



IP Desktop Softphone (MAC OS) for Alcatel- Lucent OmniPCX Enterprise and OmniPCX Office RCE Communication Servers

Release -11.x

User Guide

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1. Legal notice

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2. Document History

Edition	Date	Changes / Comments / Details
0.1	2014-5-13	Creation
1.0	2014-9-15	Use of new template
2.0	2015-5-21	OXO compliance

3. Terminology

Acronym	Signification
OXE	OmniPCX Enterprise
OXO	OmniPCX Office
TFTP	Trivial File Transfer Protocol
UDP	User Datagram Protocol
RTP	Real Time Protocol
RTCP	Real Time Control Protocol
UA	Universal Alcatel
GD	Gateway Driver
GA	Gateway Appliance
VPN	Virtual Private Networking
AOM	Add On Module

4. Scope

This guide covers the use and basic configuration of the IP Desktop Softphone for MAC OS. There is a separate installation and administration guide.

5. Overview

Thanks to the IP Desktop Softphone application, the user benefits from a fully-integrated telephony solution on his Windows computer desktop, which completely replaces his physical phone in the OmniPCX Enterprise (OXE) or OmniPCX Office (OXO) Communication Server network. This application makes it transparent for remote workers to phone or to be called as long as they are connected to their company network using a VPN over the Internet.

6. Introduction

6.1. Purpose of this guide

The purpose of this guide is to provide the user with step by step visual guidance to make the IP Desktop Softphone application ready to use on his MAC OS desktop. It also explains how to use the application and main telephony features.

This guide is targeted at the end users of the application.

6.2. Application scope

This guide applies to the use of the application: IP Desktop Softphone version 11.x only.

6.3. Summary of this guide

This guide covers the installation, configuration, registration and operational guidance of the IP Desktop Softphone application.

The operational part covers the description of the screens and buttons as well as the use of the following telephony features: making calls, receiving calls, messaging, and keys programming.

6.4. Related Documents

IP Desktop Softphone - Installation Admin Guide

6.5. Licensing

There is no licensing mechanism included within the IP Desktop Softphone. This aspect is managed by the OmniPCX.

6.6. Customer Support

Please contact your system administrator or Alcatel-Lucent Enterprise Business Partner for support

7. Installation Using IpDesktopSoftPhone_11_x.pkg

Installation of IPDSP for MAC OS involves installing IpDesktopSoftPhone_11.x.pkg. In the pages following, you can find the details of installing these files, with screenshots.

Now your task is to install the IP Desktop Softphone package. This is the actual application. What you had installed earlier is the prerequisite to installing this application.

Follow the steps below to install this package:

1. Login to the system using Administrator's Username and Password, if you have not done already.
2. Run the file IpDesktopSoftPhone_11_x.pkg.

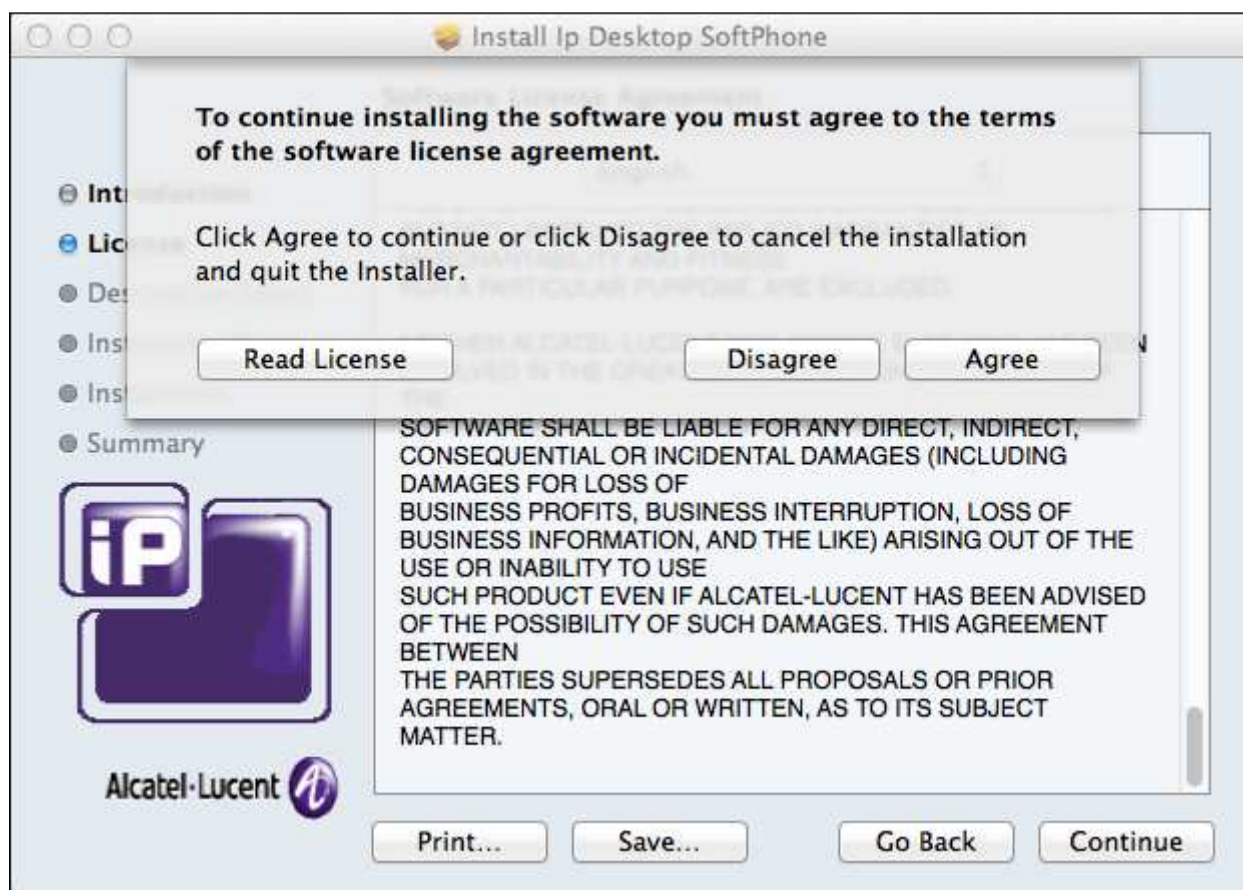
Introduction Screen



3. This is the Welcome screen. You do not have anything to do here. Click Continue to move on.



4. This is the License Agreement. Use the scroll bar to read it fully. If needed, you can save this page using the Save button. You are not indicating your acceptance to the agreement in this page. You will be required to do so in the next page. Click Continue.



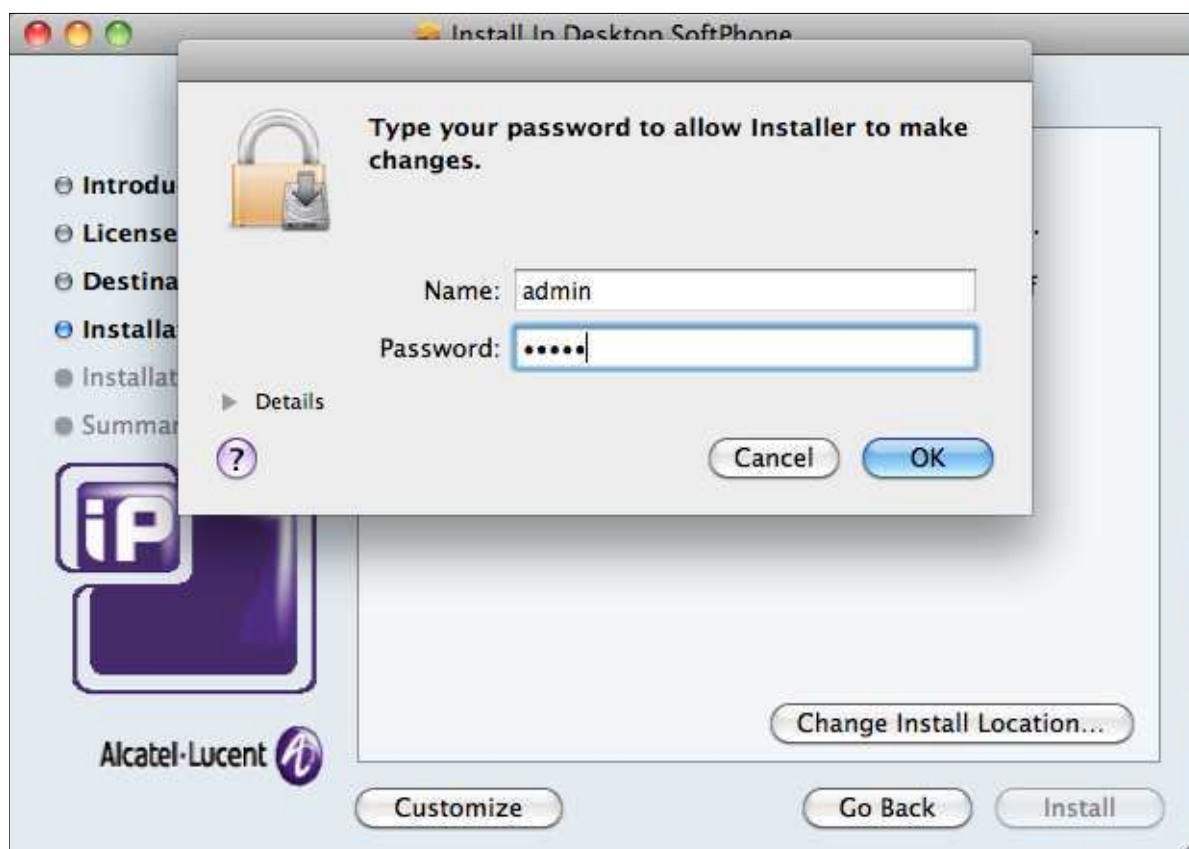
5. If you want to read the License Agreement again, click on Read License button.
6. Once done, click on the button: Agree. You cannot proceed without agreeing to the License terms.
7. This opens the following screen:



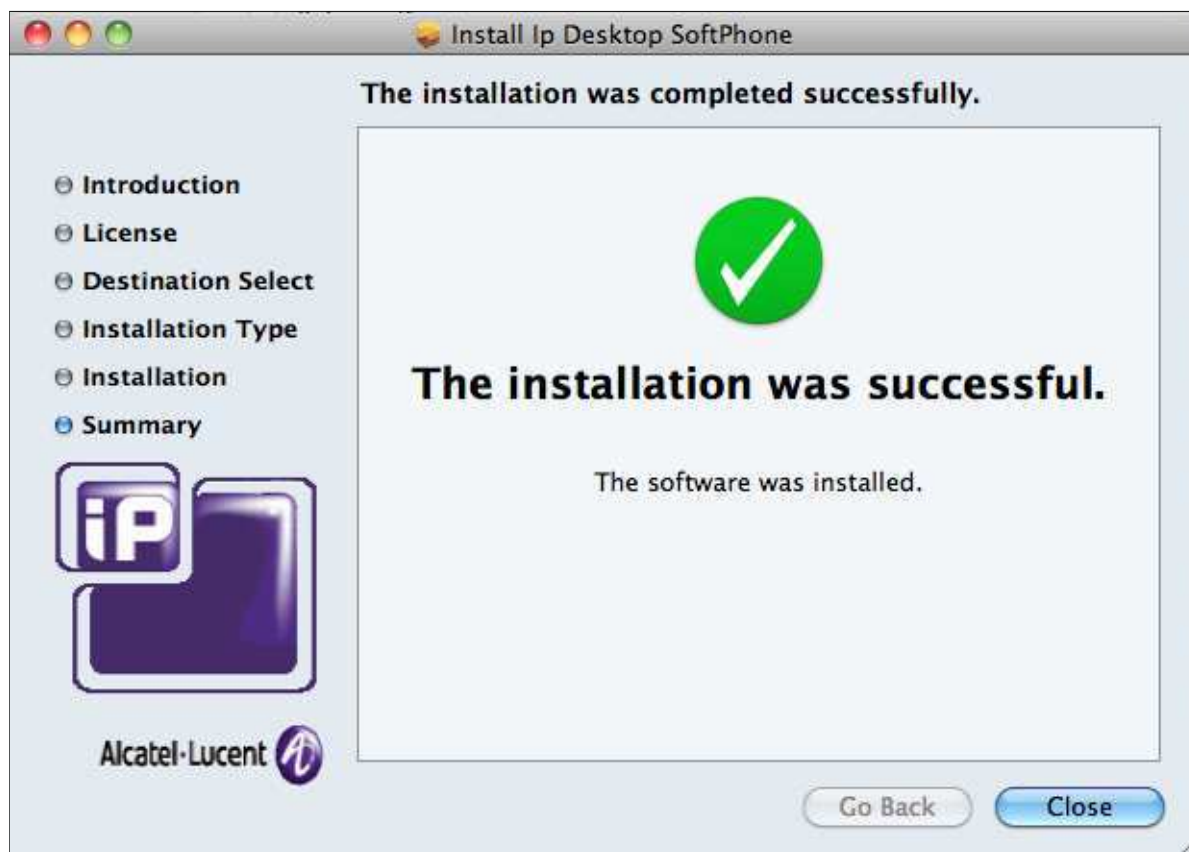
8. All available disks are displayed in this screen for you to select. In this instance, only one disk is available. So, click **Continue**.



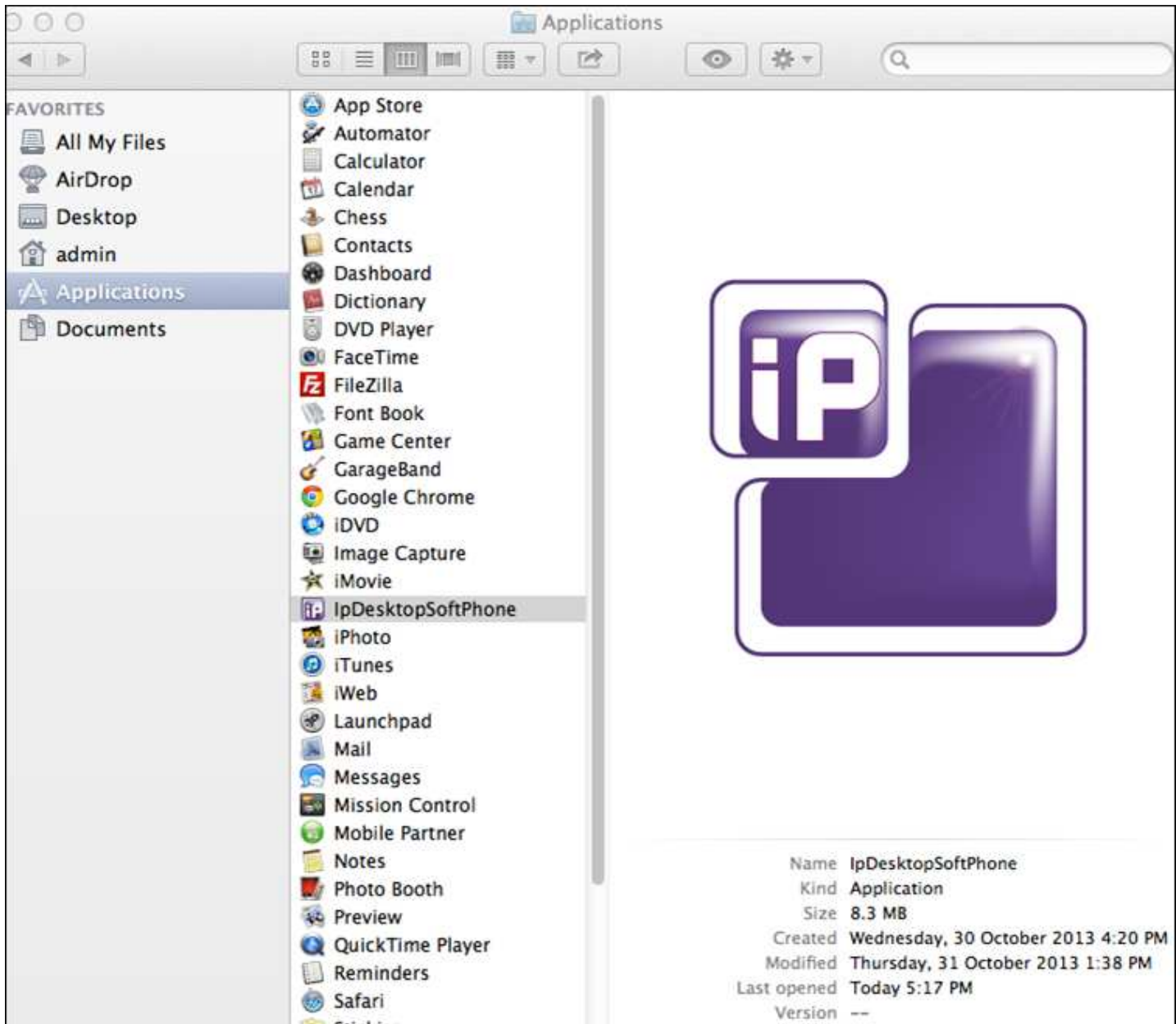
9. In this page, you can change install location if needed, by clicking on the Change Install Location button.
10. Once done, click Install.



11. Before commencing installation, into this box, you will have to key in the Username and Password used for PC.
12. Once done click OK.
13. This would trigger the installation process. You will see an installation progress bar.



14. The above screen indicates that the installation is completed successfully.
15. Click Close to close this screen.
16. Open the Applications page. It looks like below. There, you can find the IP Desktop Softphone installed. This can be seen in the list of applications installed. When it is selected, its icon, and other details display at right, as can be seen in the screenshot below.



8. IP Desktop Softphone in OXE context

8.1. Application configuration

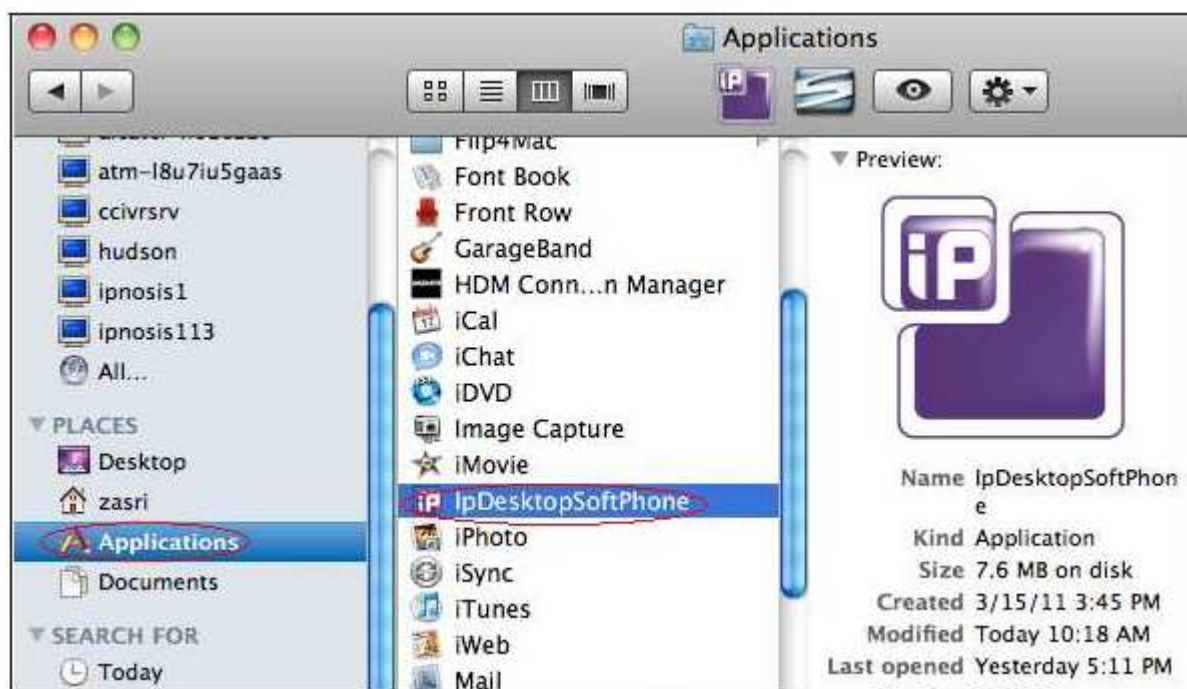
To configure the application, you will have to launch the application following the steps below:

1. In the PC, launch the application using the following path:

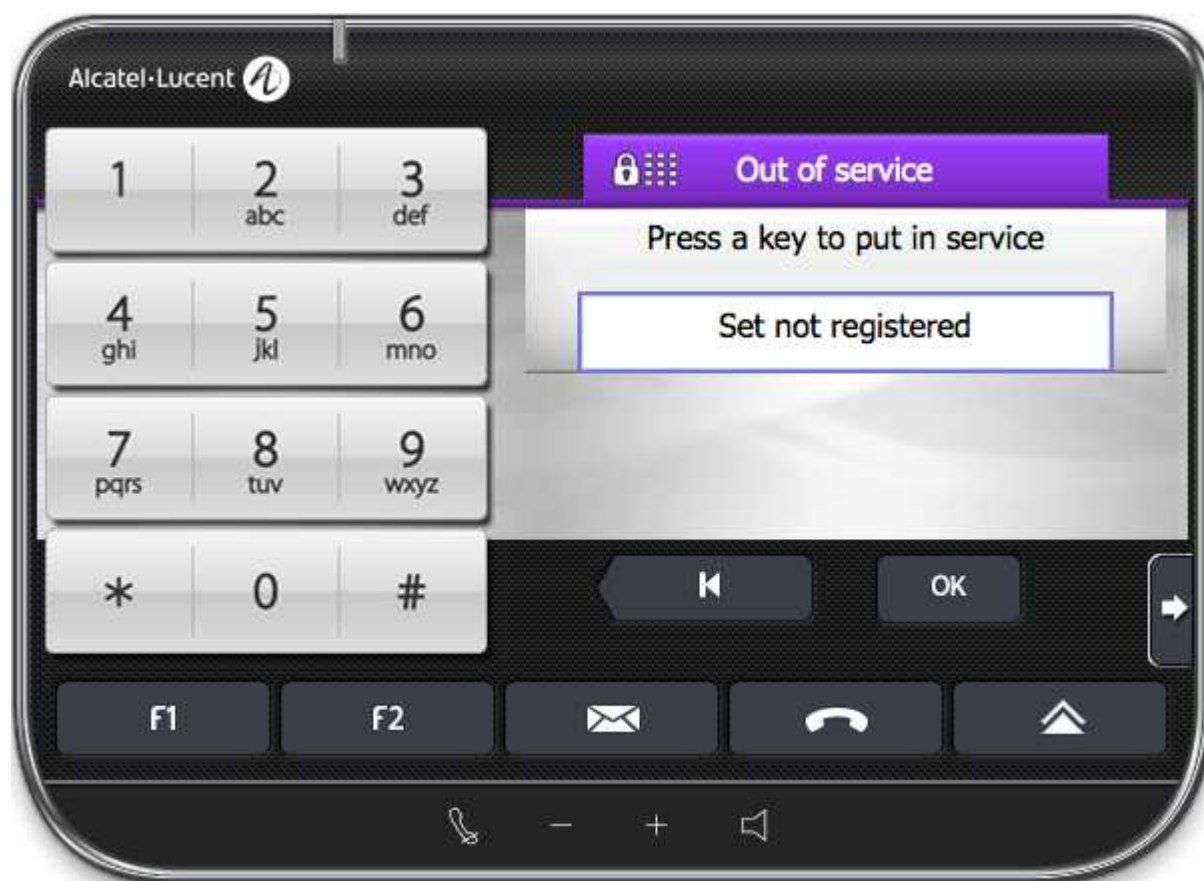
Finder — Applications — IP Desktop SoftPhone — Open

This is illustrated below:

Path to launching link



2. Once you run the application as given above, the following image displays in your screen:



Remark: the IPDSP can work properly only if there is at least one microphone and one speaker installed in the PC.

3. As you can make out, this phone is not yet ready to use. You need to do some configurations. To embark on the configuration process, you will have to click on any key, as indicated in the display. This would prompt you to enter the password, as in the screenshot below:

Customizing



4. The default password is: "0000". Key it in.
5. This registers your set, and you get the following display:



6. Now you will have to start customizing. For that, click on the phone menu. Then, follow the path given below:

Ip Desktop SoftPhone → Preferences

The following screenshot illustrates it:

Path to Customizing



7. In the menu that displays, select: OP Desktop Softphone → Preferences. This takes you to the Configuration window as below.



8. This window lists the following three tabs:
 - General
 - Sound
 - Network
9. You can select the one you need and configure the settings there. These are explained below, under respective headers:

8.1.1 General

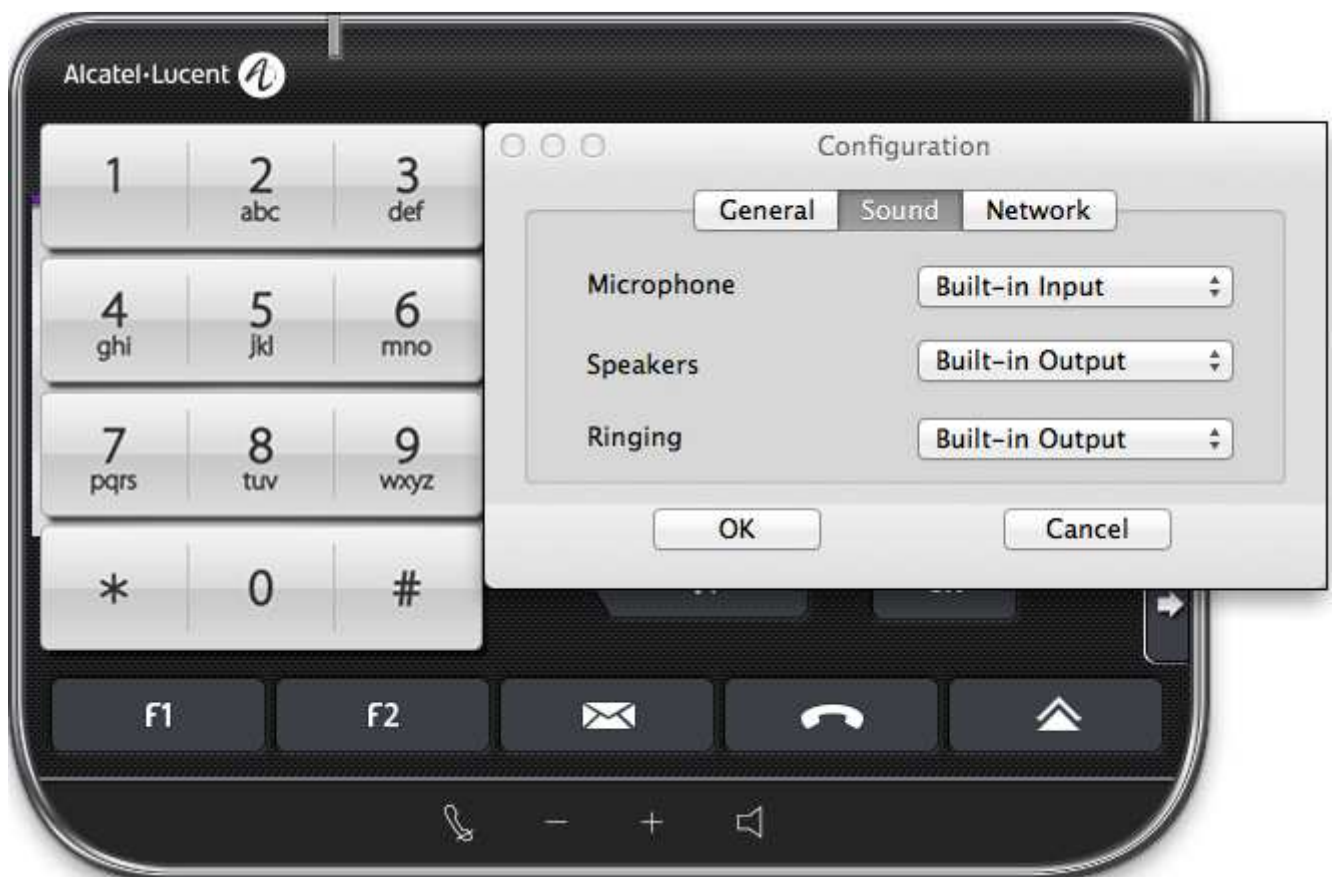
1. The first tab General Opens by default - see screenshot above. In the entry boxes in this tab, you can see the values entered during the installation process. Now, you can change these entries, as you require. The following table explains these entries:

Field Name	Description
Skin	This refers to the appearance of phone image. By default, it displays: • 8068 This is the only skin available. You do not have any choice here. So leave it at that.
Emulation Type	This refers to the Emulation Type of the Phone. By default, it displays: • 8068 You do not have any choice here. So leave it at that.

2. Once you have completed making changes, click on OK to save your entries and close this screen.

8.1.2 Sound

Tab - Sounds.



This link is dedicated for customizing audio devices. You can configure the audio devices of your choice, separately for ringing, speakers and microphone. This application supports use of Bluetooth Headset to make conversations using this phone. This saves you the hassles of wire connectivity. However, before you configure, these audio devices should have been connected and installed in your system. The dropdown boxes display only those instruments/software that are installed in your system.

Later, if you add/change audio devices, you will have to configure again and select your preferences. Otherwise, the changes in audio hardware will not have any effect.

8.1.3 Network

Tab - Network.



In the first field, you will have to give the address of TFTP Server. This is mandatory and this is the information that enables connectivity to the phone. If you omit this entry or the entry is wrong, you will not get connected and would get the error message: CONNECTION LOST.

The second field is optional. You can give the address if you have a secondary TFTP Server.

Mac Address is displayed by default, and grayed. This means that the application deduces the Mac Address of your system and displays it. You cannot change it.

Once done, click OK to close this screen. Now you have completed the configuration. So, now the phone would display as below:

Phone display after configuration



To check the version number, click on the phonemenu, and select:

Ip Desktop Softphone → About Ip Desktop Softphone.

This displays the version number as below:

To check version number



To quit the application, select the same path, but select “Quit Ip Desktop Softphone” as below. This closes the phone image.

To quit Ip Desktop Softphone



8.2. Add On Module

In the phone image, at bottom right, there is an arrow button that looks like this: . When you click on it, it extends a programmable key pad. It also can be used as a toggle to retract the extended key pad. The extended key pad contains 14 keys. You can find its explanation under 3.1 Applications → AOM. This module is always available even if no add-on option is configured on pbx side. Below is its sample display:

Programmable keypad in display



8.2.1. Programming AOM Keys

The purpose of the keys of the keypad is to custom initialize them with desired functions. These can be programmed to execute a function of the phone.

Once programmed, just a click on that button to execute that function. For identification purposes, the name of the program displays against that button, along with its icon, if available.

Below, examples are given for each of the above bulleted tasks.

8.2.2. Programming a function of the phone

Using this facility, you can save on the many clicks that you use on the phone to accomplish your tasks. To reach some functions in the phone, you need to pass through many submenus. This process you can initialize to a button. From then on, to execute that function, all you need to do is to click on the button of the keypad.

Below is an example, given in steps:

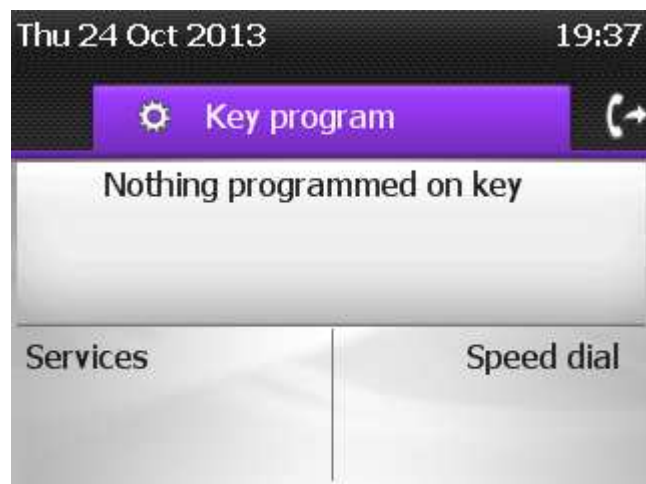
1. Launch the phone
2. Expand the key pad
3. In the phone, select: Menu → Settings → Phone → Key program. Now the phone will look as below:

Key Programming - Select key



4. In the keypad, click on the button to which you intend to initialize this function. This changes the screen to the one below:

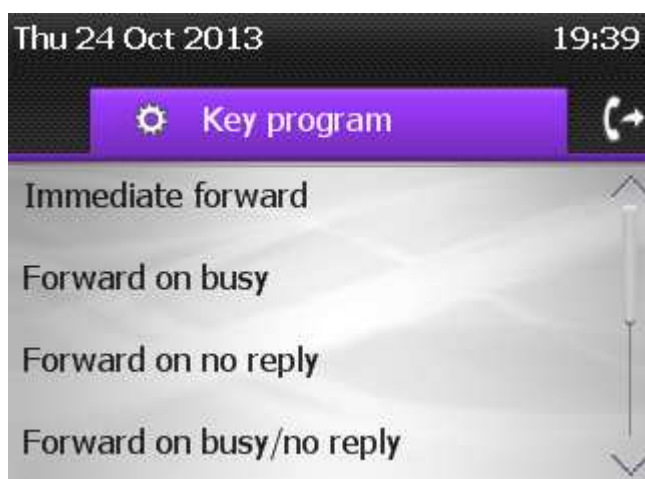
Key Programming - Display on key selection



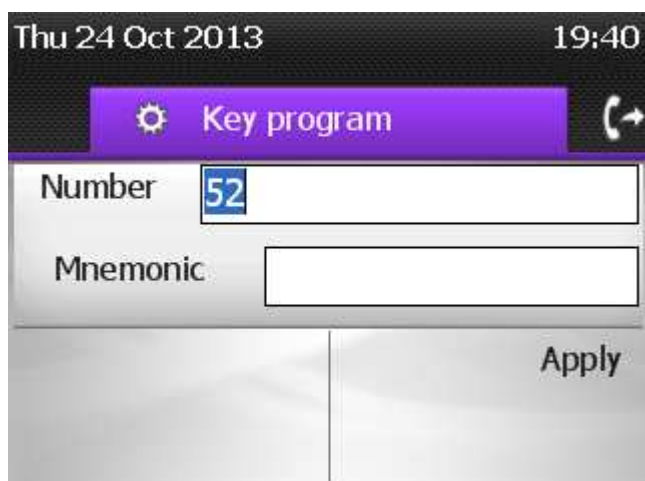
5. You can reach the above screen, just by clicking on the button to be programmed.
6. From here onwards, you can select the required program by moving through the menu path. This example targets at programming Forward on Busy. To do so,



7. In the above screen, select Forward Services.



8. Select Forward on Busy



9. Select Apply.

Key programming complete



10. This completes the programming of phone's services.
11. To execute this function, just click on the button. When you do so, the display will be as below:



8.3. Using your IP Desktop Softphone

When you launch the application, the phone's image is displayed. The skin of the display depends on the skin selection you have already configured. Below is a sample display. The screenshot below gives brief note of the components of the phone image. This could enable you to identify the components of the image.

Phone default screen



Using this phone is easier compared to the hard phone. Below are some of the methods of using it:

To make a call:

1. Launch the application. If you have already launched the application and it is dormant, activate it using the  icon in the system tray.
2. Dial the required number using the numeric keypad of computer or that of the phone image. No need to press Enter. The dialed number displays in the display panel

3. If recipient is busy, you can see that status in the display panel, in addition to the busy tone.
4. To redial the same number, click on the  button on the Softphone.
5. You can hear the ringing tone through the speakers of the computer. You can speak through the attached microphone. The call recipient's voice will be audible through the speakers attached to your system.
6. To end the call, click on the  button.

To receive a call:

1. When you receive a call, you are intimated of it, in following 3 ways:
 - a) You can hear the ring
 - b) The display panel displays the number of the person who is calling. Below is a sample:

Incoming call display



- c) The system tray icon keeps alternating between the following two images:

System tray icon indicating incoming call



2. You can pick up the call, using either of the following 3 methods:
 - a) Click on the  icon
 - b) Press Enter in the Key Board
 - c) Click on the link: Take Call in the screen (see screenshot above).
3. Clicking on Silent (screenshot 32) stops the ring, but the line will be active
4. To refuse the call, click on: .
5. To increase or decrease the volume of the conversation, click on the  or  button.
6. To end the call, click on the  button.

Other uses:

1. To send text messages, use the  button. You can see the relevant displays in the display panel. Use the computer keyboard to key in text.

2. Interphony: This is represented by the  button. This has 2 different functions. Either or both of these could be available to the user, subject to Administrator's configuration to that end. This button acts as a toggle.
 - a) When the phone is idle: When this button is clicked, a message: "Interphony activated" displays on the screen. Besides the button turns blue, and stays that way. This indicates that interphony is active. In this situation, incoming calls are picked up automatically. That is, the line becomes active without any intervention of the user. Since this button is a toggle, when it is clicked upon when it is active, it is deactivated. This is confirmed by the message: "Interphony deactivated" that displays on the screen. The color of the button also turns to normal.
 - b) During a phone conversation: Clicking on this button during a conversation mutes the audio on the user's side. Anything the user speaks will not be audible on the other terminal. To reverse it, click on it again.

9. IP Desktop Softphone in OXO context

9.1. Application configuration

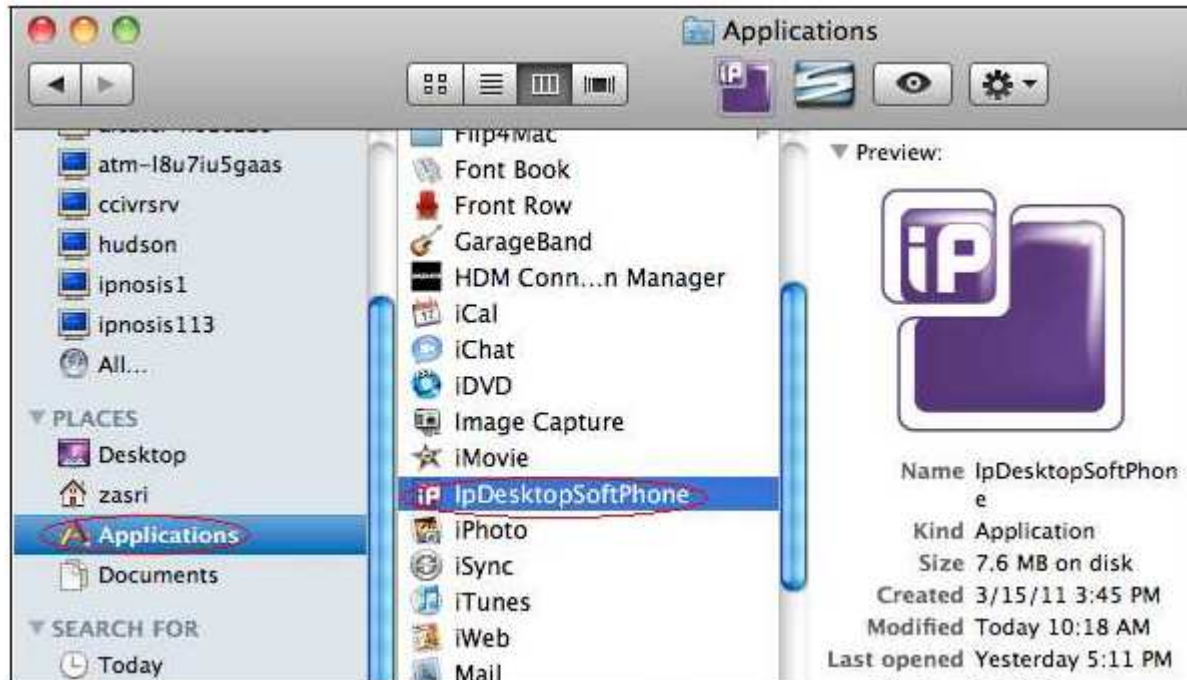
To configure the application, you will have to launch the application following the steps below:

1. In the PC, launch the application using the following path:

Finder — Applications — IP Desktop SoftPhone — Open

This is illustrated below:

Path to launching link



2. Once you run the application as given above, the following image displays in your screen:



Remark: the IPDSP can work properly only if there is at least one microphone and one speaker installed in the PC.

3. As you can make out, this phone is not yet ready to use. You need to do some configurations.
4. Now you will have to commence customizing. For that, click on Ip Desktop Softphone menu at the top of the screen. Then, follow the path given below:

Ip Desktop SoftPhone → Preferences

The following screenshot illustrates it:



5. This takes you to the Configuration window as below.

General Tab



6. This window lists the following three tabs:
 - General
 - Sound
 - Network
7. You can select the one you need and configure the settings there. These are explained below, under respective headers:

9.1.1. General

8. The first tab General Opens by default - see screenshot above. In the entry boxes in this tab, you can see the values entered during the installation process. Now, you can change these entries, as you require. The following table explains these entries:

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9. Once you have completed making changes, click on OK to save your entries and close this screen.

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The second field is optional. You can give the address if you have a secondary TFTP Server.

Mac Address is displayed by default, and grayed. This means that the application deduces the Mac Address of your system and displays it. You cannot change it.

Once done, click OK to close this screen. Now you have completed the configuration. So, now the phone would display as below:

Phone display after configuration



To check the version number, click on the phone menu, and select:

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To check version number



To quit the application, select the same path, but select “Quit Ip Desktop Softphone” as below. This closes the phone image.

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Once programmed, just a click on that button to execute that function. For identification purposes, the name of the program displays against that button, along with its icon, if available.

Below, examples are given for each of the above bulleted tasks.

9.2.2. Programming a function of the phone

Using this facility, you can save on the many clicks that you use on the phone to accomplish your tasks. To reach some functions in the phone, you need to pass through many submenus. This process you can initialize to a button. From then on, to execute that function, all you need to do is to click on the button of the keypad.

Below is an example, given in steps:

12. Launch the phone
13. Expand the key pad
14. In the phone, select: Menu → Settings → Phone → Keys. Now the phone will look as below:



15. In the keypad, click on the button to which you intend to initialize this function. This changes the screen to the one below:

Key Programming - Display on key selection



16. You can reach the above screen, just by clicking on the button to be programmed.
17. Then you can select "Name" to give a name to the key,

Key Programming - Menu step 1



18. When the name is entered, click “OK”, and then select “Number” to manage called number.

Key Programming - Menu step 2





19. This completes the programming of phone's services.
20. To execute this function, just click on the button. When you do so, the display will be as below:

Function execution through programmed key



9.3. Using your IP Desktop Softphone

When you launch the application, the phone's image is displayed. The skin of the display depends on the skin selection you have already configured. Below is a sample display. The screenshot below gives brief note of the components of the phone image. This could enable you to identify the components of the image.

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10. To redial the same number, click on the  button on the Softphone.
11. You can hear the ringing tone through the speakers of the computer. You can speak through the attached microphone. The call recipient's voice will be audible through the speakers attached to your system.
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 - o You can hear the ring
 - o The display panel displays the name of the person who is calling. Below is a sample:

Incoming call display



- o The system tray icon keeps alternating between the following two images:

System tray icon indicating incoming call



2. You can pick up the call, using either of the following 3 methods:
 - o Click on the  icon
 - o Press Enter in the Key Board
 - o Click on the link: Take Call in the screen (see screenshot above).
3. Clicking on Silent (screenshot 32) stops the ring, but the line will be active
4. To refuse the call, click on: .
5. To increase or decrease the volume of the conversation, click on the  or  button.
6. To end the call, click on the  button.

Other uses:

- To send text messages, use the  button. You can see the relevant displays in the display panel. Use the computer keyboard to key in text.
- Interphony: This is represented by the  button. This has 2 different functions. Either or both of these could be available to the user, subject to Administrator's configuration to that end. This button acts as a toggle.
 - o When the phone is idle: When this button is clicked, a message: "Interphony activated" displays on the screen. Besides the button turns blue, and stays that way. This indicates that interphony is active. In this situation, incoming calls are picked up automatically. That is, the line becomes active without any intervention of the user. Since this button is a toggle, when it is clicked upon when it is active, it is deactivated. This is confirmed by the message: "Interphony deactivated" that displays on the screen. The color of the button also turns to normal.
 - o During a phone conversation: Clicking on this button during a conversation mutes the audio on the user's side. Anything the user speaks will not be audible on the other terminal. To reverse it, click on it again.

10. Usages Restrictions

10.1. Non availability of NOE functionalities

To be noticed that some functionality are available on phone menus but are not relevant for the IPDSP and are not functional.

The lists of functionalities available for configuration on phone menus via the *Menu\settings\Phone*

And which will have no impact on IPDSP behaviors are:

- o Menu\Settings\Phone\Jack plug
- o Menu\Settings\Phone\Bluetooth
- o Menu\Settings\Phone\Ringing\Level
- o Menu\Settings\Phone\Ringing\More options\Progressive ringing
- o Menu\Settings\Phone\Ringing\More options\One beep before ringing
- o Menu\Settings\Phone\Ringing\More options\Three beeps before ringing

10.2. Entry selection in a list

In Messaging Portal, the selection of an entry in the lists (IM, Call Logs and Voice Mgs) is done as follows:

- o Select An entry is selected with
 - o Up/Down arrays from NOE display
 - o PC keyboard
 - o using mouse wheel
- o when an entry is selected the entry is highlighted in blue color
- o then to have more details you can click on OK key to select it

The behavior is the same for other lists:

- o Contrast
- o Redial list
- o Language
- o Home Page
- o Melody

Remark: the mouse click on an entry has no effect.

11. Trace activation

To activate traces, please follow the following procedure:

1. Edit the file *pcmm.cfg* under current user home directory (/Users/<user name>)
2. Fill the log file name for the parameter "output", for example : output= *pcmm.log*
3. Set the trace levels for **tftp**, **ua**, **pcmm** and **abers** entries. For the entries **crypto**, **nomadic**, **MMC** , **cnx** and **soap**, please keep them to value 0.

Trace levels :

- 0 trace off
- 1 ERROR and main trace
- 2 WARNING and secondary trace
- 3 more info to send to R&D
- 4 upper debugging trace

In the following example, we set the level trace to "3" (more info to send to R&D)

tftp=3

ua=3
pcmm=3
abers=3
crypto=0
nomadic=0
soap=0
MMC=0
cnx=0

4. Save the file
5. The IP Desktop Softphone must be restarted to take changes into account.
6. When traces are activated, two files are generated for traces: *pcmm.log* (as configured below) and *abers.log*. Pcmml.log file contains the traces for **tftp**, **ua** and **pcmm** modules, while **abers.log** contains traces for **abers** module.

Note:

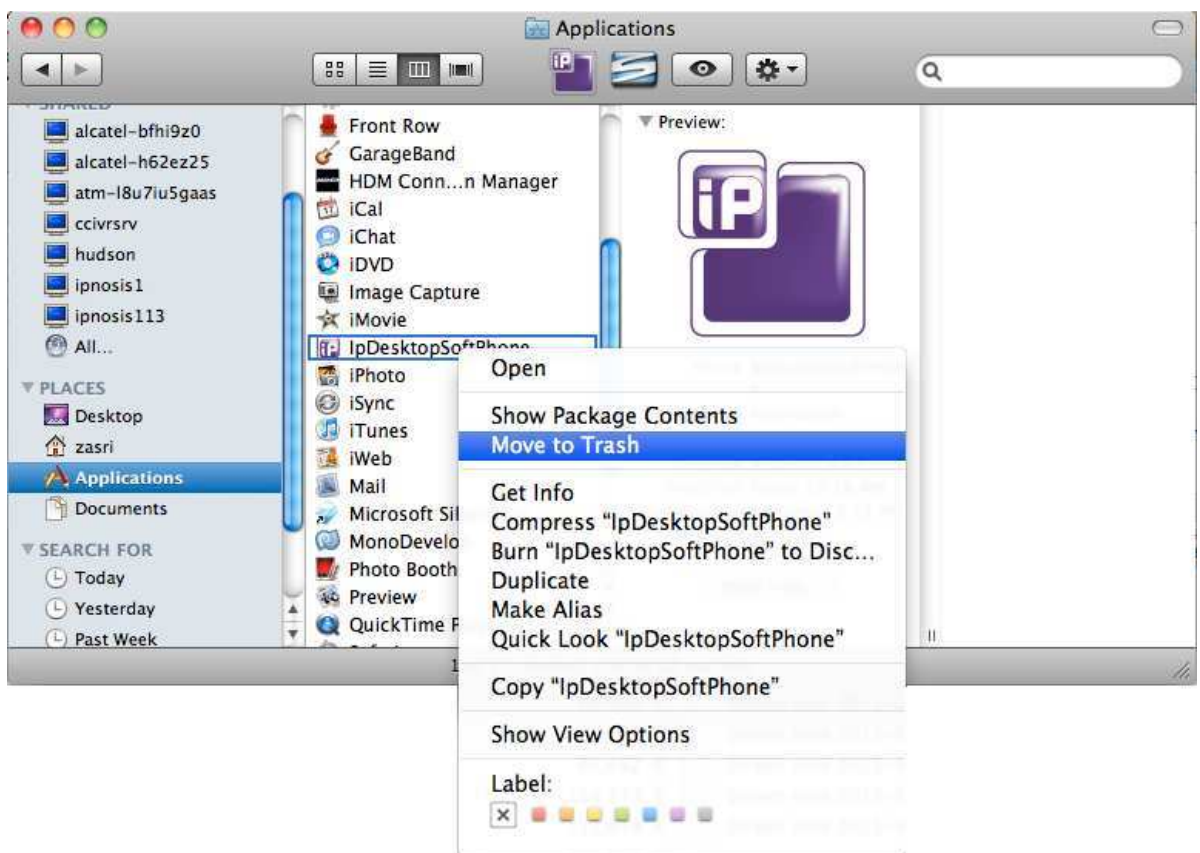
The traces must be activated only to get an issue traces and must be deactivated in normal IP Desktop Softphone use, to avoid impacting the software performance, especially when log files size increases.

12. Uninstalling

To uninstall the IP Desktop Softphone follow the steps below:

1. Open the Finder
2. Click on Applications folder
3. At right, you can find: IPDesktopSoftPhone.
4. Right Click on it. You get a menu.
5. Click on: Move to Trash.
6. This will uninstall the IP Desktop Softphone
7. When you do these, the screen will look like this:

Uninstalling IP Desktop Softphone



13. Trouble Shooting

The table below lists some of the problems you could face, along with their remedial measures:

#	Problem	Remedy
1.	Connection establishment fails	• Check if your network connection is enabled. • Check that tftp address is correct and make sure you reach it by a “ping” • You may be using the wrong network adapter: check in “Network” tab by right clicking on the application selecting Configurations-Network Tab.
2.	“Set is out of service” message is shown on IP Desktop Softphone screen	If you get this during the Installation, then one of the reason could be when the “IP-SoftPhone Emulation” is not activated in the PABX: Ask your administrator to activate it in mgr > Users >Descend Hierarchy > TSC IP Users > Review and Modify >Directory Number (Enter the number of the terminal) > Ctrl+V >Select parameter IP SoftPhone Emulation > press Enter to change the parameter from NO to YES at PABX side
3.	When the agent is logged-in, if the Softphone program is closed, or if the IP connection of the PC is lost, the Softphone set does not work. Instead, when it is opened, it gives the following message on the Softphone’s screen: “Set not registered.” To overcome this situation, we need to force log-off the agent, and re-open the Softphone program.	This is a normal behavior. However, to solve this problem, move the extension type from 4037 to 4068 for the Agent and set the following parameters: mgr > Users >Descend Hierarchy > TSC IP Users > Review and Modify >Directory Number (Enter the number of the terminal) > Ctrl+V >Select parameter IP SoftPhone Emulation > press Enter to change the parameter from NO to YES
4.	When logged in as IP Softphone agent, Softphone frequently disconnects with a message: “Set not registered.”	In the Descend Hierarchy of Users, set IP SoftPhone Emulation to “No.” To do this, login to the OXE (call server). Follow the path: Users R Descend Hierarchy R TSC IP Users R Review and Modify R Directory Number (Enter the number of the terminal) R press Ctrl+V. In the list that displays, for Reset for update authorized, change the setting from “True” to “False.”
5.	VPN UAIP user is unable to communicate with another UAIP user on LAN environment.	Check the Firewall or the Access lists. Ensure that the ports used by the Softphone are OPEN (refer the Section: 8.4 for more details)
6.	Noise during conversation	Management to be performed at PBX end: System - Down Hierarchy - Other system param - Down Hierarchy - Compression Param - Review Modify - Voice Activity Detection : False.
7.	The application does not initialize in laptops connected to LAN through VPN	This is due to problem in the LAN. Please contact your Administrator in this respect. May be due to network settings (firewall etc)

14. Appendixes

Common Features

1. Outline numbering is followed throughout this guide
2. To indicate emphasis or to distinguish objects in a sentence, they are given Bold formatting.
3. Process of accomplishing tasks is given in numbered steps.
4. In a process, intervening explanations are bulleted.
5. As much as possible, screenshots are provided to visualize actual displays

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