



# Client User Manual

Version 3.7.4

WinTech, LLC  
319 East Warm Springs Rd • Suite 100  
Las Vegas, NV 89119  
Phone 702.284.7375



## Table of Contents

<b>Table of Contents .....</b>	<b>1</b>
<b>Chapter 1: Client Menus .....</b>	<b>2</b>
Home Menu .....	2
Help Menu.....	5
Call Control Container .....	6
<b>Chapter 2: Using the ALICE Client.....</b>	<b>8</b>
RECEIVING CALLS .....	8
Answering Calls .....	9
Ignoring a Call.....	9
Placing a Call On Hold.....	9
Taking a Call Off Hold.....	9
Hanging Up a Call .....	9
Managing Calls from Multiple Directories.....	9
OTHER FEATURES .....	10
Directory Watch .....	11
Call History .....	12
Missed Calls .....	13
Minimizing / Exiting Application.....	14
<b>Chapter 3: Settings .....</b>	<b>15</b>
SETTINGS: GENERAL SETTINGS TAB.....	16
SETTINGS: SIP TAB.....	18
CHANGING SIP ACCOUNT SETTINGS:.....	19
SETTINGS: DIRECTORY TAB .....	20
SETTINGS: VIDEO TAB.....	21
SETTINGS: AUDIO TAB.....	22
SETTINGS: LOG TAB .....	23
SAVING SETTINGS:.....	24
<b>Chapter 4: Troubleshooting .....</b>	<b>25</b>

## Chapter 1: Client Menus

The ALICE Client menus are disabled during all communication sessions. Once the communication session is complete, the menu items will become available again. The ALICE Client menu provides access to features, options and settings, which end-users can modify and configure for their interaction preferences.

### Home Menu

The Home menu has these available submenu items:



1. **Settings:** Clicking the Settings button will launch the Settings window. All instructions for Settings menus can be found in the Settings Chapter of this User Manual.

# ALICE Receptionist

## CLIENT USER MANUAL



2. **Status:** Selecting a Status will result in your status being updated on any ALICE Directories of which you are a member.

- ▶ **Available:** User is available and ready to receive calls.

- ▶ **Unavailable:** User is unavailable and will not receive calls while unavailable.

- ▶ **Forward/FollowMe:** Calls will be forwarded as specified in the "Forward/FollowMe" field on the SIP tab of the **Settings** form. When the user has forward selected, they will continue to show "Available" on their card on the Directory.

- ▶ **Other Status:** Custom statuses that have been entered in the **General** tab of the **Settings** form will appear below the other status options. In this example, "On Phone" has been entered as a Custom Status by using the Settings menu.

3. **Video:** The Video menu allows the user to change how they communicate with the visitor.

# ALICE Receptionist

## CLIENT USER MANUAL



▶ **Enable Local Video:** When the User checks this option, a live video interface will be streamed to the visitor on the ALICE Directory once the User answers the call.

▶ **Enable Preview Mode:** When the User enables preview mode, they will be presented with a live video of the visitor in the lobby area before they answer the call. This gives them the chance to see who is in the lobby before they connect.

Exit: Exit and close the Client application.

# ALICE Receptionist

## CLIENT USER MANUAL



### Help Menu



**View Help:** Clicking the Help button will launch the User Manual so that the user can browse for assistance.



**About ALICE Receptionist:** Clicking this button launches the current software version information

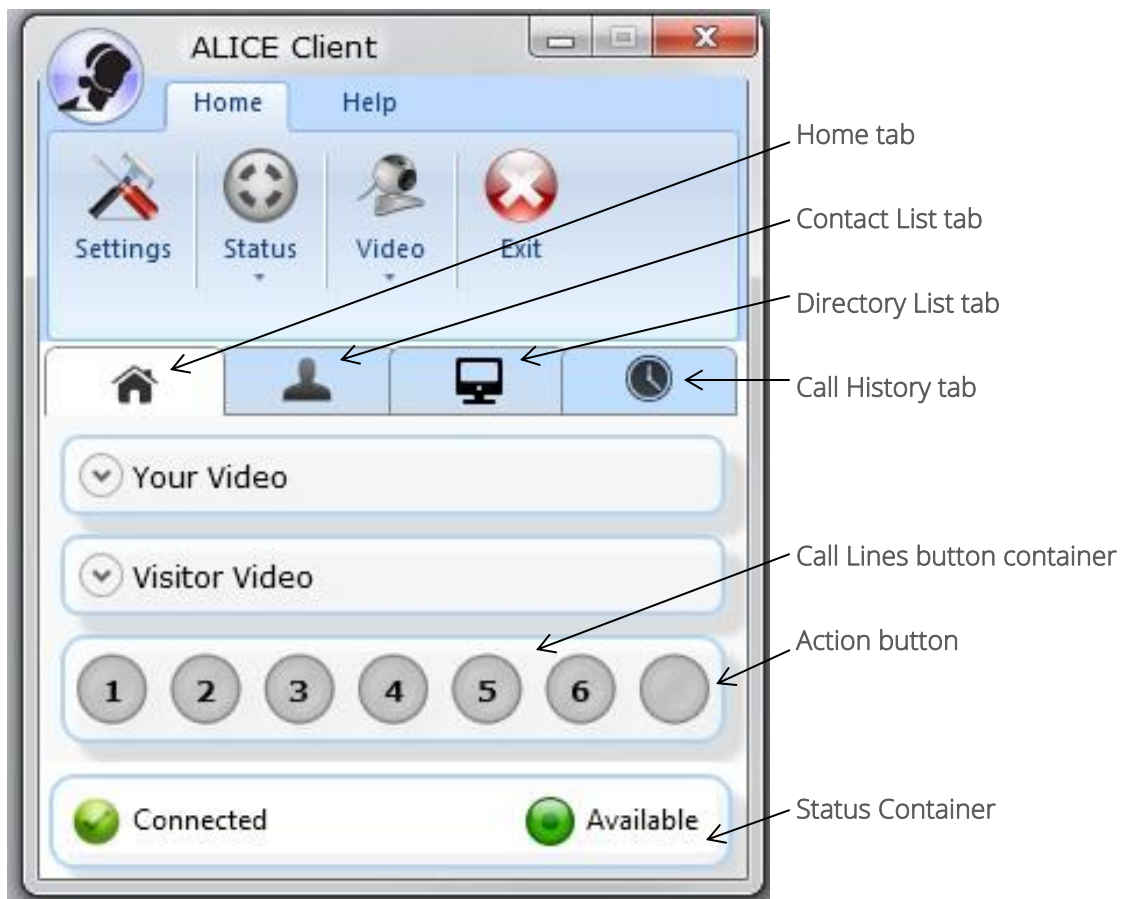
# ALICE Receptionist

## CLIENT USER MANUAL



### Call Control Container

The call container on the ALICE Client contains all information related to taking calls from the ALICE Directory.



# ALICE Receptionist

## CLIENT USER MANUAL



---

The Call Control Container provides these available functions:

---

1. **Home tab:** A placeholder for your video and your visitor's video will remain on the home tab of the call menu, as shown on page 4, until a call is received. For full instructions on performing call functions, see Chapter 2 under Receiving Calls.
2. **Contact List:** Click the Contact List tab to view other members of the Directory or Directories you are connected to, and to determine their availability. To learn about other functions within the Contact List, see Chapter 2 under Other Features.
3. **Directory List:** To verify which Directory or Directories you are connected to, and your availability on the Directory, click on the Directory List tab. To learn about other functions within the Directory List, see Chapter 2 under Other Features.
4. **Call History:** To view call history including missed calls from the Directory, click on the Call History tab. To learn about managing call history, see Chapter 2 under Other Features.



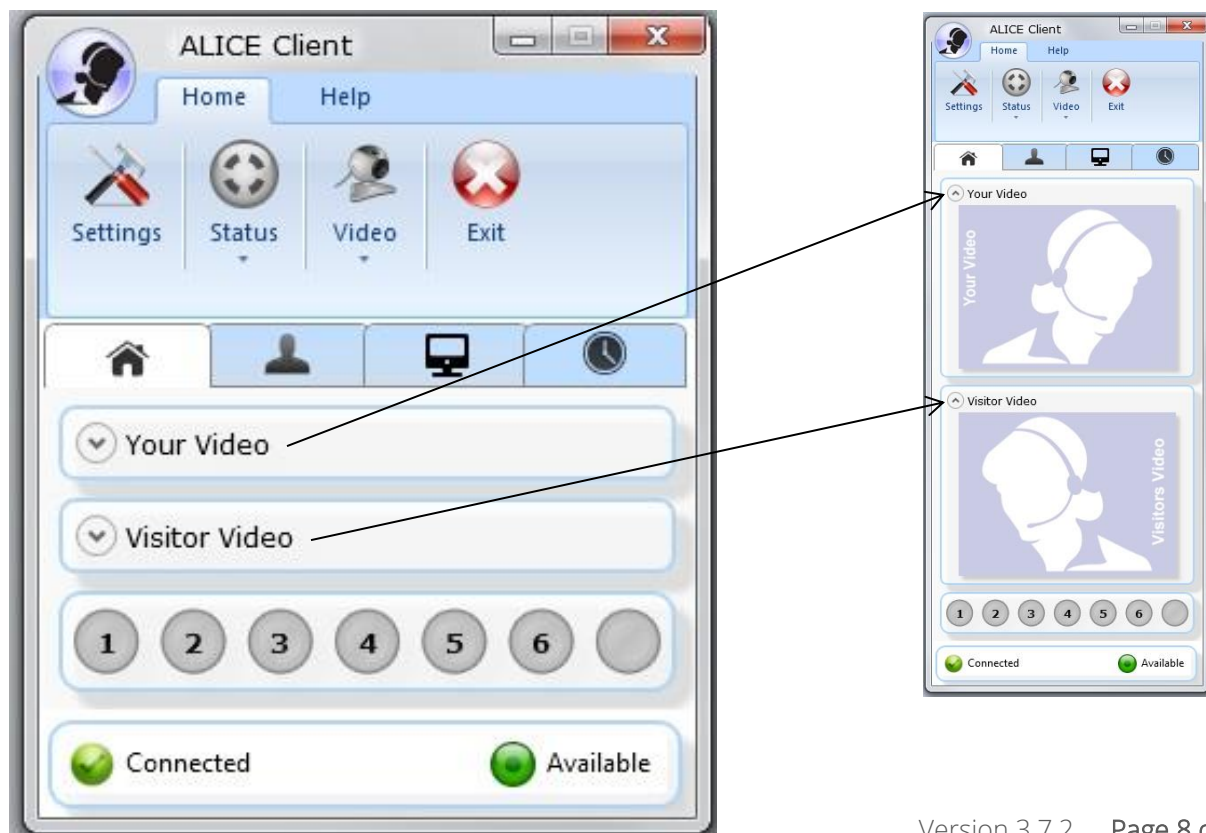
## Chapter 2: Using the ALICE Client

The ALICE Client application is used for managing calls from the ALICE Directory and communicating with other ALICE users. Employees who are not using the ALICE Client cannot receive video calls unless they are using another softphone client or are configured on the Directory for phone call communications.

The ALICE Client application must be running and the User must be a member of the Directory in order to receive calls from the Directory (See Chapter 2 for how to connect to a Directory). Once connected, the User's status setting will default to "Available" which will allow the user to start receiving calls from the Directory. If the User's status is set to any status not classified as "Available", the User will not receive calls from the ALICE Directory.

### RECEIVING CALLS

The home screen of the ALICE Client shows whether you are ready to receive calls. The top video window labeled "Your Video" will display the user's video. This allows the user to see the video that they are sending to the visitor during a 2-Way Video call. The bottom video window labeled "Visitor Video" displays the video from the visitor who is using the Directory. These tabs can be maximized or minimized while waiting for a call.



# ALICE Receptionist

## CLIENT USER MANUAL



### Answering Calls

Answering a call from an ALICE Directory is simple. When the call comes in from the Directory, the Line 1 button at the bottom of the screen will flash RED. If the user has Preview Mode turned on, they will also see the live streaming video of the visitor on the screen. To answer the call the user simply clicks on the flashing Line 1 button. Once the flashing Line 1 button is clicked, the button will change to solid GREEN .



### Ignoring a Call

If a call comes in from the Directory and the user decides they do not wish to answer the call, they can reject the call by pressing the Action button, which is lit up in RED while the Client is ringing. Once the user clicks the Action button, the visitor will be notified that the User is unavailable at this time. The visitor will be prompted to contact another User, leave a video message if activated, or contact the Receptionist if activated.



### Placing a Call On Hold

After the user answers a call, they can put the caller on hold at any time by pressing the Line button that indicates the call currently being conducted. The line number will appear YELLOW when that line is placed on hold. When the user puts a call on hold, both video displays will be hidden and an "ON HOLD" and "PLEASE WAIT" message will display in place of the video display, on both the Directory and the Client applications.



### Taking a Call Off Hold

A call that has been placed on hold can be taken off hold by pressing the line button again. The line button will return to green, and the video and audio for both the visitor and the user will be restored.

### Hanging Up a Call

When the user is ready to end a call, they simply click on Action button to hang up the call. Once the button is clicked, video and audio communication ends.

### Managing Calls from Multiple Directories

A User can be connected to an unlimited number of Directories, however, the User can only manage simultaneous calls from up to five (5) Directories at one time. The instructions for answering, hanging up, and taking a call off hold from multiple Directories are the same as those listed above from a single directory. If you are on a call when a visitor rings you from another Directory, a subsequent line number



will flash. Clicking on the flashing line number will place your current call on hold and allow you to answer the new call.

### Maximum Call Time (ALICE Directory setting)

A call may end abruptly, even if it is on hold, if the maximum call time set in the Directory configuration has been reached. Under SIP Settings in the Directory Configuration menu, the Call TimeOut (seconds) field can be set as desired by your company. In case a visitor walks away from the ALICE Directory after reaching an Employee's voice mail, setting this value to a suggested 300 seconds will prevent a prolonged message. Setting this to "0" indicates no time out limit, and calls will not end until one of the persons on the call uses the hang up button. If you intend to utilize the Watch feature on the Directory, setting the Maximum call time to "0" will prevent the watch from ending when the Maximum call time is reached. To learn more about the Watch feature, see "Other Features" below.


### OTHER FEATURES

The Contact List and Directory List tabs show all other members of your Directory or Directories, and all Directories of which you are a member. There are more features within these menus available.

### Call Another Member



Click on the Contact List tab to begin. If another user within your organization is a member of the Directory and their status is set to "Available", you can call that user directly from your Client application.

From the list of members shown, click on the  phone handset icon next to the name of the contact. The system will call that contact.

Your call window will expand in the same way that it would for calls between your Client and the Directory, however, if the user you are calling does not have video communication enabled, you will only see your video in the call window.

# ALICE Receptionist


## CLIENT USER MANUAL




### Directory Watch



Click on the Directory List tab to begin. When a Directory is shown as “Available” in your Directory List tab, you can choose to enable one-way video to “watch” the lobby or other area where the Directory is located.

From the Directory List menu, click on the  phone handset icon next to the name of the Directory. When you click handset button, the system will call the Directory machine to start the Watch feature. If the Directory is already being watch by another user or currently on an active call you will receive a message saying the watch feature is currently not available.

When the Directory is reached, your Client will ring you as if a call is incoming. Click on the line button that is flashing just as if you were answering a call. This will bring up a one-way video, without audio, to the Directory.

Your Client will display a Visitor Video window, which allows you to monitor the area around the Directory. This can be useful as a security feature or to ensure that you can personally greet an expected visitor the moment you see them enter the area. The Directory interface will not indicate that your one-way “Watch” functionality is activated. You will not be able to hear or provide audio during the “Watch” function. In order to enable audio, click the GREEN “Call” button directly above the  Visitor Video window. When you do this, your video and audio will immediately be streamed to the Directory and you can interact with your visitor.

Click the RED action button to end the call or to end the Watch function.

# ALICE Receptionist

## CLIENT USER MANUAL

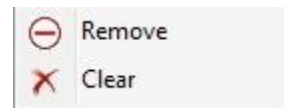


### Call History



Click on the Call History tab to begin. This will show you a list of the Directory that called you, and the time and date of the call. You can view, edit, or clear your call history from this list.

▶ **Edit Call History** Highlight an item in the call history list by right clicking on the item. This will bring up a function menu. Select "Remove" to remove only that history item, or select "Clear" to clear the entire call history on this Client.



▶ **Call History Cleared** If you chose to clear all call history, your Call History window will be blank.

# ALICE Receptionist

## CLIENT USER MANUAL



### Missed Calls

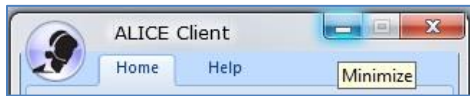


If you have missed a call, the Call History tab will be highlighted and the number of missed calls will be indicated. An icon in the call history will indicate whether the call was missed or received.

You can clear the entire Call history list by using the Clear All button. You can also clear a specific call by clicking the X button next to it.

### Minimizing / Exiting Application

There are many ways to exit the application, or you can minimize it to send it to your task bar.



Use the  **Minimize button** in the top right hand corner of the app to minimize it to the Windows Task bar.

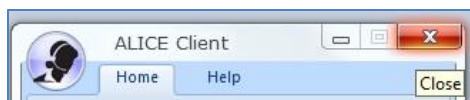
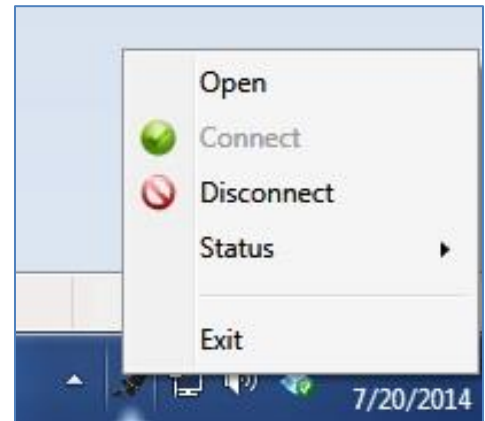



To exit the application, choose ONE of the following methods:

1. When the ALICE Client is minimized, right click on the ALICE Client icon in your notifications bar to view application options (Open, Connect, Disconnect, Change Status, & Exit).

Note that you can operate all of these functions directly from the notifications bar.

Select **Exit** from this menu to exit the application.

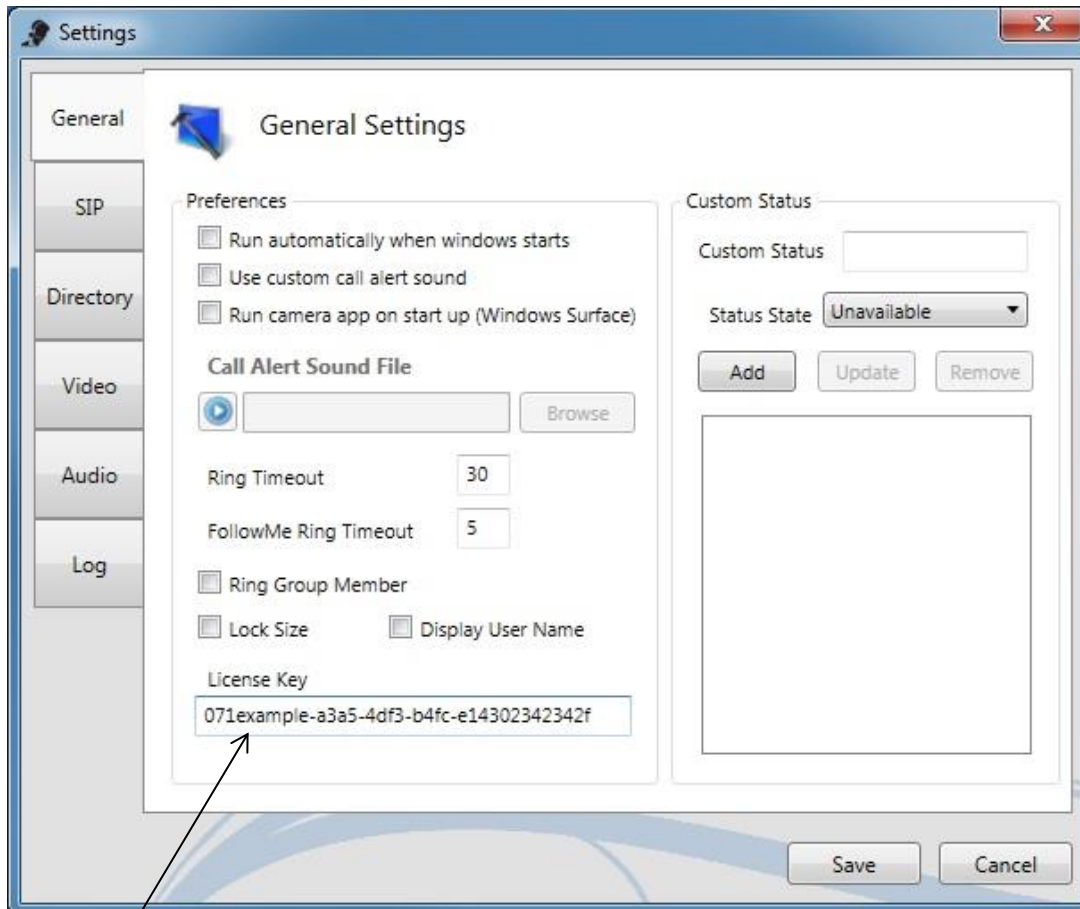


2. Use the  **Close button** in the top right hand corner of the app to exit the application.



3. Use the Exit button in the **Home Menu** to exit the application.

## Chapter 3: Settings

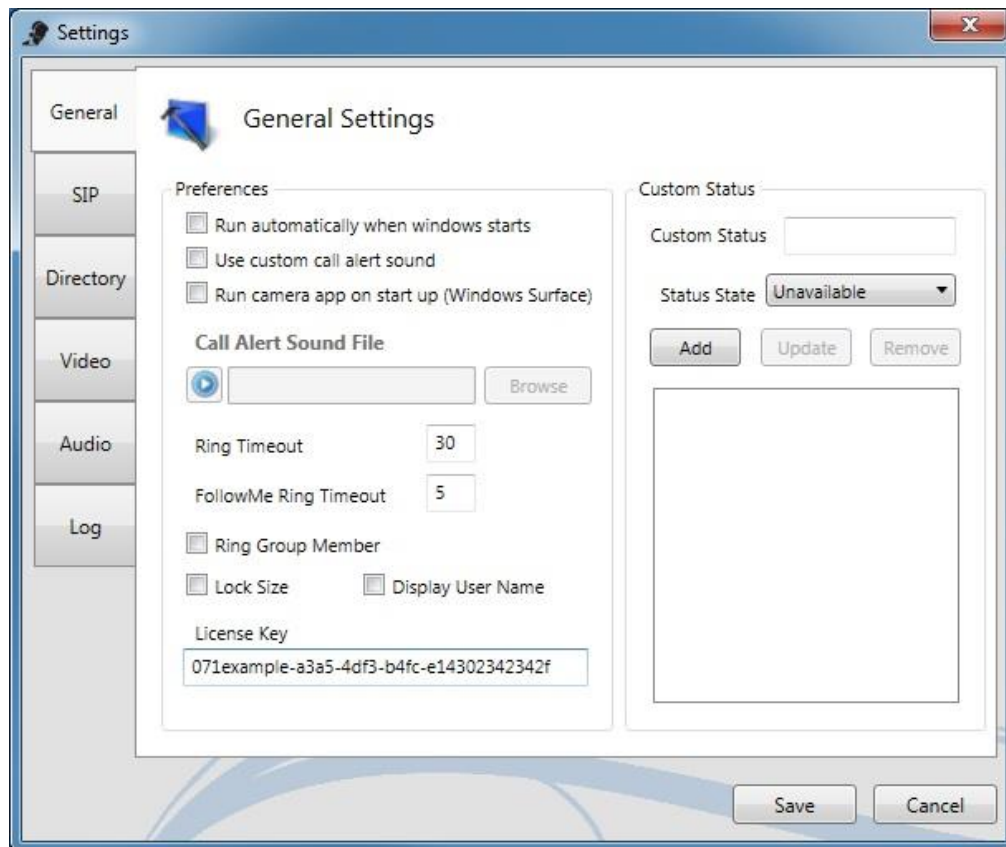


Before you use the ALICE Client, you must enter a valid License Key for your account and configure valid registration information for the ALICE Client devices. For that reason, when you start ALICE Client for the first time, it will launch you directly into the Settings Screen so you can enter these settings. You must also proceed to the SIP, Directory, Video, and Audio tabs to configure minimum required settings.



### SETTINGS: GENERAL SETTINGS TAB

The General Tab contains a number of configuration settings the user can use to customize their ALICE Client experience. A valid License Key must have been entered during configuration in order to configure or customize any other settings.



#### Preferences:

- ▶ **Run automatically when Windows starts**  
When checked, the Alice Client application will automatically launch when the user's PC starts after a reboot.
- ▶ **Use custom call alert sound**  
When checked, the user can specify the alert sound that plays when a call comes in from the Directory. Select this box to activate the **Browse** button, and then select the custom sound.
- ▶ **Run camera app on startup (Windows Surface)**

# ALICE Receptionist

## CLIENT USER MANUAL



When checked, the application will start the camera application when the Alice Client software starts. This is currently only necessary for tablet running Windows 8.x

- ▶ **Ring Timeout**  
Enter the number of seconds that the Client will wait for the user to answer an incoming call before it automatically times out and rejects the call.
- ▶ **FollowMe Ring Timeout**  
Enter the number of Rings that the Client will attempt before sending the call to the FollowMe number.
- ▶ **Ring Group Member**  
Turn this setting on if you are part of a ring group which sends calls from the ALICE Directory to all users in the group at once. Turning on this setting configures the Client to properly receive calls for Ring Group members.
- ▶ **Lock Size**  
When checked, prevents the ALICE Client application from adjusting height size to match the open or closed video windows.
- ▶ **Display User Name**  
Displays the First and Last name of the Employee whose card was pressed by the Visitor at the ALICE Directory screen.
- ▶ **License Key**  
The customer's registration key displays here. *Do not change or modify this key unless instructed to do so.* An incorrect License key will cause your ALICE Client to stop working.

### Custom Status:

---

Users can create multiple custom statuses which they can then select from the **Status** menu to update their presence on the ALICE Directories they are connected to.

- ▶ **Custom Status**  
Type in the custom status description here (i.e. On Phone, At Lunch, etc.).
- ▶ **Status State**  
After naming a custom status, designate whether the user will be shown as available, and still able to receive calls, while in that status mode. If identified as unavailable, the user will be shown as unavailable on the Directory and will be unable to receive calls.
- ▶ **Add**  
Click the **Add** button to add a custom status to the Custom Status list.

# ALICE Receptionist

## CLIENT USER MANUAL



### ► Update

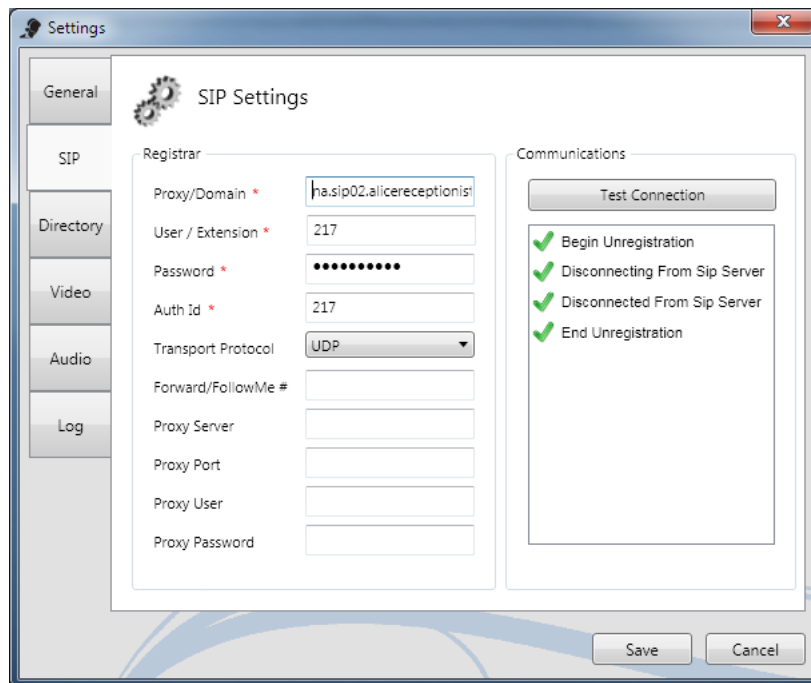
Click the **Update** button to update a custom status that has been selected in the Custom Status List.

### Remove

Click the **Remove** button to delete the custom status that has been selected in the Custom Status List.

## SETTINGS: SIP TAB

The SIP user settings are unique to each user. Each user of the ALICE Client software within your organization must use their own unique SIP Account. *If users attempt to share SIP account information, the user's ALICE Client software will experience problems.*



The following fields on the SIP Tab are REQUIRED to be able to use the ALICE Client:

### ► Proxy/Domain Server:

Enter the IP or URL address of the communication server this ALICE Client will connect to.

### ► User: (extension number)

Enter the unique extension number which this ALICE Client will use to connect to the communication server.

# ALICE Receptionist

## CLIENT USER MANUAL



- ▶ **Password:**  
Enter the user or extension password used to connect to the communication server.
- ▶ **Auth Id:**  
An Authorization ID may be the same as the User / Extension # or may be a different ID, depending on how the extension was configured on the Communication server.
- ▶ **Transport Protocol**  
The default transport protocol is “UDP” only change this setting if your network administrator instructs you that your network uses one of the other protocols for VoIP traffic.

The following fields on the SIP Tab are OPTIONAL:

- ▶ **Forward / FollowMe#:**  
A phone number which will be called when the ALICE Client status is set to Forward or Follow Me.
- ▶ **Proxy Server:**  
If your corporate network uses a Proxy Server enter the IP or URL address of that server here.
- ▶ **Proxy Port:**  
If your corporate network uses a Proxy Server you can specify the proxy port.

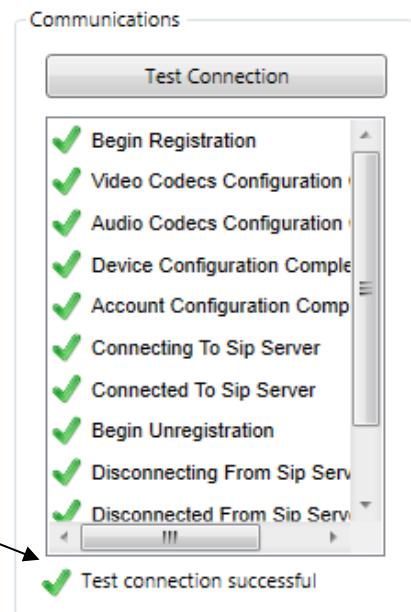
### Communications

- ▶ **Test Connection**  
The **Test Connection** button allows the user to test the entered SIP settings to verify that they can successfully register the ALICE Client on the communications server.
- ▶ **Message Window**  
The message window displays the results when the **Test Connection** button is pressed.

The user will be notified of the test's Success or Failure below the Message window.

### CHANGING SIP ACCOUNT SETTINGS:

Any time you make a change to the SIP account information on the SIP Tab of the ALICE Client Settings you will have to shut down and restart the ALICE Client. You will see a message to that effect if you

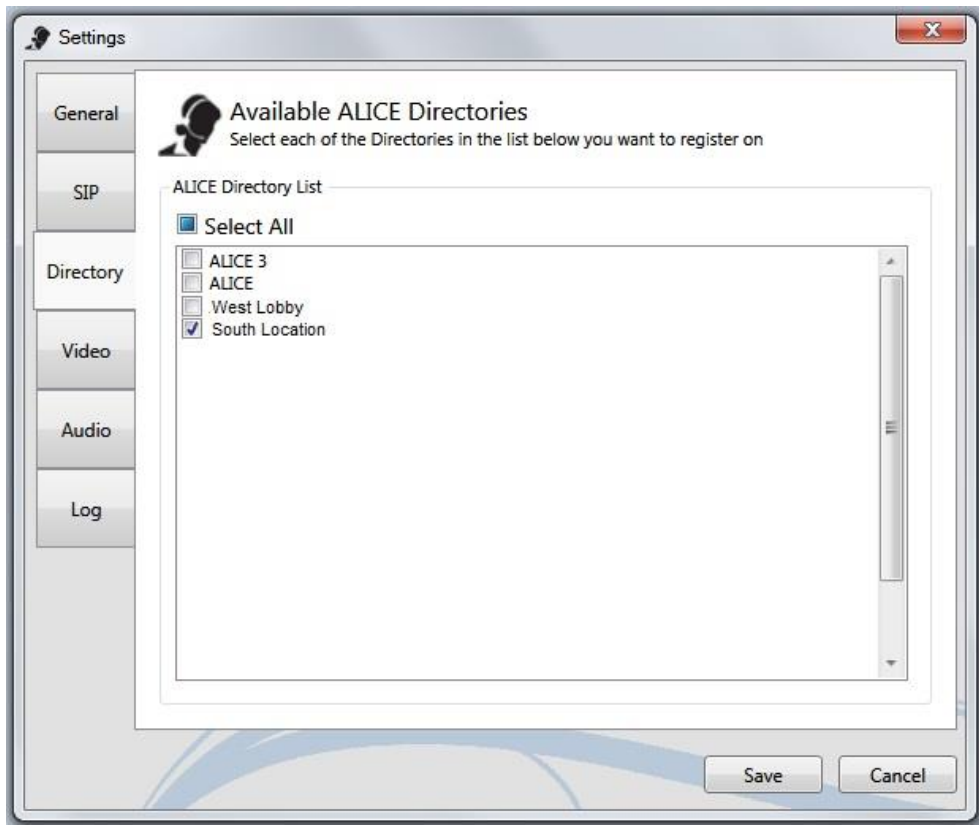


have made changes to the SIP account, after you press the Save button. This is necessary to ensure you reregister with the Communications Server and the ALICE Directories under the new account information.

Also you will need to go back to the Directory Tab and re-select which Directories you want to receive calls from. Any time you change your SIP account information the list of Directories can change.

### SETTINGS: DIRECTORY TAB

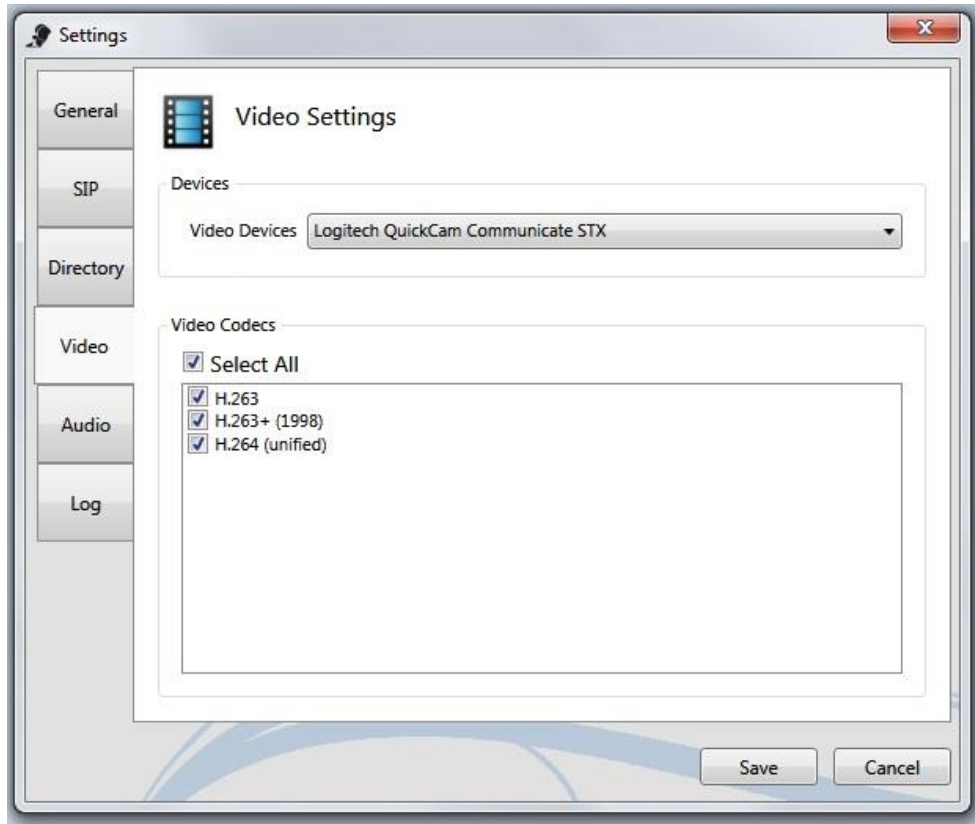
The Directory Tab displays a list of available ALICE Directory devices within your organization and associated with your ALICE License key. Your ALICE Client software will ONLY receive calls from Directories that are checked in this list.



You must select at least one Directory from this list to receive calls on your ALICE Client software.

### SETTINGS: VIDEO TAB

The Video Tab allows you to set the Video Device the software will use for video communications. You must select a video device from this list to use 2-way video communications with your ALICE Client software.



- ▶ **Video Device:** Select the installed web camera device listed.
- ▶ **Video Codecs:** Choose the video codecs supported by your communication server, or Select All to authorize all available codecs.

If you will only be using the ALICE Client for 1-way Video communications, you can leave this selection empty and you do not need to consider this a required minimum setting.

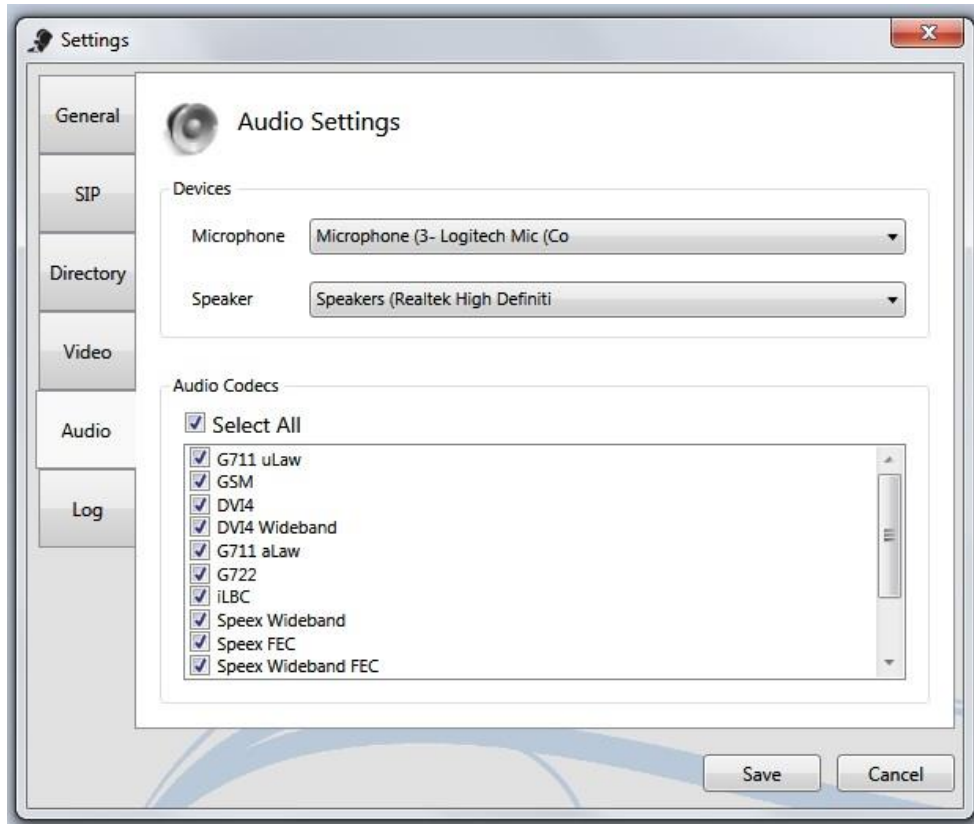
# ALICE Receptionist

## CLIENT USER MANUAL



### SETTINGS: AUDIO TAB

The Audio Tab allows you to set the Audio Devices the ALICE Client will use for audio communications. You must select both a Microphone and Speaker device from this list for audio communications to work correctly.



#### Devices:

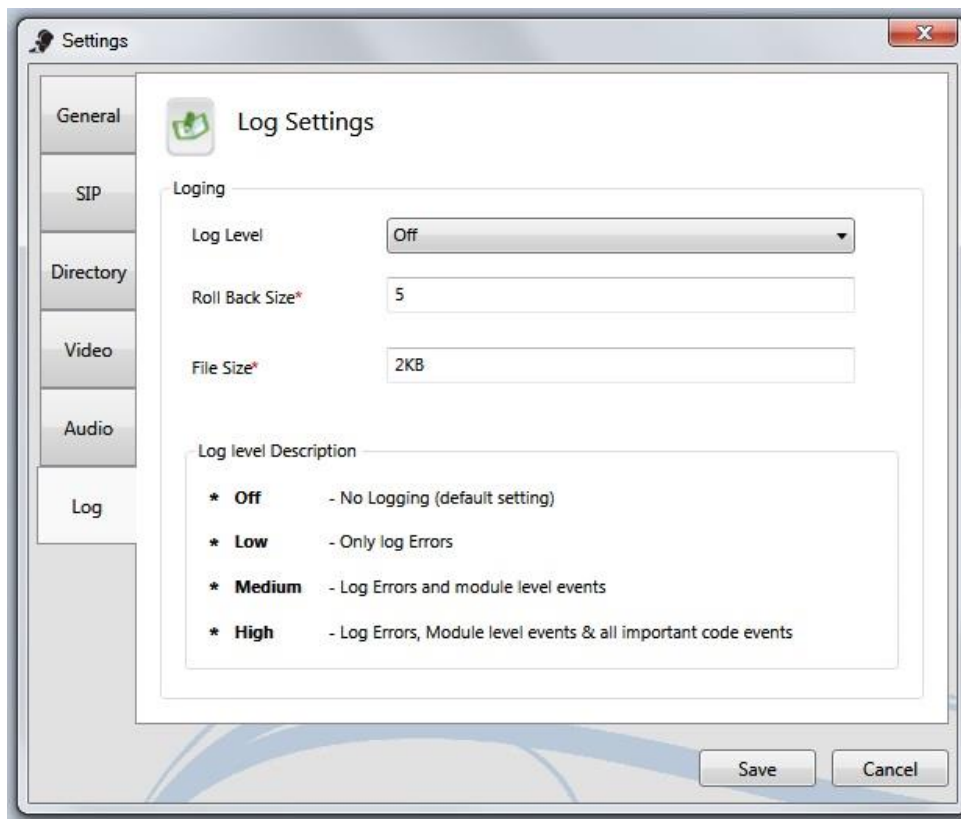
- ▶ **Microphone:**  
Select the installed microphone device for your PC. This is typically the camera microphone or an attached headset microphone.
- ▶ **Speaker:**  
Select the sound output device for your PC. This is typically the computer's speakers or an attached headset.

#### Audio Codecs:

Select the audio codecs supported or used by your communication server, or Select All to authorize all available codecs. Contact your network admin for further details if necessary.

## SETTINGS: LOG TAB

The Log Tab set the logging level for the ALICE Client software, which can be helpful for troubleshooting.



- ▶ **Log Level**  
Set the level of logging for the ALICE Client software. By default this is turned Off. Logging only needs to be turned on if the ALICE Client software is experiencing problems. In such a situation, logging is needed to help troubleshoot those problems.
- ▶ **Roll Back Size**  
The size of the roll back file. The default is 5.
- ▶ **File Size**  
The size of the Log file. The default is 2 KB.



# ALICE Receptionist

## CLIENT USER MANUAL



---

### SAVING SETTINGS:

To complete the first time setup, you will need to save your Settings. You will also be required to restart the ALICE Client software.

After you restart the ALICE Client, it will become available on all Directories that you selected in the Directory Tab of the Settings form.



---

## Chapter 4: Troubleshooting

Suggestions for users who may experience difficulty installing, configuring or using ALICE Client software:  
Installation of ALICE Client:

- **Invalid License Key message:** Verify the ALICE License key with your ALICE administrator. Only valid licenses will register on the ALICE Servers.
- **Unable to connect to ALICE Server:** This is most often caused by port blocking on your network firewall. The ALICE Client needs the following open ports on your network to send and receive video:
  - Port 5060 for both UDP and TCP traffic (inbound and outbound)
  - Port 80 for TCP traffic

### Configuration:

---

- ▶ **Settings, Video and Audio tabs – No device listed in dropdown menus:** A web camera is not installed or is not recognized by your operating system. Try these steps:
  - Quit the ALICE Client application.
  - Unplug the Web camera from your PC.
  - Plug the web camera back in and verify that it is successfully installed by the operating system.
  - Load the ALICE Client and see if the web camera device shows up in the dropdown box for the Video and Audio device.
- ▶ **SIP tab – Test Connection button results fail:** This is caused by invalid SIP registration settings. Verify all registration settings are correct. If you are connecting to an internal VoIP SIP Server ask your administrator to:
  - Verify that the SIP Softphone module and License are correctly installed.
  - Verify that the assigned extension is active and registration settings are correct.
  - If a proxy server is used, verify that the Proxy server settings have been entered correctly.

# ALICE Receptionist

## CLIENT USER MANUAL



---

### Unexpected behavior during usage:

---

- ▶ **Visitor video panel does not show any video during a call:** This is most often caused by port blocking on your network firewall. ALICE Client needs the following open ports on your network to send and receive video:
  - Port 5060 for both UDP and TCP traffic (inbound and outbound)
  - Port 80 for TCP traffic
  
- ▶ Employee using ALICE Client has a hard time hearing the visitor during a call and adjusting the user's speaker volume does not resolve the problem. This can be caused by the volume level settings in the Directory being set too low. Ask your ALICE administrator to check this setting. To verify settings, the Administrator should:
  - Open the **Control Panel** on the ALICE Directory PC.
  - Open the **Sound Control**.
  - Click on the **Recording** tab.
  - Select the default recording device.
  - Click the **Properties** button to load the device's properties.
  - Click the **Levels** tab.
  - Check the Microphone level setting and adjust accordingly.
  
- ▶ **Visitor has a hard time hearing employee during a call and adjusting the Directory speaker volume does not resolve the problem:** This can be caused by the speaker volume on the ALICE Directory being set too low. Ask your ALICE administrator to check this setting. To verify settings, the Administrator should:
  - Open the **Control Panel** on the ALICE Directory PC.
  - Open the **Sound Control**.
  - Click on the **Playback** tab.
  - Select the default playback device.
  - Click the **Properties** button to load the device's properties.
  - Click the **Levels** tab.
  - Check the Speaker level setting and adjust accordingly.

# ALICE Receptionist

## CLIENT USER MANUAL



- ▶ **Client shows Available, but calls from Directory do not ring the Client:** This can be caused when the ALICE Client has not selected the Directory in the Directory Tab of the Settings form. This can also be caused if the Client is using a different License Key than the Directory is using. Both Directory and Client must be using the same License key for communication between them to work properly. To verify these keys:

In the Client:

- Click on the **Settings** menu to bring up the Settings window.
- The License Key is in the **General** tab.

In the Directory:

- Launch the Directory Configuration application.
- The License Key is in the **Registration** tab.