IP Desktop Softphone (MAC OS) for Alcatel-Lucent Communication Servers

Version – 11.X

User Guide

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Alcatel·Lucent Enterprise

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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
3.0	2018-11-15	Update Legal Notice
4.0	2019-01-10	Overall review
5.0	2019-10-07	Update: Microphone authorization, recommendation for headsets
6.0	2020-09-15	Warning if two headsets are used simultaneously
7.0	2026-06-16	Supporting PCS

3. Terminology

Acronym	Signification
OXE	OmniPCX Enterprise Communication Server
OXO	OXO Connect or OXO Connect Evolution Communication Server
IPDSP	IP Desktop Softphone
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
NOE	New Office Environment
IM	Instant Messaging

4. Introduction

4.1 Purpose of the document

The purpose of this document 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 document is intended for end users of the application.

4.2 Application scope

This document applies to the use of the application: IP desktop Softphone version 11.x only.

4.3 Summary of this guide

This document describes the configuration, registration and operational procedures 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.

4.4 Related documents

For installation please consult the following document: IP Desktop Softphone - Installation and configuration manual.

4.5 Licensing

No license system is included in the IP Desktop Softphone application. This aspect is managed by the communication server (OXE or OXO).

4.6 Customer Support

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

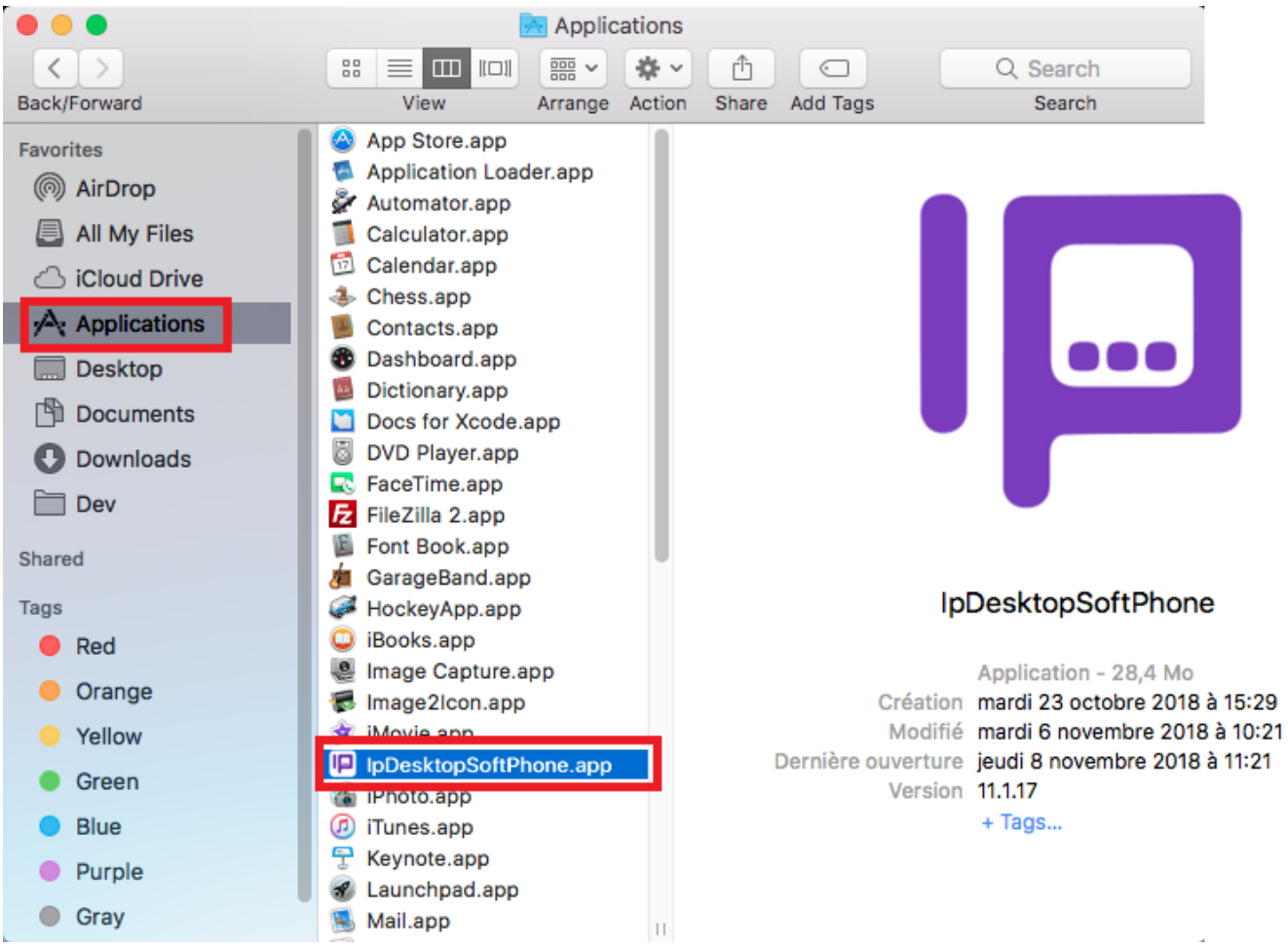
5. Configuring your IP Desktop Softphone

5.1 Startup

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

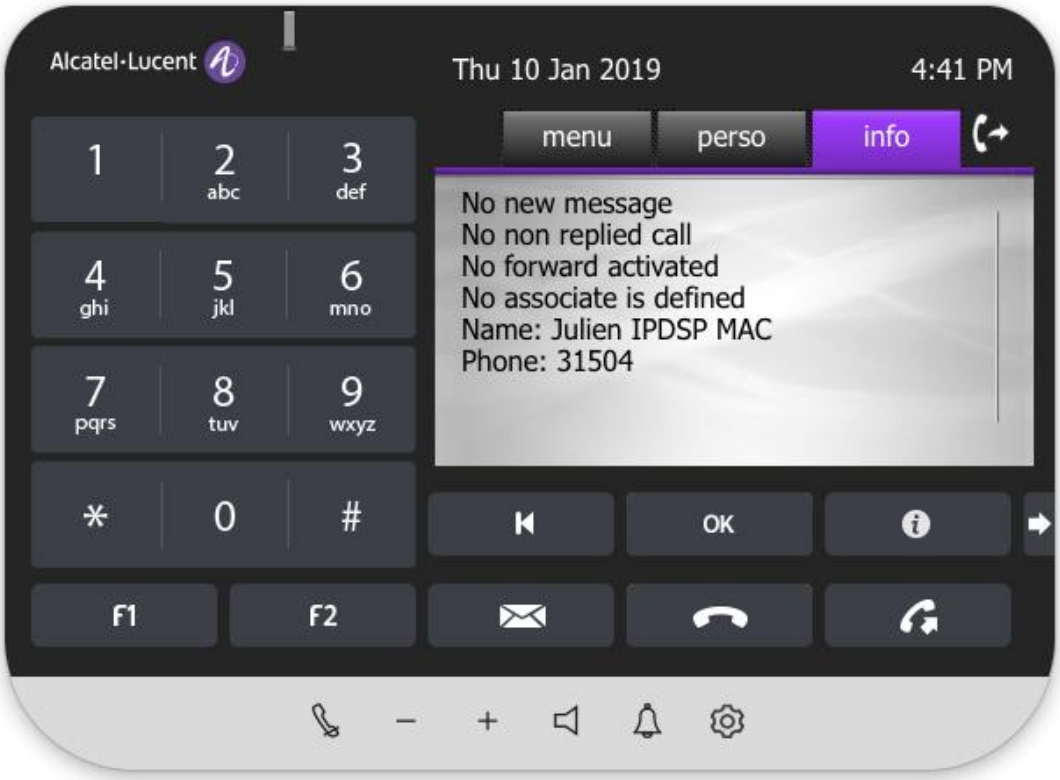
1. In the PC, launch the application using the following path:

Finder — Applications — IP Desktop Softphone — Open

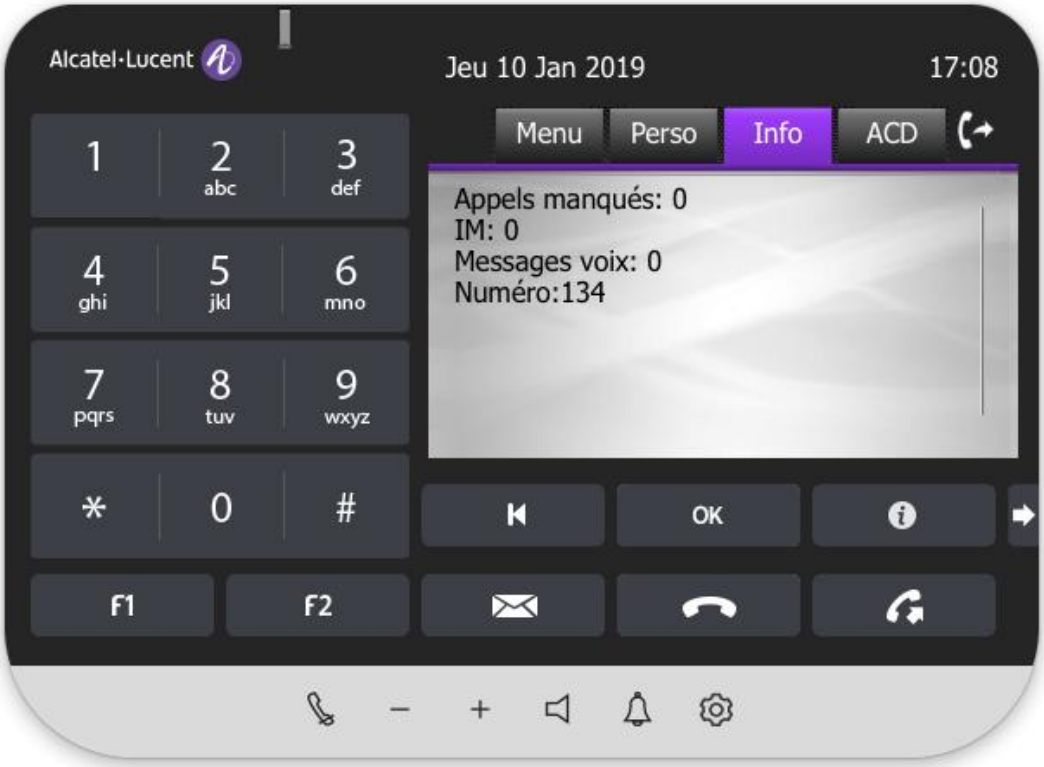


The IPDSP application can work properly only if there is at least one microphone and one speaker installed in the PC.

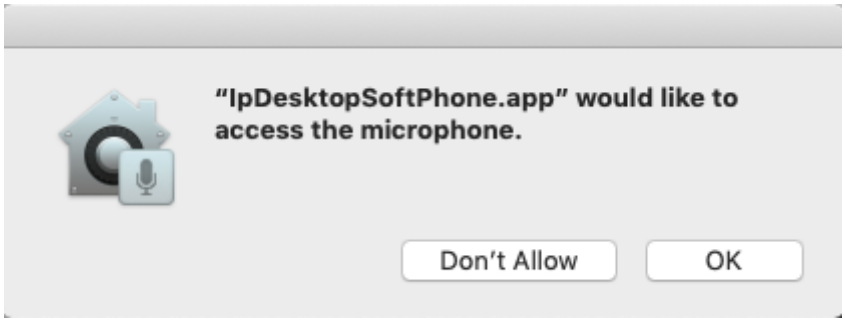
In **OXE** context, the following window is displayed.



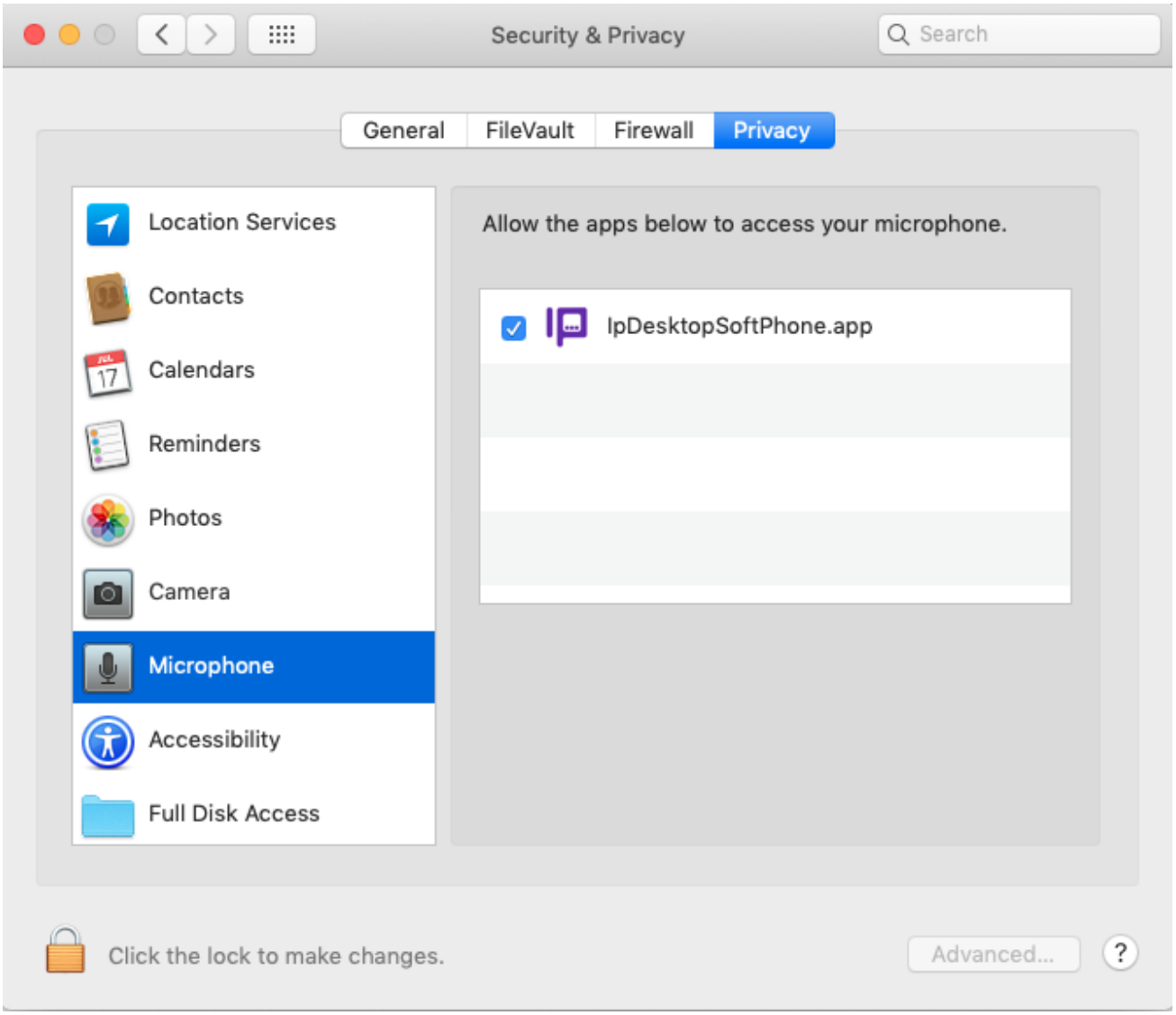
In OXO context, the following window is displayed.



In macOS 10.14 and later, the user must explicitly grant permission for each app to access microphones. Before the application can use the capture system for the first time, macOS shows an alert asking the user to grant access to the microphone, as shown below. macOS remembers the user's response to this alert, so subsequent uses of the capture system don't cause it to appear again.



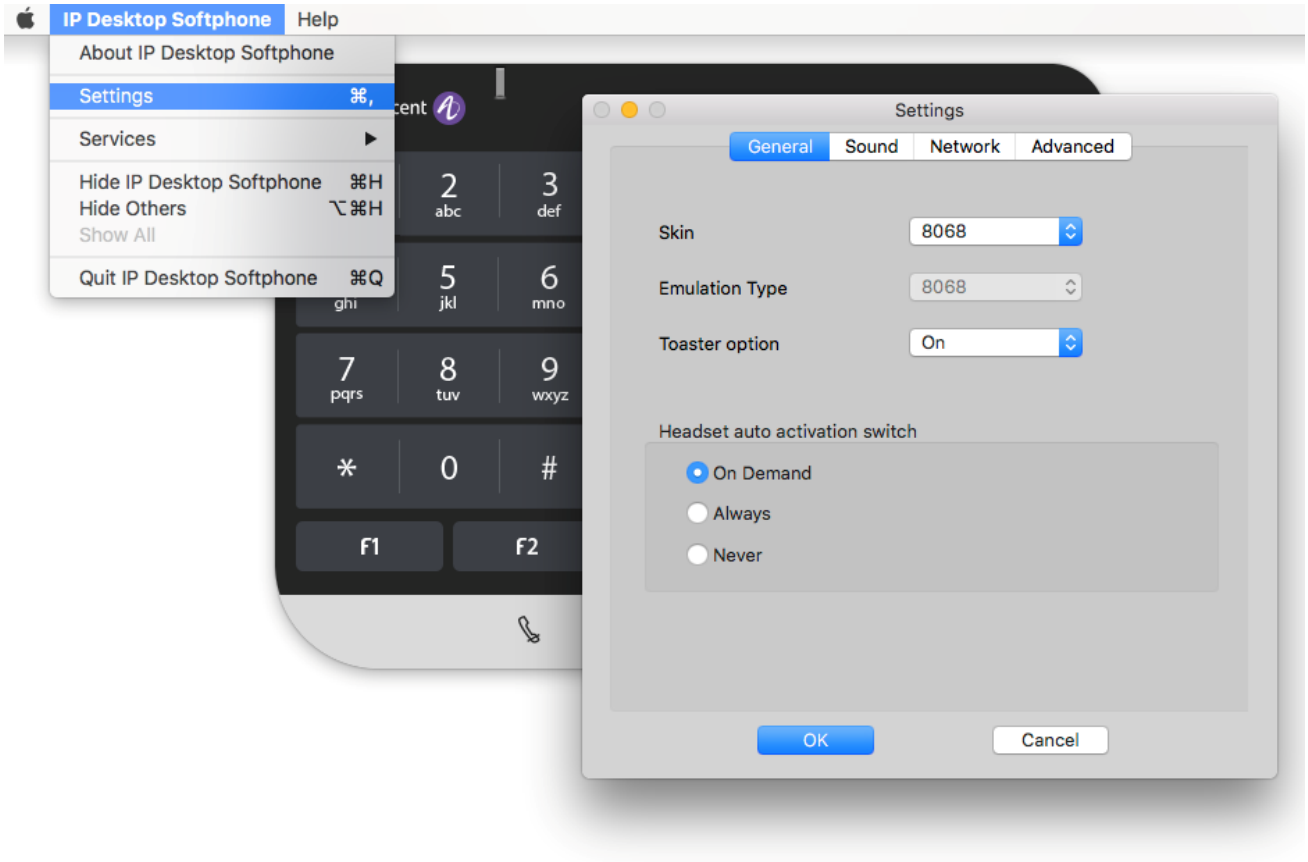
The user can change permission settings for the application in System Preferences > Security & Privacy as show below:



5.2 User configuration

1. You may customize your phone by clicking on the **Settings** menu

IP Desktop Softphone → Settings



2. This window lists the following four tabs:

- General
- Sound
- Network
- Advanced

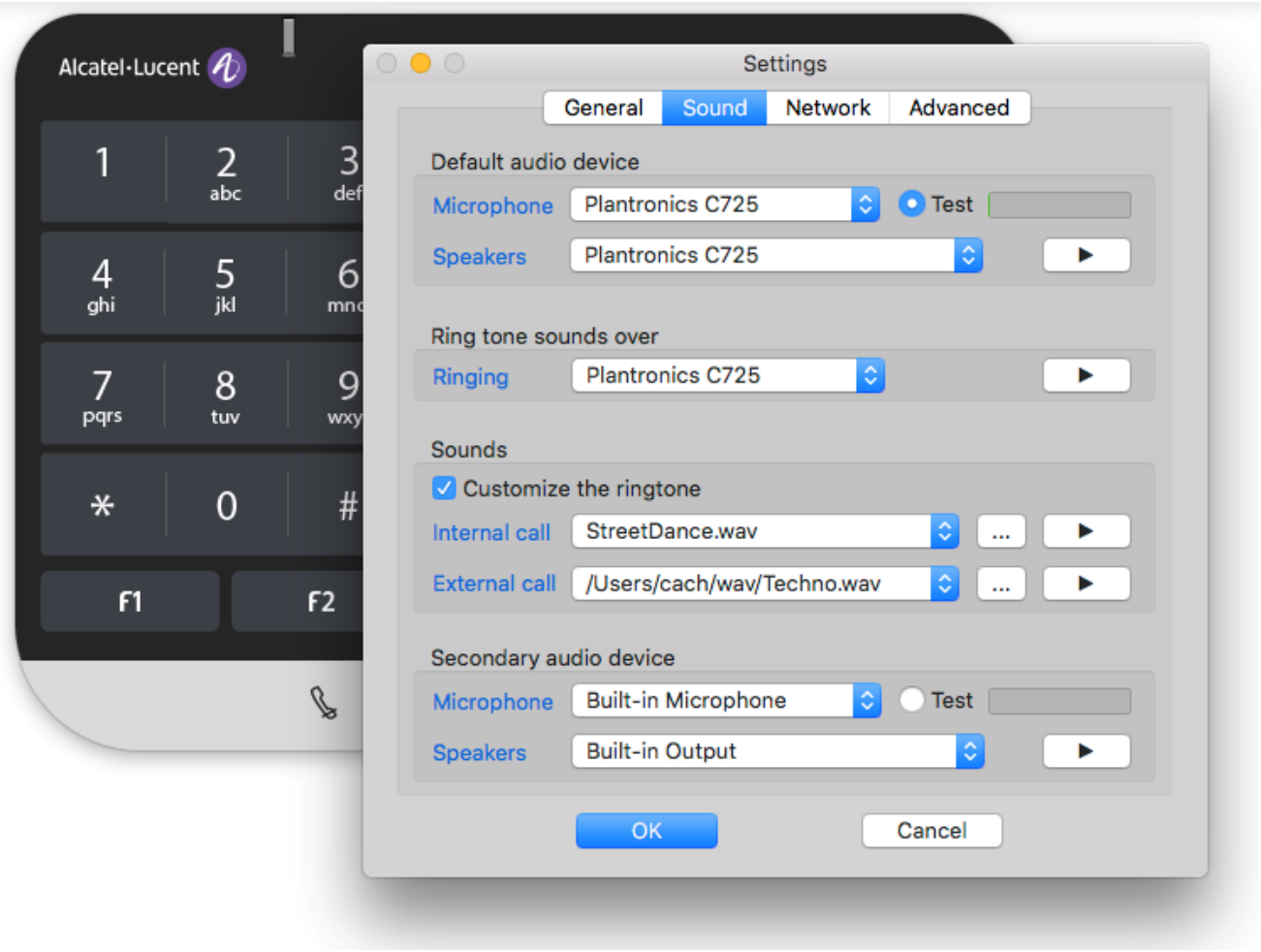
5.3 Settings: General tab

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.
Toaster Option	When a call comes in, IP Desktop Softphone icon displays on the screen with appropriate message at bottom of screen, if you tick this. The display looks like this:
Headset automatic activation switch	Choose the option to automatically detect and enable the headset plugged-in as the default device • On Demand • Always • Never In case “On demand”, a popup will be displayed once the audio device is plugged to confirm using it.

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

5.4 Settings: Sound tab



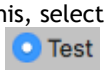
This link is dedicated for customizing audio devices. You can configure the audio devices of your choice separately for ringing, loudspeakers and microphone. This application supports use of Bluetooth Headset to make conversations using this phone. This saves you the hassles of wire connectivity. However, before you configure, these audio devices should have been connected and installed in your system. The options proposed only display the peripherals/software that are installed in your system.
After that, the connection and disconnection of the headset is detected automatically. When a headset is connected, the audio is sent in this device.

Only the Off hook/On hook and Mute/UnMute features of USB headsets are supported.

Only headsets supporting HID can be used with call control in this version.

When you already have a Plantronics or Jabra headset running on the IP Desktop Softphone, if you want to change with another headset (same supplier), it is better to disconnect the first before connecting the second. Otherwise there may be bad behavior, sometimes.

On this page, you can initialize the available audio devices.
The dropdown boxes in this page list all the available audio peripherals. The table below explains the components of this screen:

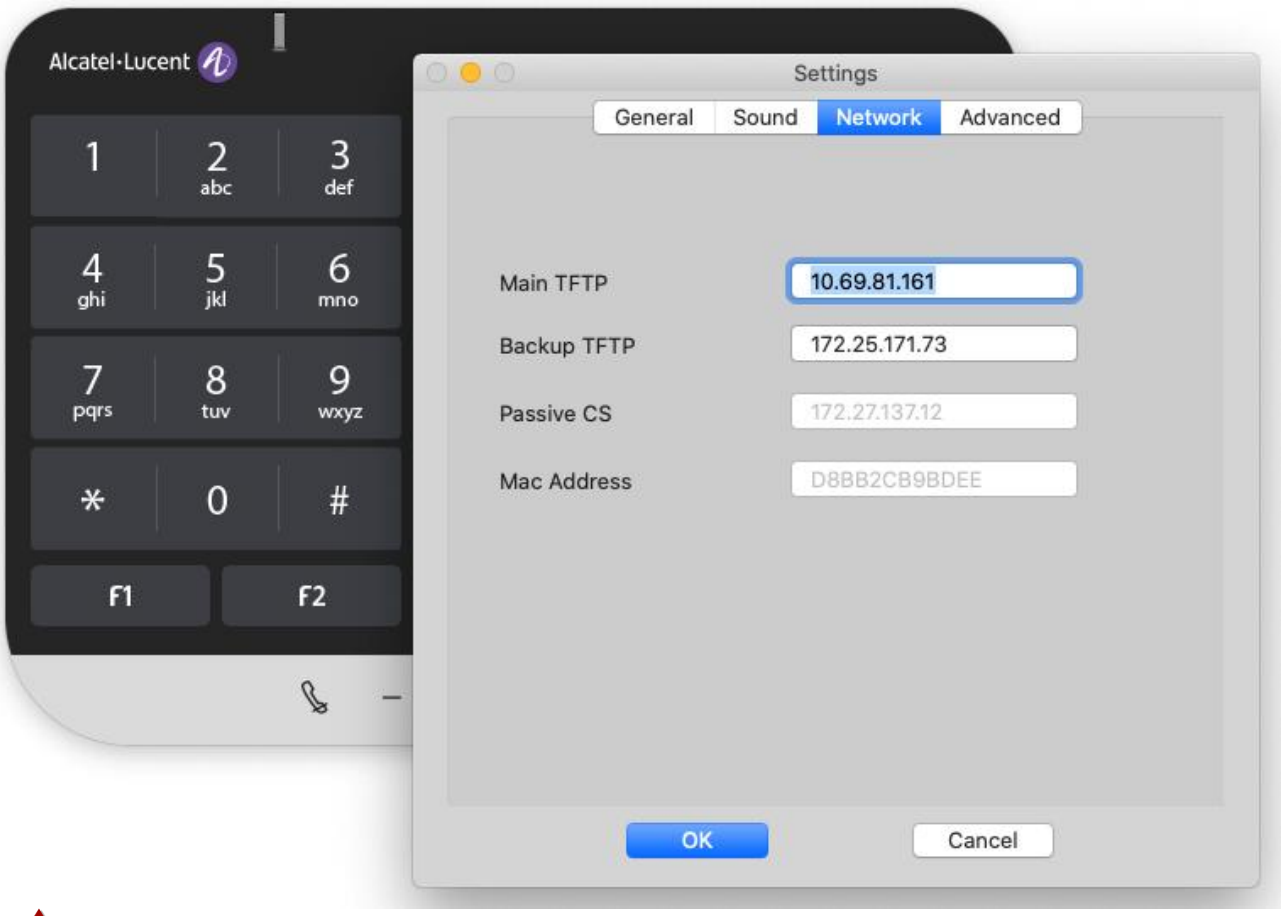
Field Name/Icon	Description
Speakers	In this dropdown box, the audio device that you select will be utilized for phone's output, and is heard through speakers. One is required for the primary audio device and another one is optional for the secondary audio device. You can test them by clicking the button in front of this drop-down list Use the button to stop the test.
Microphone	The audio device selected here picks up your speech and sends it to the phone. You can check the audio recording level in real-time in the progress bar in front of this drop-down list To do this, select the device to be checked, main or secondary device, by means of the test buttons  The Microphone of the secondary audio device is used for hands-free mode.
Ringing	Select the output device for ringing from the dropdown list. You can test them by clicking the button in front of this drop-down list . Use the button to stop the test.
Customize the ringtone	To customize your ringtones check this box, otherwise the Pabx ringtones will be played.
Sounds: Internal call External call	Click on this button to select a ringtone for internal calls and one for external calls: either in the drop-down list or by clicking the Browse button, the explorer window will open. Then, select a .wav file. The phone uses this file while testing the audio properties. The file you have selected is displayed next to this button. You can test them by clicking the button

Now you have completed the Audio configuration. Click "Ok" to close this window.

Loudspeaker state:

- If the user does not have a secondary device or has not configured it from the application's audio settings => the speaker icon is disabled (dimmed), but visible and cannot be clicked.
- Once it is configured from the audio settings, the speaker icon becomes visible and can be clicked.
- If the user activates the speaker (by clicking on it) the icon turns blue.

5.5 Settings: Network tab

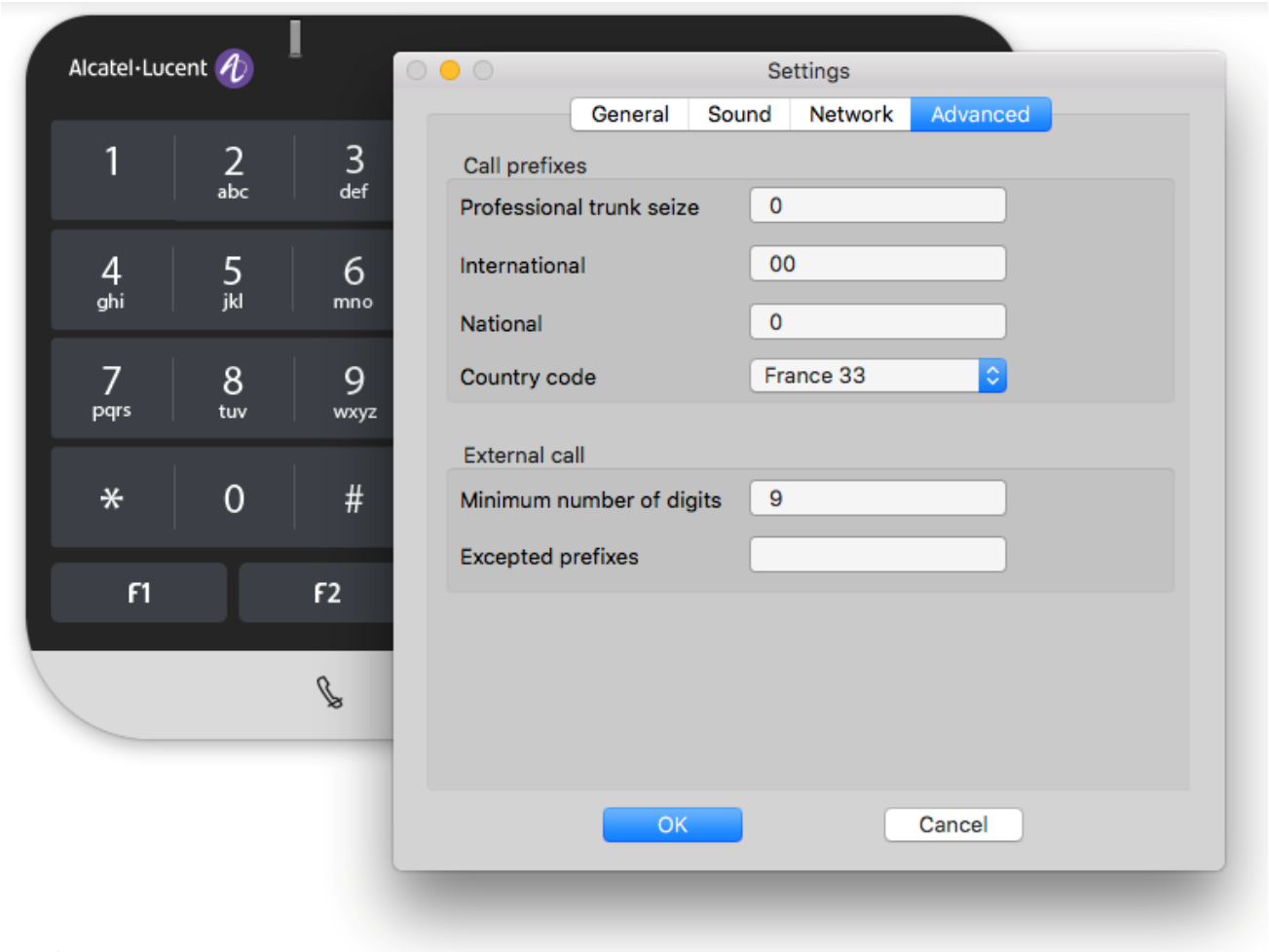


Changing the settings on the Network tab must be done with full knowledge. Entering an incorrect or irrelevant value may cause IP Desktop Softphone to stop working. Please consult your administrator before making any changes.

Specifics for each entry:

Field	Description
Main TFTP	This field is mandatory It gives the TFTP server address and allows the phone to connect. If you do not enter an address or if the address is incorrect, you will not be connected and receive the following error message: CONNECTION LOST.
Backup TFTP	This field is optional. It gives the secondary TFTP server address if you have one.
Passive CS	If there is a PCS (Passive call server) configured, The IP address of the Passive call server is displayed here. This value is automatically provided by the NOE protocol and cannot be modified manually.
Mac Address	This field is not configurable. It gives the MAC address of your system. It is calculated automatically by the application.

5.6 Settings: Advanced tab



Changing the settings on the **Advanced** tab must be done with full knowledge. Entering an incorrect or irrelevant value may cause IP Desktop Softphone to stop working. Please consult your administrator before making any changes.

This page is for customizing call settings.

Field	Description
Professional trunk seize	Prefix to make external call. The default value is "0"
International	International call prefix. The default value is "00"
National	First digit used in the country for national calls (06 12 34 56 78). Default value is 0
Country code	The international dialing code of the country. Default value: “France 33”. The associated values are listed in a list.
Minimum number of digits	Minimum number of digits: default value: "9" Any phone number whose number of digits is greater than or equal to the value of this setting will be interpreted as an external number (the professional trunk seize

	prefix will be added before dialing)
Excepted prefixes	Exceptions from the previous field separated by spaces.

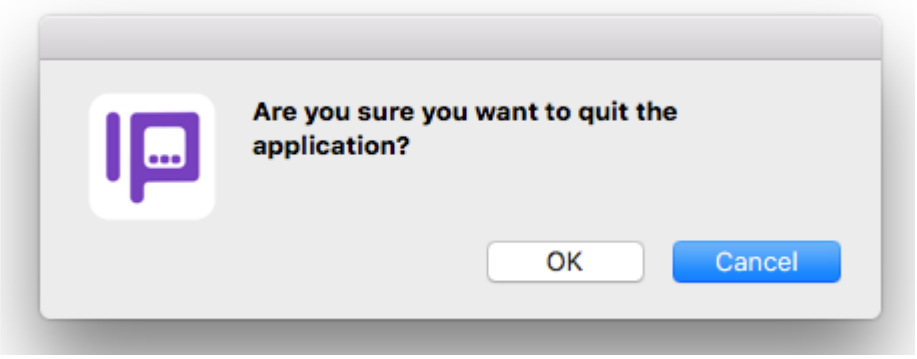
To check the version number, click on the phone menu, and select:

IP Desktop Softphone → About IP Desktop Softphone.

This displays the version number as below.

To quit the application, select the same path, but select "**Quit IP Desktop Softphone**"

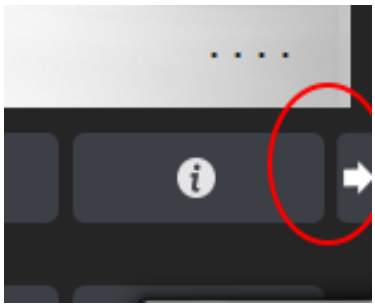
A pop-up window will appear for confirmation, click "OK" to confirm.



5.7 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 add-on module has 14 keys. To learn more about the declaration of the add-on module, refer to the installation and configuration manual.



5.7.1 Programming AOM Keys

The purpose of the keys of the keypad is to custom initialize them with desired functions. They can be programmed to carry out a specific function on the phone.

Once programmed, just a click on that button to execute that function. For identification purposes, the name of the program is shown next to the key and its icon, if available.

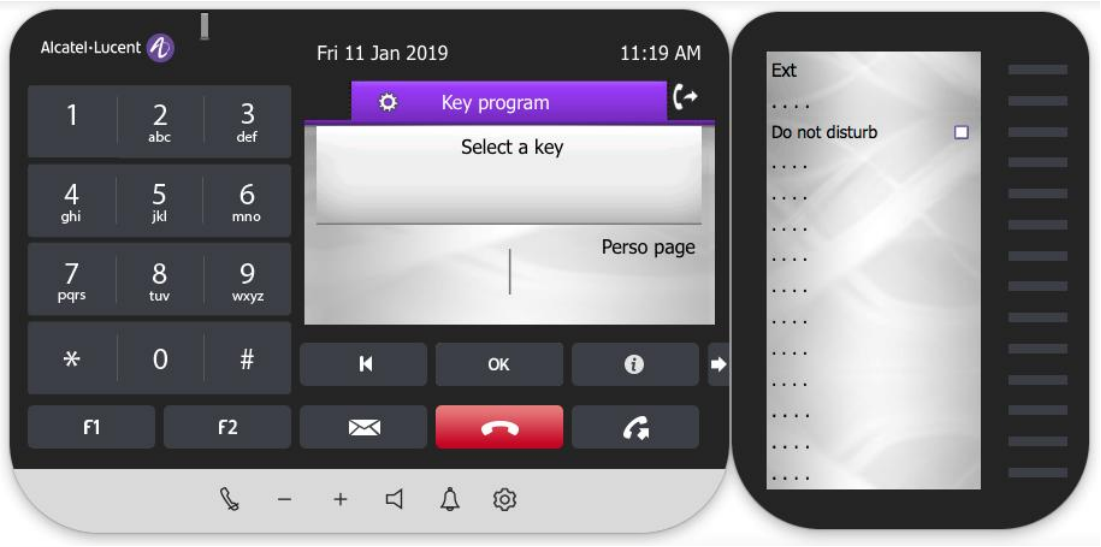
Below are examples for each of the tasks mentioned above.

5.7.2 Programming a function in OXE context

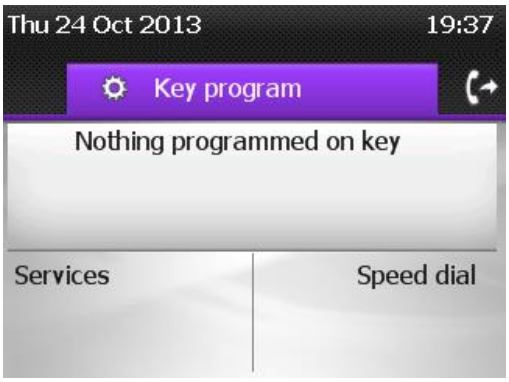
Using this function, you can save on the many clicks that you use on the phone to accomplish your tasks. To reach some functions in the phone, you need to pass through many submenus. This option allows you to launch a function using a one-touch key. Simply click on the keypad key to perform the desired operation.

For example:

1. Launch the phone
2. Access the extended keypad.
3. On the phone, select: Menu → Settings → Phone → Key program.

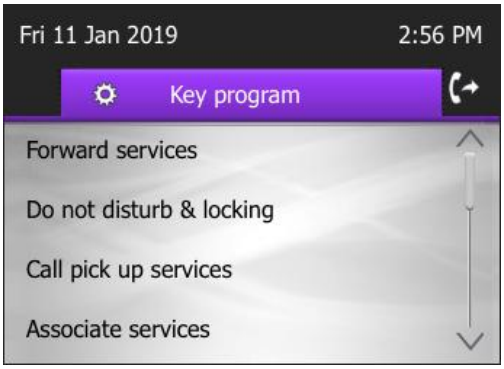


4. In the keypad, click on the button to which you intend to initialize this function.

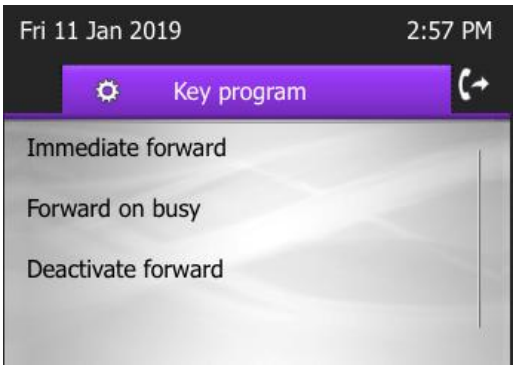


5. You can reach the above screen, just by clicking on the button to be programmed.

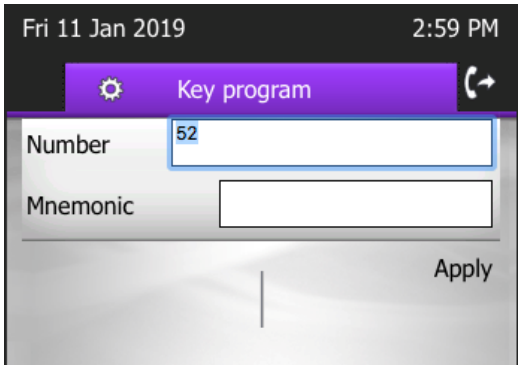
6. From here on, you can select the required program by moving through the menu path. This example targets at programming Forward on Busy. Proceed as follows:



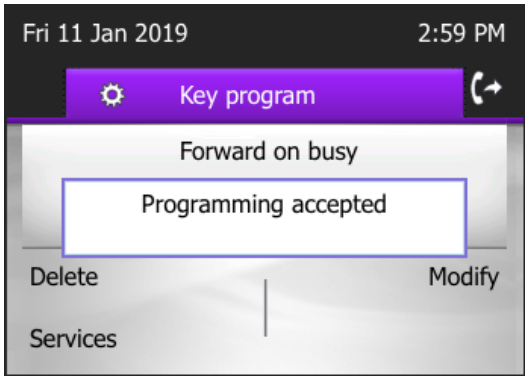
a) In the above screen, select **Forward Services**.



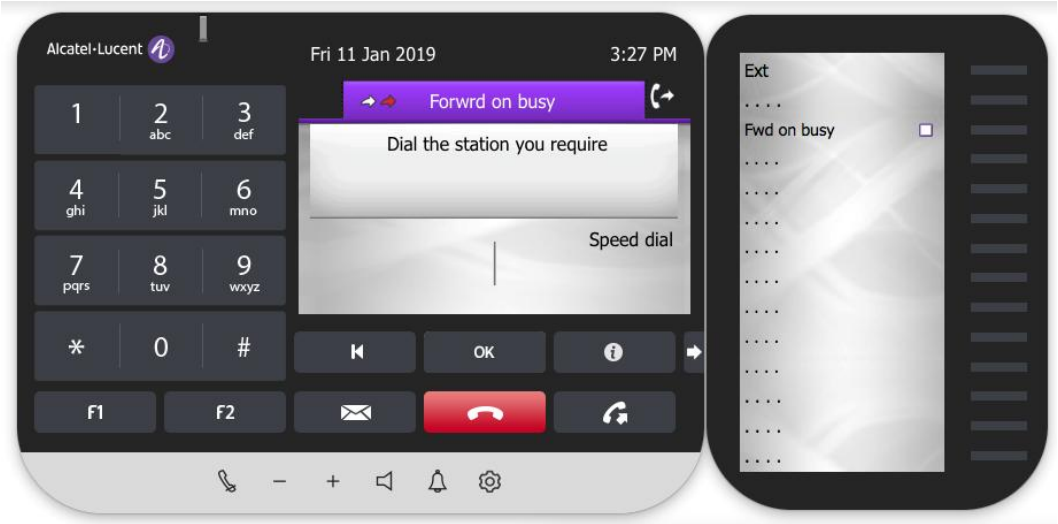
b) Select **Forward on Busy**



c) Select Apply.



7. This completes the programming of phone's services.
8. To execute this function, just click on the button.

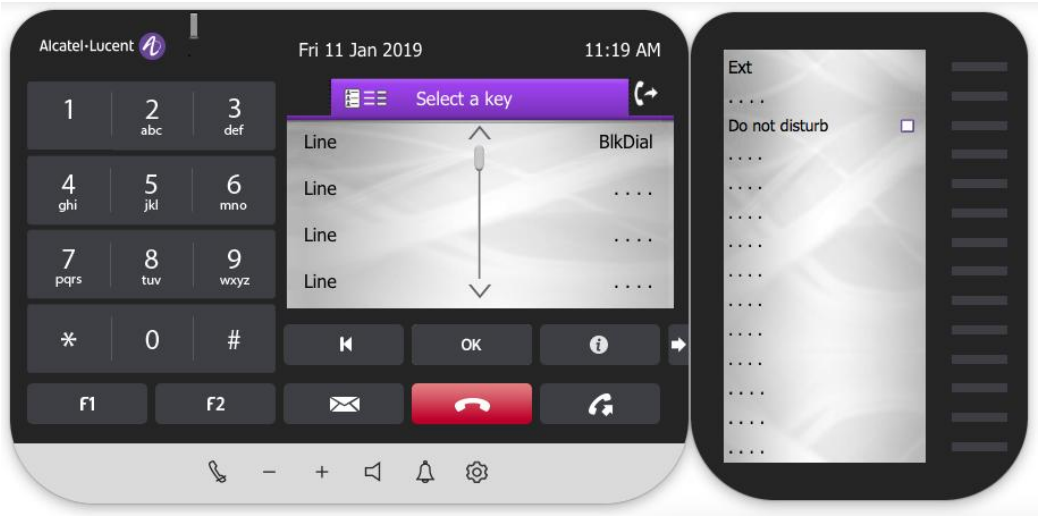


5.7.3 Programming a function in OXO context

Using this function, 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 option allows you to launch a function using a one-touch key. Simply click on the keypad key to perform the desired operation.

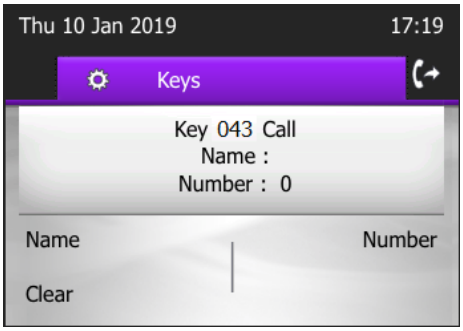
Below is an example, given in steps:

1. Launch the phone
2. Access the extended keypad.



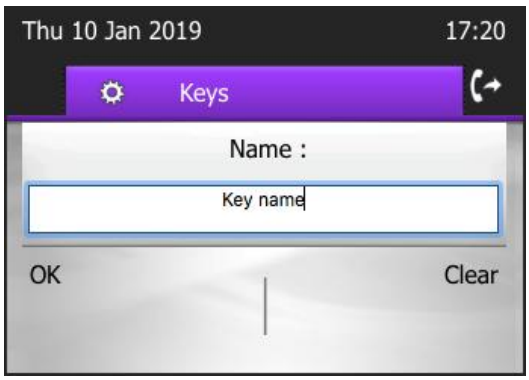
3. On the phone, select: Menu → Settings → Phone → Keys.

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

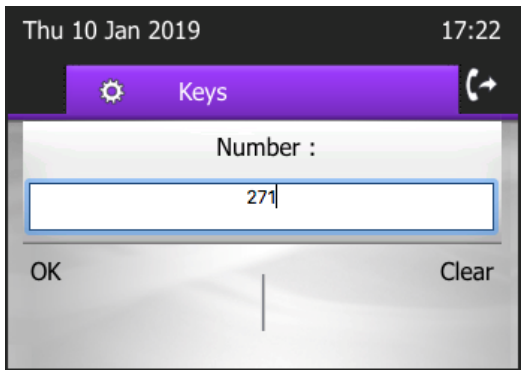


5. You can reach the above screen, just by clicking on the button to be programmed.

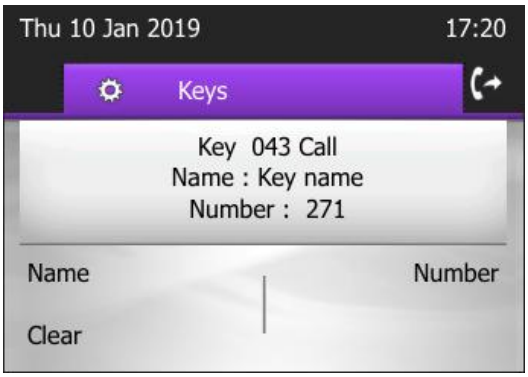
6. Then you can select “Name” to give a name to the key,



7. After the name is entered, click OK. Select Number to enter the called number.



8. This completes the programming of phone’s services.



9. To execute this function, just click on the button.

6. Using your IP Desktop Softphone

When you launch the application, the phone's image is displayed. The appearance of the display depends on the selection you have already configured. Below is an example: The screenshot below gives brief note of the components of the phone image. You can identify the different elements.

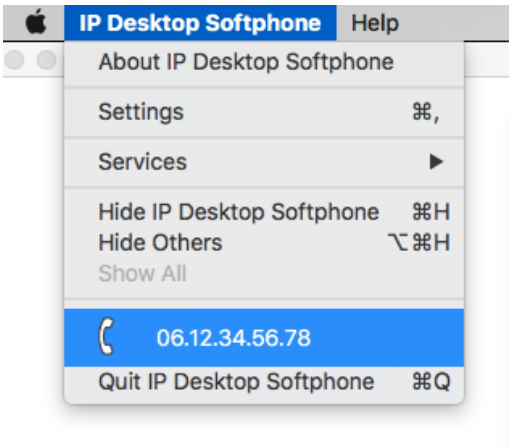
Using this phone is easier compared to the Hard phone. Here are some functions.

6.1 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.

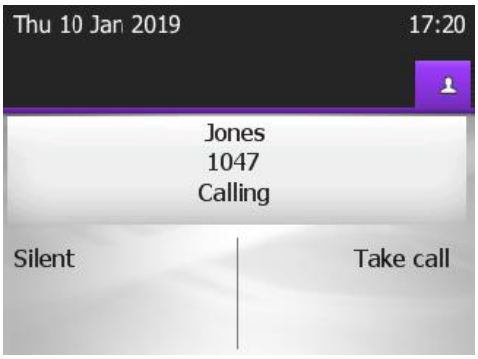
6.2 Number Copy/Paste Feature

The user can copy any callable number from any document or browser to the clipboard, then open IP Desktop Softphone menu, click on the item created from that number.



6.3 To pick up a call

The display panel displays the number of the person who is calling.



You can pick up the call, using either of the following 4 methods:

a) Press the OK key.
b) Press Enter in the Key Board
c) Click on the link "Take Call" in the screen (see screenshot above).
d) Click the pick-up key of the Toaster if configured.

To stop the ringing while keeping the line active, click on Silent or

To increase or decrease the volume of the conversation, click on or .

To end the call, click on the button.

6.4 Other uses:

1. To send text messages, use the button . You will 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 button color also changes to its default.
   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.

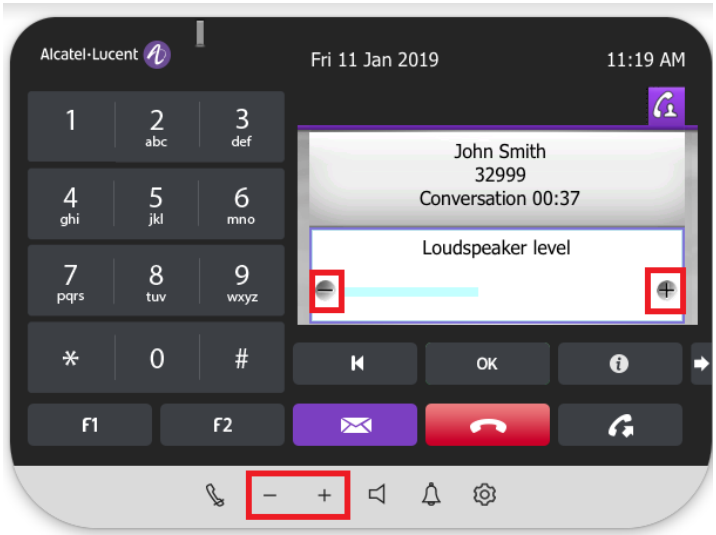
7. Sound and volume

7.1 Sound Configuration

In the menu “Settings/Sound” on the application interface, you can configure the audio devices of your choice, separately for ringing, speakers and microphone.
See paragraph Settings: Sound Tab

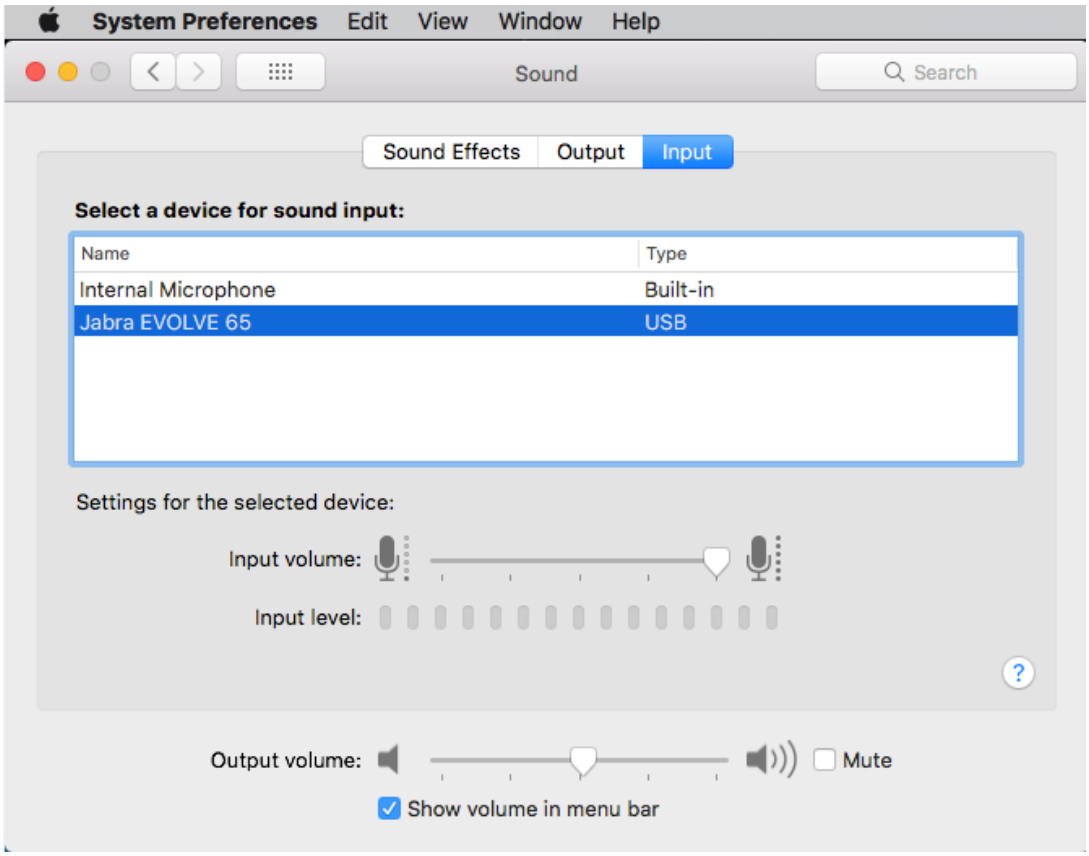
7.2 Volume adjustment

You may adjust (increase or decrease) the volume of the conversation, click on the ▪ or ▬ buttons.



As illustrated below, you may also increase or decrease the volume of the conversation through the system volume.

To modify the audio peripherals of your system, use the menu **Sound Preferences** above.


System Preferences
Edit
View
Window
Help
Sound
Search
Sound Effects
Output
Input
Select a device for sound input:
Name
Type
Internal Microphone
Built-in
Jabra EVOLVE 65
USB
Settings for the selected device:
Input volume:
Input level:
Output volume:
Mute
Show volume in menu bar

8. Usages Restrictions

8.1 Non availability of certain functionalities of physical phones

Certain functionalities available on physical phone (8068) menus are not relevant for the IPDSP application and are not functional.

The following functionalities are accessible from *Menu\settings\Phone* but have no impact on the IPDSP application:

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

8.2 Entry selection in a list

To select an entry in the IM, Call Logs and Voice Mgs lists of the messaging application, proceed as follows:

- Select an entry using:
  - the Up/Down arrows on the main screen
  - or the computer keyboard
  - or the mouse
- When an entry is selected the entry is highlighted blue
- Click OK for more details

The behavior is the same for other lists:

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

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

9. Trace Activation

Please refer to the Installation and Administration Manual of the IP Desktop Softphone.

10. Trouble Shooting

The following table 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 the address is correct and make sure you reach it by a “ping” • You may be using an unsuitable network adapter. Right-click the application and check the data in the Network tab in the Settings menu.
2.	“Set is out of service” message is shown on IP Desktop Softphone screen	If this message is displayed during installation, the “IP-SoftPhone Emulation” option may not be enabled in the PABX. Ask your administrator to activate this. 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 solve this problem, force disconnection of the agent and re-launch 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 menu Descend Hierarchy of Users, change the value of the IP SoftPhone Emulation setting to No. To do this, connect 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)

END OF DOCUMENT