the online status request.

Option	Button	Comment	Result
Create a new contact	Allow	This option is selected for you if you do not currently have a contact with this SIP address.	<p>Allow the request and create a new contact using this address.</p> <p>Because you allow the request, you will no longer be bothered by requests from this person. In addition, this same request will automatically be sent from your Mac Phone to the other person, so that you can see their online status.</p>
Update an existing contact	Allow	This option is selected for you if you already have a contact with this SIP address but you were not previously sharing your online status with this person.	<p>Allow the request and add this address to an existing contact (if Mac Phone has found an appropriate match).</p> <p>Because you allow the request, you will no longer be bothered by requests from this person. In addition, this same request will automatically be sent from your Mac Phone to the other person, so that you can see their online status.</p>
Either option	Block		<p>Block the request.</p> <p>This person will not be able to contact you from this address.</p>
Either option	Ignore		<p>Ignore the request.</p> <p>The other person will not be able to see your online status. The other person will not be added to your privacy settings.</p> <p>The Online Status Request may appear again in this session or a future session.</p>

Setting your online status

Click the down arrow beside the online status indicator on Mac Phone, and select the desired value.



The table below describes the online status indicators.

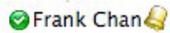
Indicator	Meaning for your status	Meaning for others' status
 Available	<p>Either:</p> <ul style="list-style-type: none"> You have set your status to this value. Mac Phone has determined that you are logged on but not on the phone or idle. <p>When you have this status, Mac Phone will automatically detect when you are idle or on the phone, and change the status to match.</p>	You can contact this person.
 Busy	You have set your status to this value. Mac Phone will never automatically switch you out of this status; you must switch yourself.	You can contact this person.
 Away	You have set your status to this value. Mac Phone will never automatically switch you out of this status; you must switch yourself.	You can contact this person.
 On the phone	<p>Either:</p> <ul style="list-style-type: none"> You have set your status to this value. In this case, Mac Phone will never automatically switch you out of this status; you must switch yourself. You started a phone call when your status was "Available". When your call finishes, your status reverts to "Available". 	You can contact this person.
 Idle	<p>You have not moved or clicked the mouse or pressed a keyboard key for the Idle period. To set the Idle period see page 55.</p> <p>As soon as you click the mouse or keyboard, your status changes to "Available".</p>	You can contact this person.
 Offline	You have set your status to this value. The other person sees you as offline, even though you are not actually offline. The other person cannot tell the difference between this status and you really being offline.	The contact is either not logged on or does not want to share online status.
No icon	Not applicable	You are not watching the other person's online status.

Receiving contact status alerts

You can add a contact to your Alert List in order to request to be notified when the online status of a contact changes.

1. In the contact list, control-click the selected contact or contacts and choose **Add to Alert List**.

The Alert List icon appears beside the contact.



When the contact's status changes, a notification appears.



2. Do one of the following:

If the contact is available, you can click the phone or IM icon to call or IM the contact.

Select the **Keep Contact on Alert List** checkbox to receive another notification the next time the contact's status changes.

Click **Close** to ignore the status change.

Privacy

You can control how contacts and other people can contact you by phone or IM, and you can control whether your contacts can see your availability information (whether you are online, on the phone, and so on).

You can set up controls in advance or "on the fly" (as phone calls and presence requests come in).

Setting up controls in advance

To set up controls in advance, see “Privacy” on page 56.

Setting up controls on the fly

From the online status request

Another party can send you a presence request, to request that they be able to see your presence, as described in “Receiving an online status request” on page 47.

Your response has the following effect on privacy:

- If you add the person as a contact, then the ability of that person to phone or IM you is controlled by your privacy settings.
- If you allow the person without adding them as a contact, then the ability of that person to phone or IM you is controlled by your privacy settings.
- If you block the person, then that person is added to your Blocked List (**Mac Phone > Preferences > Privacy**). The person will not be able to phone or IM you, and will not see your availability information. You can change this blocking by removing the person from the Blocked List, in which case they will then be controlled by your privacy settings.

For information on privacy settings and the Blocked List, see “Privacy” on page 56.

From the contact list or history list

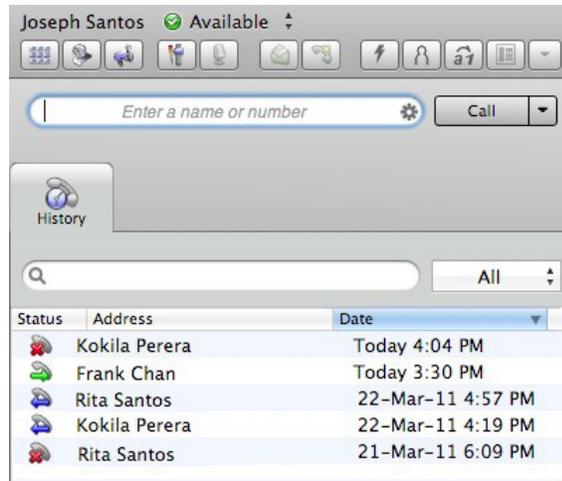
Control-click the name and choose **Block this Person**. The person will be added to your Blocked List (see “Privacy” on page 56). The person will not be able to phone or IM you, and will not see your availability information.

To later unblock this person, control-click on the name and choose **Unblock this Person**.

Call history

You can view your call history in the History tab. From the menu bar, choose **View > Show History**.

The Status column indicates incoming missed and answered calls and attempted or completed outgoing calls.



Managing the list of calls

Control-click on an entry in the call list to:

- Delete the call.
- Delete all entries in this list.
- Edit the profile if the entry is a contact.
- Add as contact. The Contact dialog appears. See “Adding a contact using an existing address” on page 43.

Phoning from the call history

You can control-click on an entry to place a call to this person, using the contact method that was used for this call. You can:

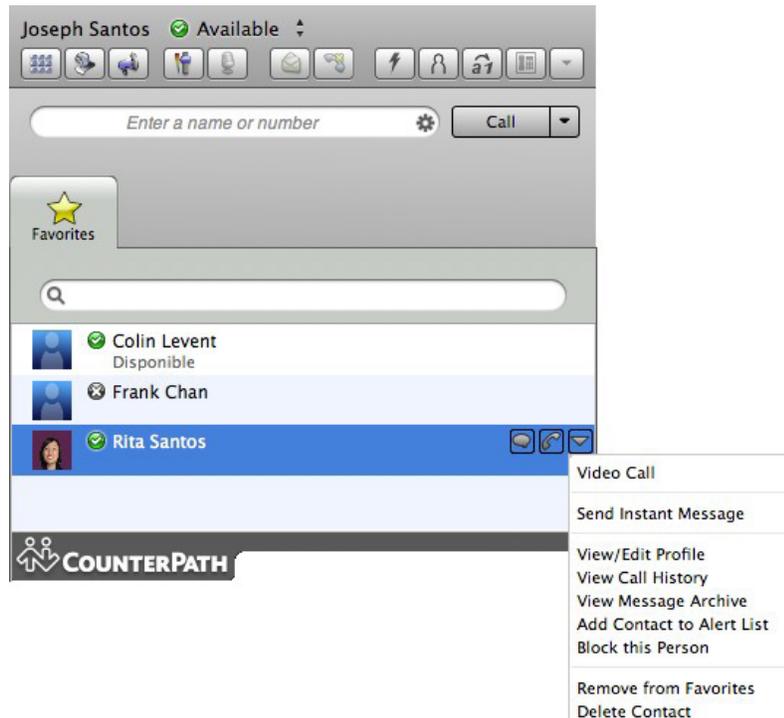
- Control-click on an entry and select **Call** or **Video Call** to place a call to this person, using the contact method that was used for this call.
- Place a call to this person and add them to a conference call that is in progress. For more information on conference calls, see “Conference calls” on page 22.

Favorites

To view the Favorites tab, from the menu bar, select **View > Show Favorites**.

You can create favorites from your contact list. They will be displayed in both the contact list and in the Favorites tab. Select the desired contacts, then control-click and choose **Add to Favorites**.

You can perform nearly all the same actions in the Favorites tab as you can from your contact list.

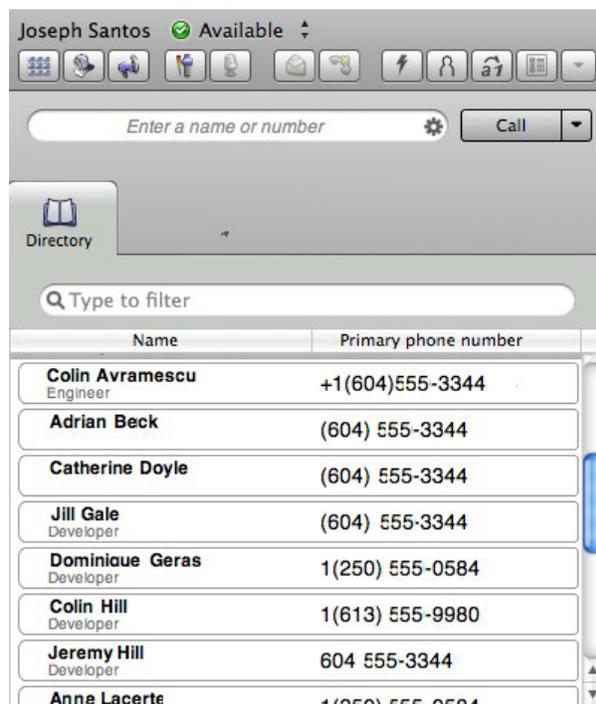


Directory

The Directory tab is available only if your system administrator has set up Mac Phone to access a corporate directory.

To view the Directory tab, from the menu bar, select **View > Show Directory**.

Note: Only one number appears in the directory for each entry. Other numbers may appear if you attempt to call the contact.



Placing a call from the directory

Control-click an entry and choose **Call** or **Video Call**. The call is placed immediately.

Creating a contact from the directory

1. Control-click an entry and choose **Add to Contacts**.

The Contact Profile window appears, populated with all the information from the directory (not only the information displayed in the tab).

2. Complete the window with any missing information that you want to record.
3. Click **OK**.

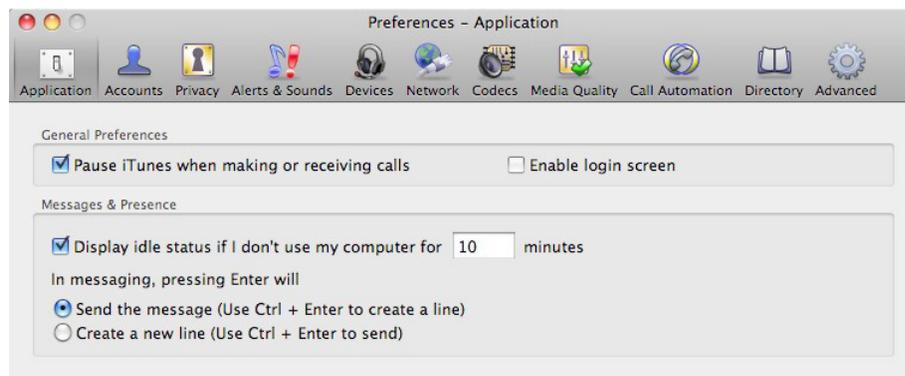
Note: If the information for a person in the directory ever changes, you can control-click the entry and choose **Update Contact**.

Advanced set-up

From the menu bar, choose **Mac Phone > Preferences**. The Preferences window appears. All the tabs on this window, except for the Accounts tab, configure preferences settings.

Application

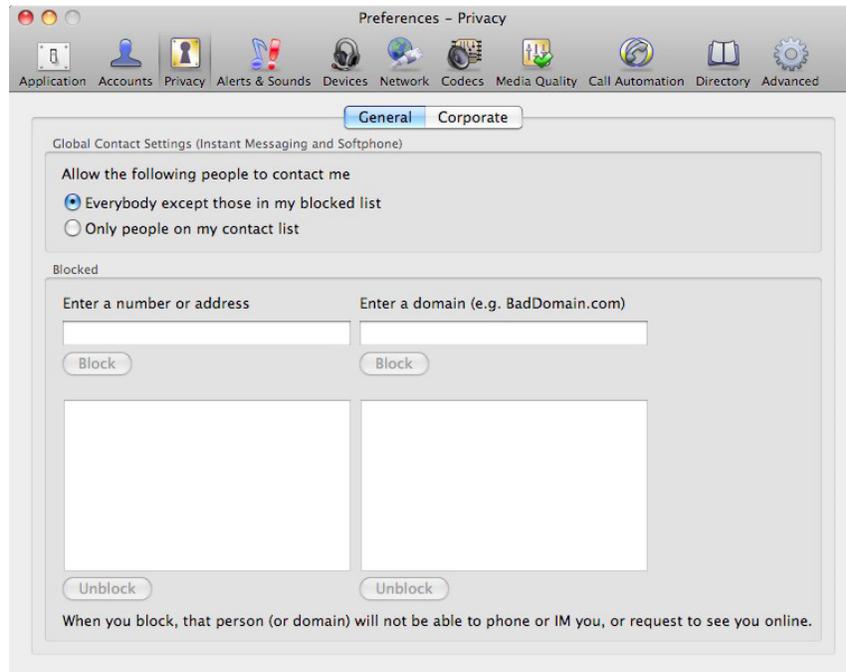
This panel lets you set your general and login preferences.



Note: Logging in must be enabled for access to your Mac Phone features and services. If you selected “No login required” when you launched Mac Phone for the first time, select the Enable login screen checkbox, select Reset login profile and restart the Mac Phone. When the Mac Phone Login dialog appears, select the correct option and log in.

Privacy

You can control how contacts and other people can contact you by phone or IM, and you can control whether your contacts can see your presence information (whether you are online, on the phone, and so on).



General tab

For “Global Contact Settings”, choose one option. If you choose “Only people in my contact list”, then all contacts will be able to contact you unless their name or their domain is in the Blocked list (below).

The “Blocked” section is optional. It lets you enter addresses and domains that will be prevented from contacting you.

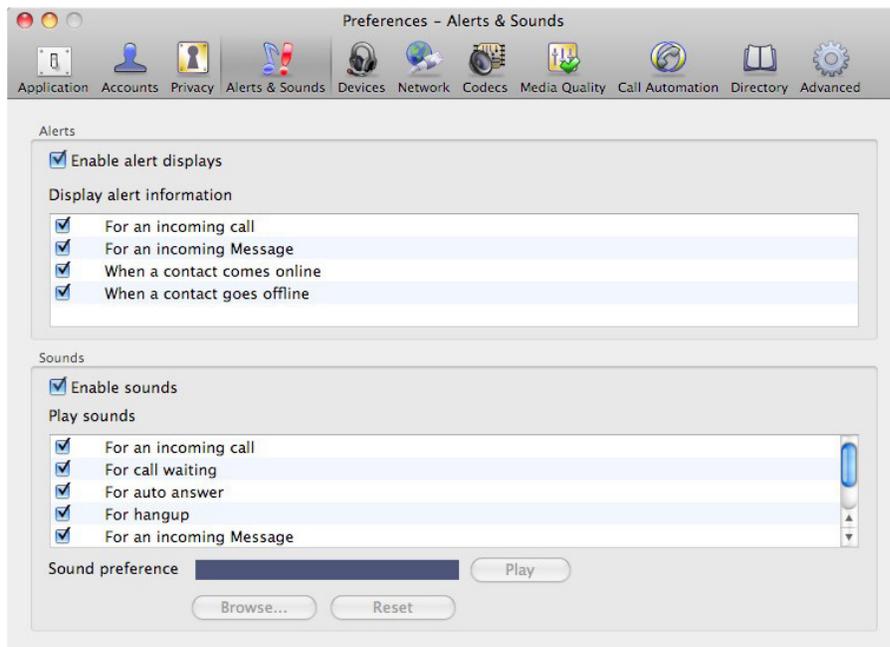
You can add and remove entries from the blocked lists. In addition, entries are automatically added to this list when you block someone on the fly. See “Setting up controls on the fly” on page 51.

Corporate tab

If you enter a domain in this list, people in that domain will automatically be allowed to see your online status. You will no longer see Presence Request dialogs from these people in this domain.

Alerts and sounds

This panel lets you control the alert box and lets you assign sounds.



Enabling alert displays

You can control whether the Call Alert box is displayed in different situations. You can also control how you are alerted to an incoming IM: either with a small IM Alert box or with the IM window itself.



Assigning sounds

You can assign specific sounds to a variety of actions or events. Select the **Enable sounds** check box and select the check boxes for each desired event, or clear the Enable sounds check box to disable all sounds.

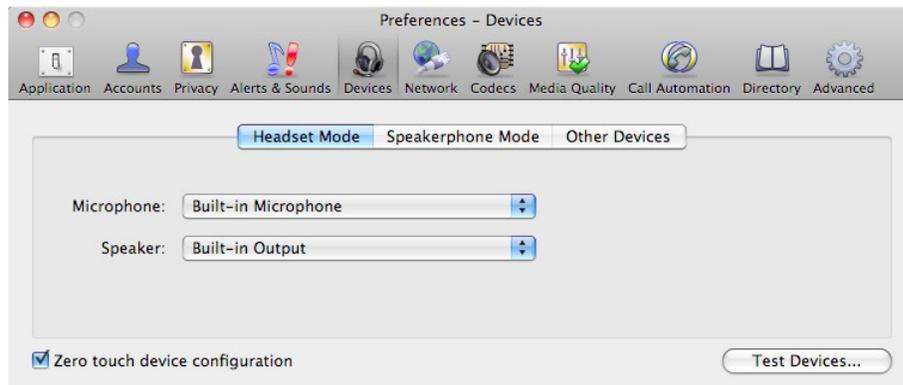
You can change the sound for each event by selecting individual events.

You can import sounds; these will be added to the list of sounds you can choose from when assigning a sound to an event.

Devices

Mac Phone automatically detects devices at each startup, and selects the most appropriate device for each purpose. If you do not like this selection, you can override it on this panel.

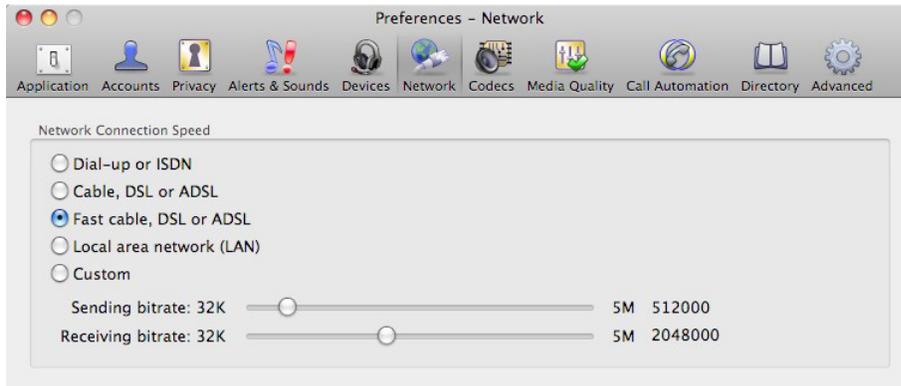
If you override a selection, it will apply the next time you start Mac Phone, unless the device is no longer available, in which case Mac Phone will again select the device to use.



The following table describes the fields you can configure in the Devices panel.

Field	Description
Headset Mode	
Microphone, Speaker	<p>Change these fields only if you want to override the devices that Mac Phone automatically selected.</p> <p>In both these fields, select the headset you are using.</p> <p>The headset is the device that is usually used for the speaker (the sound you hear) and microphone (recording your voice). The only situation in which the headset is not used is when the Speaker Phone button on the dialpad is pressed.</p> <p>Therefore, unless you will always be using Mac Phone in speakerphone mode, you must make a selection here.</p> <p>Select the headset in both the Speaker device field and Microphone device field.</p>
Zero touch device con- figuration	Typically, leave on. When device configuration is on, if you change your audio or video device, Mac Phone will automatically detect the new device and start using it.
Test Devices	For information on the Test Devices button, see “Troubleshooting” on page 64.
Speakerphone Mode	
Microphone Speaker	<p>Same as headset mode, but for the device to use when speakerphone is on (on the toolbar).</p> <p>Select None if you do not have a speaker phone. The Speaker Phone button on the dial pad will be disabled.</p> <p>You can set different devices for the speaker and microphone: for example, you can set the speaker to the speakerphone and set the microphone to your headset.</p>
Other Devices	
Ring on	<p>The device where you want to hear the phone ringing.</p> <p>Change this field only if you want to override the devices that Mac Phone automatically selected.</p>
Volume	The volume of the ringer.
Camera	<p>This field appears only on versions of Mac Phone that include video functionality.</p> <p>Change this field only if you want to override the devices that Mac Phone automatically selected.</p> <p>Select the camera model.</p>
Resolution	<p>Leave at standard, or change the size as follows:</p> <p>Set it to high if you have a good camera and a computer with a fast CPU. You will know that you have set the size too large if your computer slows down (the video is using too much CPU) or the video shows black areas, or is slow or jerky.</p> <p>Typically set it to low only in special situations, for example, when using Wi-Fi in a hotel. You will know that you have set the size too small if the video is fuzzy.</p> <p>This field is identical to the Resolution field in Media Quality > Video Quality.</p>
Deskphone Setup	If you are set up with a deskphone, click to configure the URI of your deskphone, in order to work in deskphone mode. See page 26.

Network



Select the type of network connection for your computer.

The sliders move to show the bitrate that will be used for sending and receiving. These rates are typical rates for the selected configuration.

If you know that your computer and network can handle a faster sending speed, click **Custom** and move the slider. It is recommended that you not change the receiving speed.

You will know that you have set the sending speed too high if:

- The remote video shows black areas or is slow or jerky.
- The remote audio is garbled.

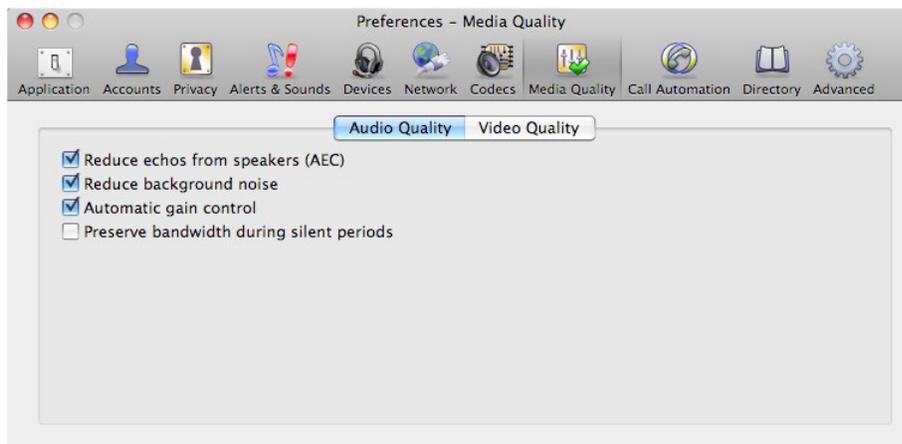
You will know that you have set the sending speed too low if the audio is good but the video is of poor quality (grainy).

Codecs

Change the settings on this tab only if advised to do so by Bell Aliant

Media Quality

You can configure audio and video quality preferences in the Media Quality panel.

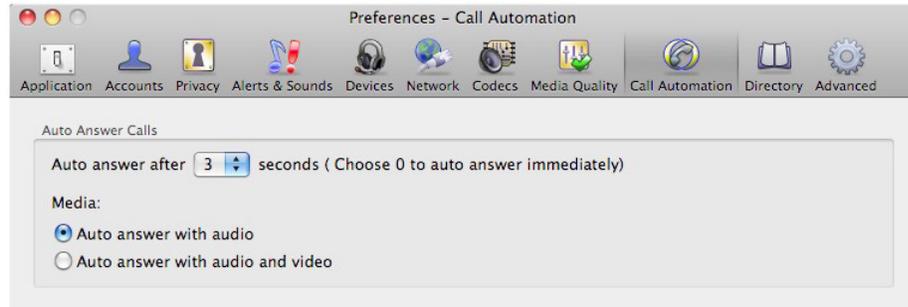


The following table describes the fields you can configure in the Media Quality panel.

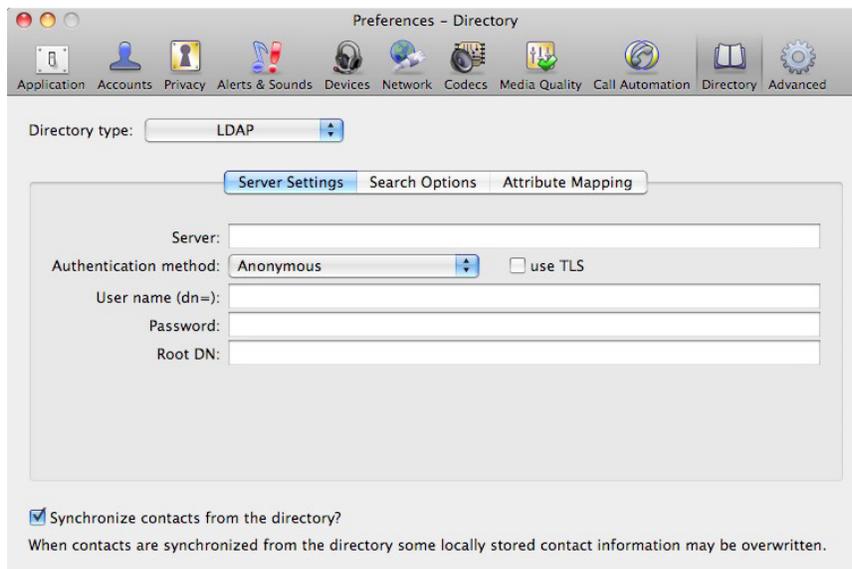
Field	Description
Audio Quality	
Reduce echo	Turning this feature on improves sound quality. This feature is typically on.
Reduce background noise	Automatically attempts to remove background noise. Typically on for the speakerphone.
Automatic gain control	This feature is typically on.
Preserve bandwidth	When this feature is on, Mac Phone stops sending audio when you are not talking. When this feature is off, Mac Phone always sends audio, which uses more bandwidth but may result in better call quality. Typically off. However, if you are using a slow (dial-up or ISDN) connection, you may want to turn it on.
Video Quality	
Resolution	Leave at standard, or change the size as follows: Set it to high if you have a good camera and a computer with a fast CPU. You will know that you have set the size too large if your computer slows down (the video is using too much CPU) or the video shows black areas or is slow or jerky. Typically set it to low only in special situations, for example, when using Wi-Fi in a hotel. You will know that you have set the size too small if the video is fuzzy. This field is identical to the Resolution field in Devices > Other Devices.

Call automation

These settings let you configure how you want auto answer to handle incoming calls, when Auto Answer is enabled. See “Auto Answer” on page 17.



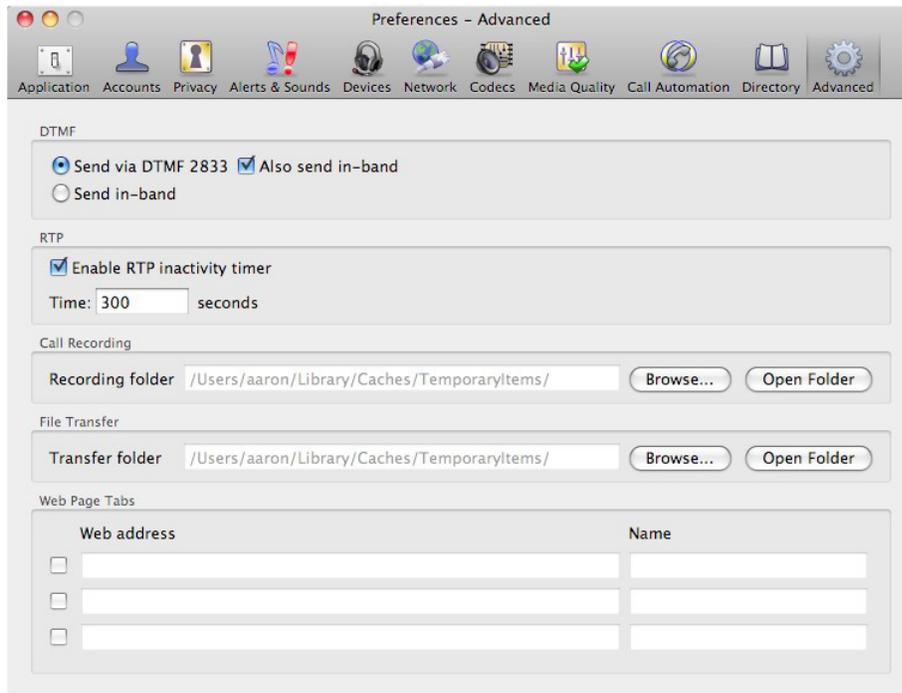
Directory



Change the settings on this panel only if advised to do so by Bell Aliant.

If your system administrator has instructed you to set the Directory type to LDAP, the only feature you should change on your own is Synchronize contacts from the directory. See “Populating from an LDAP directory” on page 37.

Advanced



The following table describes the fields you can configure in the Advanced panel.

Field	Description
DTMF	Set this field as directed by your system administrator.
RTP	Set this field as directed by your system administrator.
Call Recording	The folder where files for recording of phone calls will be saved.
File Transfer	The folder where received files will be saved.
Web Page Tabs	<p>You can set up a web page as a new tab in the Resources panel; it will appear alongside Contacts, History and so on.</p> <p>Enter the web address and a name (this name will be appear in the tab). Enter a checkbox to create the tab.</p> <p>At any time, you can clear the checkbox to remove the tab from the Resources panel.</p>

Checking for software updates

To check for updates to Mac Phone, from the menu bar, choose **Help > Check for updates**. The Auto Update window appears.

- If a new version of the software is available, you can download it from this window.
- If no newer version is available, this window informs you that your version is up to date.

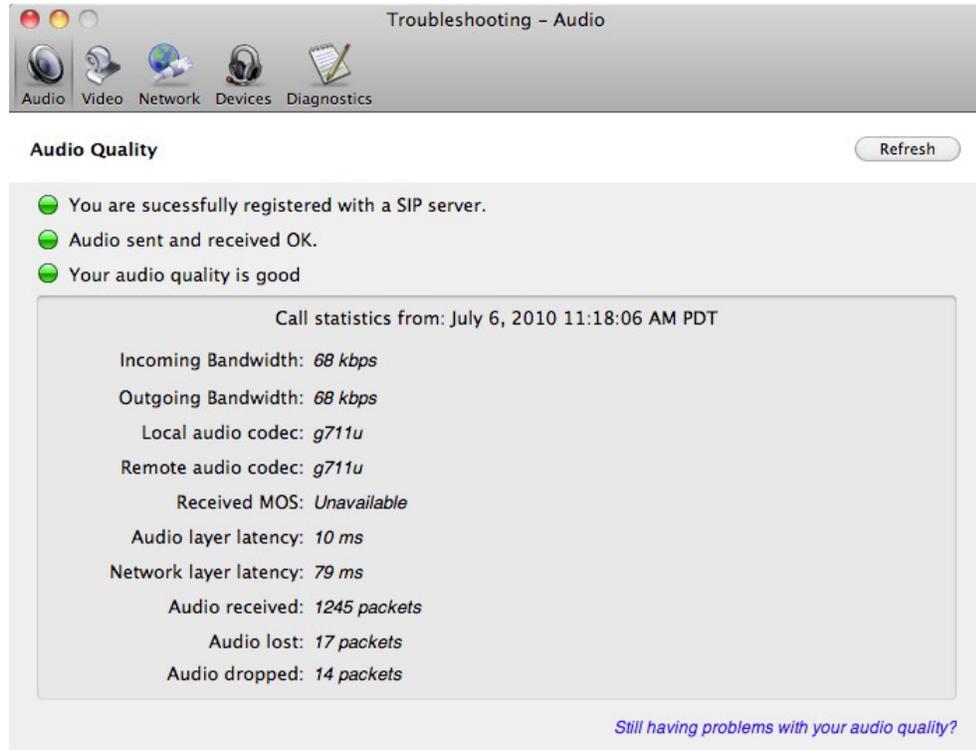
Troubleshooting

Mac Phone includes tools for helping you troubleshoot problems. From the menu, choose **Help > Troubleshooting**. Select one of the following tabs:

- Audio
- Video
- Network
- Devices
- Diagnostics

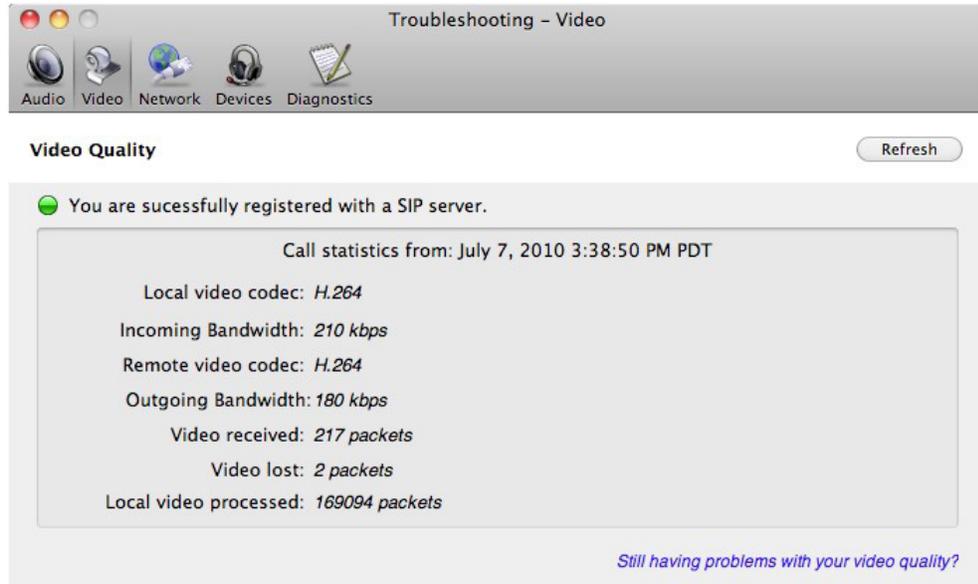
Testing audio quality

While you are on a phone call, you can test the quality of the audio. Note that to perform a valid test, you should be on an established call (not a call attempt).



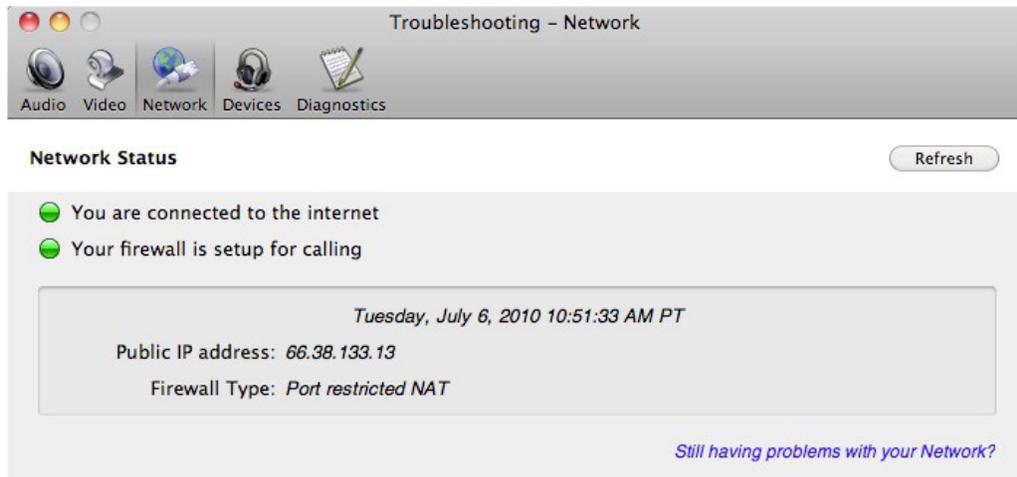
Testing video quality

While you are on a phone call, you can test the quality of the video. Note that to perform a valid test, you should be on an established call (not a call attempt).



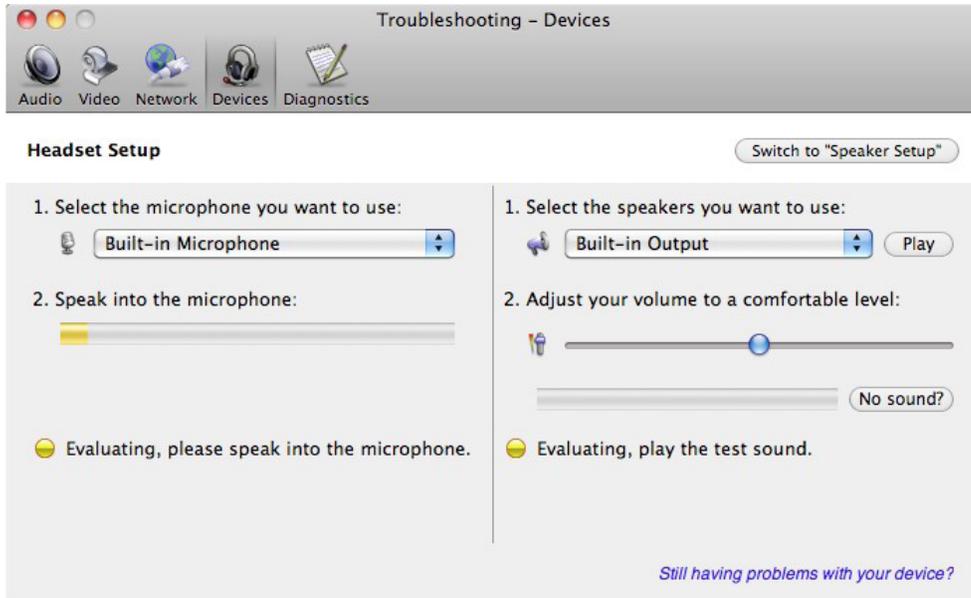
Testing the network connection

You can verify that you are successfully connected to the network.



Testing audio devices

You can verify that your microphone and speakers are working and can set the volume to a comfortable level without having to actually place a phone call.



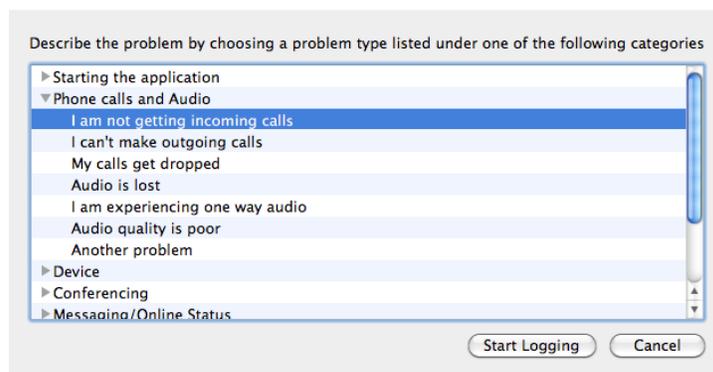
Diagnostics

If requested by Bell Aliant support, you can use the Diagnostics tab to start logging Mac Phone activity and send a logging report to Bell Aliant customer support.

1. Select **Diagnostics**.
2. Click **Start Logging**.

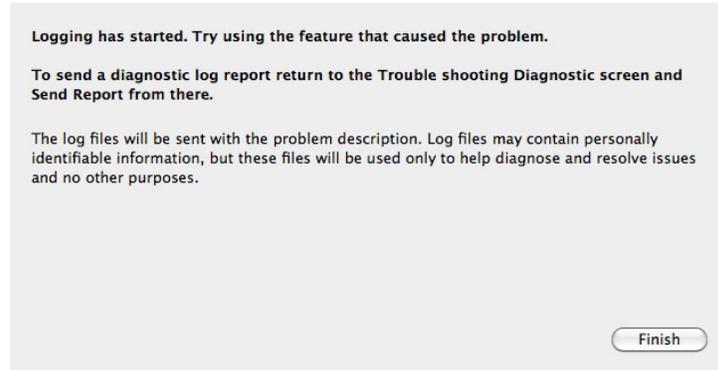
The first Diagnostics Logging window appears.

3. Select the problem you are experiencing and click **Start Logging**.



4. On the second Diagnostics Logging screen, click **Finish**.

Logging begins.



5. Perform the actions you want to capture; for example, attempt to make a phone call.
6. When done, display the first Diagnostics Logging window again and click **Send Report**.

A window opens.

7. Select the report and click **Open**.

When the report is successfully sent, a confirmation message appears on the first Diagnostics window.

8. Click **Stop Logging**.
9. Close the Troubleshooting window.