

# LUMEN<sup>®</sup>

Lumen Cloud Communications

## Desktop Softphone App User Guide

MAC VERSION 6.3.0  
WINDOWS VERSION 6.3.0

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# GETTING STARTED

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Lumen Cloud Communications (LCC) provides a VoIP service subscription to make audio or video calls with the LCC desktop or mobile client. Please contact Lumen to order and activate your Lumen Cloud Communications service to use this application.

## System Requirements

Operating Systems	Windows 10 macOS 10.13 (High Sierra) macOS 10.14 (Mojave) macOS 10.15 (Catalina) macOS 11.2 (Big Sur)
Processor	Minimum: Core 2 Duo 2.1 GHz Recommended: i5/i7 2.4 GHz and above
Memory	Minimum: 4GB RAM Recommended: 8GB RAM and above
Hard Disk Space	400 MB (Install/Upgrade, 200 MB operation)
Connection	IP network connection (broadband, LAN, wireless) Constant internet connection
Audio Device	Full-duplex, 16-bit, or use a USB headset

## Install and Sign In

A *Welcome* email that contains your login details was sent to you when your account was created. Click the link in that email to create your password, then download the app at <https://www.lumen.com/help/en-us/cloud-communications.html> and sign in.

Check *Remember sign in information* and *Sign in automatically* to retain login information and activate the client more quickly.

### Can't sign in?

- If you can't remember your password, click *Forgot your password?* and check your email for a link to reset it. If you don't receive that email, please contact Customer Support.
- You can be signed in to the LCC app on up to two devices, such as your computer and mobile phone. To deactivate an old device so you can sign in on a new one, see [Devices](#) for more information.

#### EXIT LCC

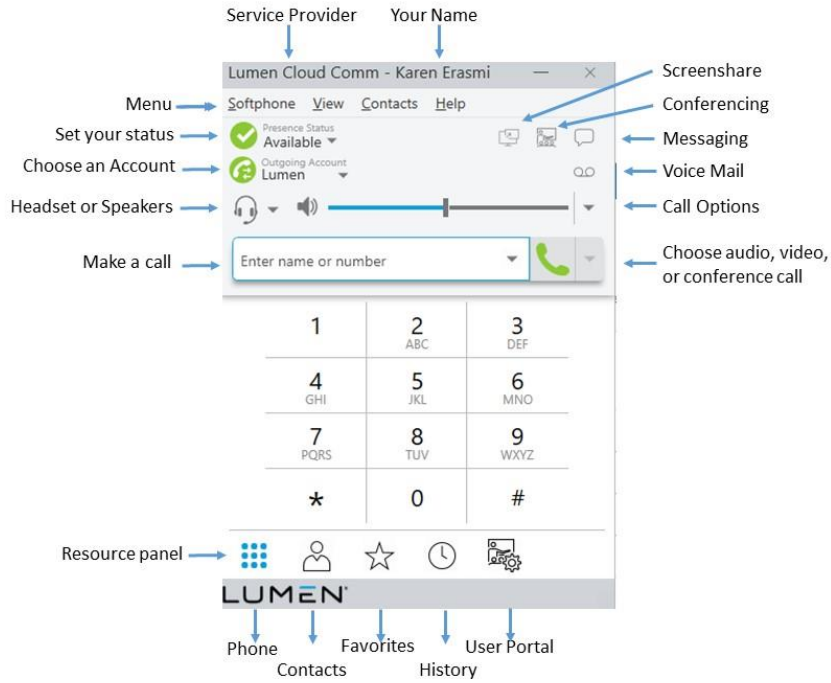
We recommend keeping LCC open in the background, but if you need to sign out, go to **Softphone** (Windows) or **LCC** (Mac) > **Sign Out**.

## USING LUMEN CLOUD COMMUNICATIONS

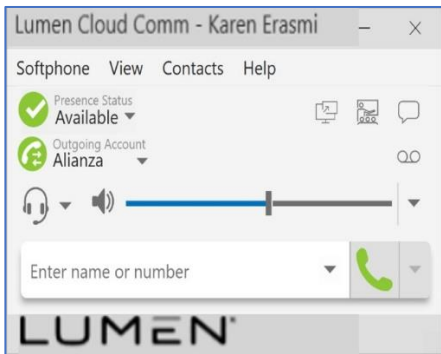
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The screenshots in this guide are from the Windows app. The Mac interface is essentially the same, but the menu is at the top of the screen and includes **LCC**,

## View, Windows, Contacts, and Help.

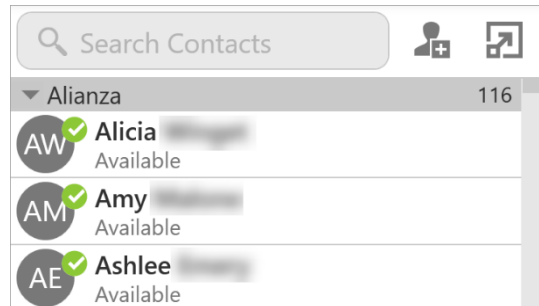


### COMPACT VIEW





To create the compact view, hide all resources on the **View** menu.

### DETACHING TABS (WINDOWS)



The Contacts, Favorites, History, and the Directory tabs can all be detached from the on-screen phone into their own window.

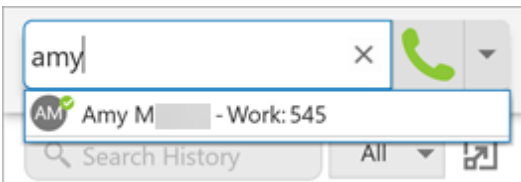
Go to the tab you want to detach and then click . To reattach the window, click .

## Making Calls

Use LCC client to place and receive audio and video calls, as well as host conference calls. LCC has default actions for the call button and for double-clicking a contact. Update these defaults in **Softphone > Preferences > Application**.

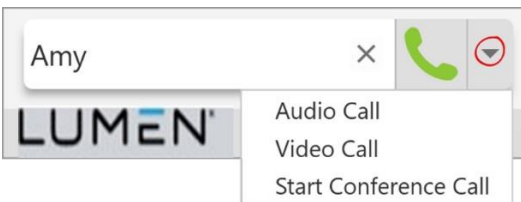
### Using the dial pad to make a call

Type the name, phone number, or email of the person you want to call in the *Enter name or number* field. Press **Enter** or **Tab** to dial.



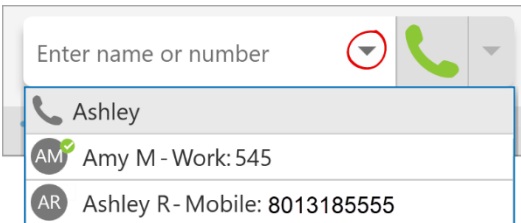
#### Auto-Complete

As you type, LCC may display suggestions for completing the entry. Use your mouse or the up and down arrow keys on your keyboard to move through the list of suggestions.




#### More Menu

To make a video call or start a conference, click the More menu arrow on the right after typing the person's full name, phone number, or email.



#### Redial

To redial the last-dialed contact, click  **Make a call**. To redial a recent contact, click the arrow in the Enter name or number field and select a contact.


### Using Contacts, Favorites, History, or Messages

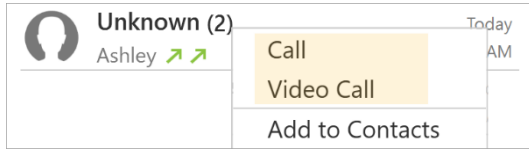
In the Contacts, Favorites, or History tabs, scroll through your contact lists or type a name, phone number, or email address in the search bar to find the contact you want to call.





### Click-to-call

Hover over the contact you want to call to reveal the click-to-call button and click  **Call this contact**.



### Shortcut Menu


Right-click (Windows) or **CTRL**+click (Mac) on the contact you want to call, then click **Call** or **Video Call**.

# FEATURES

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## Call Transfer

In an unattended or blind transfer, you transfer the call to the target without talking to the target first. An attended transfer occurs when you talk to the target before transferring the call.

1. While you have a call established, use any of the methods for placing an audio or video call to place a second call. LCC client puts the first call on hold and dials the second call.
2. Click  **Transfer** at the bottom of the call panel. The call is placed on hold.
3. Type the name or number of the second party, use the redial drop-down list, or drag the target's contact number into the Enter name or number field.

## Unattended transfer

1. Click **Transfer Now** if it's your default action or click the drop-down arrow next to Call First and select **Transfer Now**.
2. LCC client attempts to transfer the call to the target. The call may end immediately or show **Transfer: Calling**. Don't hang up yet—If the target doesn't answer, the call will return to you.

## Attended transfer

1. Click **Call First** if it's your default action or click the drop-down arrow next to **Transfer Now** and click **Call First**.
2. When the call is answered, speak to the target. If they want to take the call, click **Transfer Now**. If they don't want the call, click **X** at the bottom of the call panel.

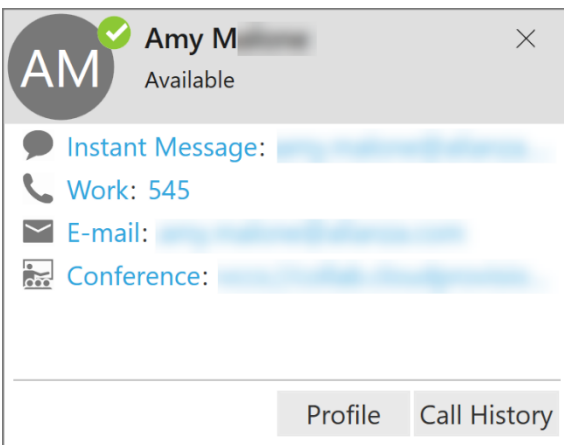
## Contacts

LCC contacts are pre-populated and managed by your system administrator. Other contacts can be added by you.

### View contacts

Go to the Contacts or Favorites tabs to view your contacts. Use the search bar to locate an individual contact or scroll to the list.

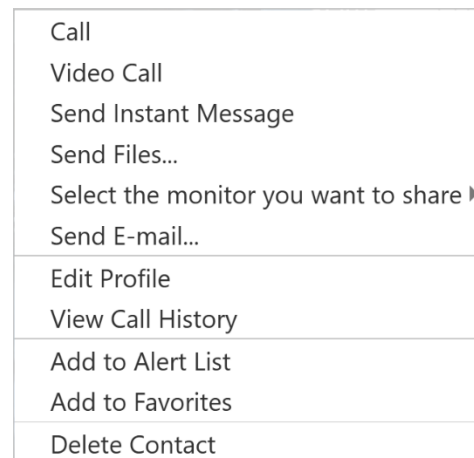
#### CONTACT INFO FLYOUT



Click on the name of a Contact or Favorite to view their contact details.



For more information, click **Profile**.

#### SHORTCUT MENU



Right-click (Windows) or CTRL+click (Mac) on a Contact or Favorite to view the shortcut menu. Here you can initiate a call, send a message or email, add to favorites, and more.

### Add contacts

- **CONTACTS.** In the Contacts tab, click  to add a person to your contact list. In the Contact Profile, choose the group of contacts this person will belong to, and enter their name and number.
- **HISTORY.** From the History tab, select an entry for an unknown contact and click  to add them to your contact list. Alternatively, right-click (Windows) or CTRL+click (Mac) and select **Add to Contacts**.

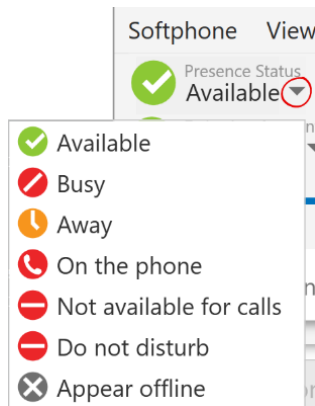
- **MENU.** Contacts can also be added from the **Contacts** menu (top).

## IMPORT/EXPORT

Go to the **Contacts** menu and select **Import Contacts** or **Export Contacts**. Contacts can be imported or exported in a .csv, .vcf, or Outlook/Exchange Server format.


## Presence

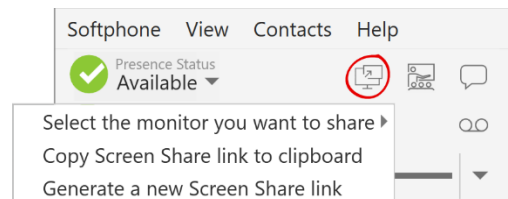
LCC allows you to share your online status (presence) with team members. When LCC is launched, your online status is **Available**. If you do not use your device for a specified period of time (set in **Preferences**), LCC updates your status to **Idle**.




- To change your status, click the drop-down arrow and select **Busy**, **Away**, **Not available for calls**, **Do not disturb**, or **Appear offline**.
- When you make or receive a call and your status was *Available*, LCC updates your status to *On the phone*.
- To set a custom status, click on the wording in the status indicator and type your status. Press `Enter` to save.


## Screen Share

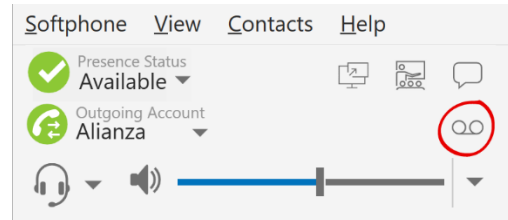
Screen share  lets you share your screen with anyone who has a browser on their device. Screen share sessions do not contain audio, so you'll need an audio call as well as the screen share for a complete experience.



## Voice Mail

Voice mail is offered through your VoIP service provider or through your enterprise's IP PBX; it is not part of LCC. When you have a new message, an icon showing the number of messages is displayed on the  icon.

To access your voice messages, click the  icon or dial the Voicemail Management star code.



# COLLABORATION

Collaboration, also known as Virtual Meeting Rooms, combines audio, HD video, screen sharing, messaging, and presence in one virtual meeting. Anyone can join your collaboration conference using desktop and mobile devices.

### CONFERENCE PIN (OPTIONAL)

You can set a participant PIN so only those with your PIN can access the conference.

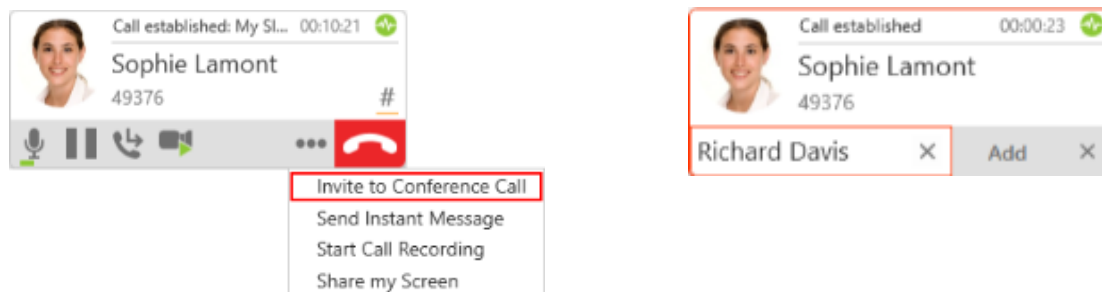
1. Go to **Softphone > Preferences** (Windows) or **LCC > Preferences** (Mac).
2. Choose the **Conferences** panel.
3. Enable **Require PIN/Passcode** and enter a number.

## Host a Conference

The host is responsible for inviting people to a conference as well as starting a conference. Make sure to use a desktop device if you want to share your screen.

## Create a conference

1. To begin a conference without an established call, type a name or phone number in the *Enter name or number* field, then click the **More** menu arrow on the right and select **Start Conference Call**. LCC connects to the first participant.
2. Type a name or phone number into the *Enter name or number* field and click **Add**. LCC starts a three-party conference call.
3. To add more participants, click **More options** and select **Invite to Conference Call**.
4. Enter a contact into the *Enter name or number* field at the bottom of the call panel and click **Add**.
5. Repeat steps 3 and 4 until you have added all participants to the conference.




## Add participants to a call

1. Type the first participant's name or phone number in the *Enter name or number* field, then click the **More** menu on the right and select **Start Conference Call**.
2. To add another participant, type their name or phone number into the *Enter name or number* field and click **Add**.
3. Click **More options** and select **Invite to Conference Call**. Enter a contact into the *Enter name or number* field and click **Add**. Repeat to add additional participants.




Alternatively, go to the **Contacts**, **Favorites**, or **History** tab. On a contact or entry, right-click (Windows) or **CTRL+click** (Mac) and select **Add to Call**.

## Schedule a conference

1. Click the  **Conference** icon and select **Schedule a Conference**.
2. Your primary calendar application will open. Add invitees and set a time. If set, the PIN will be included in the invite.
3. Send the invitation.

Alternatively, click **Copy Conference Link to Clipboard** and send the link another way.

## Start a conference now

1. Click the  **Conference** icon and select Start a Conference Now.
2. On the left side of the conference window, select  **Participants**. Click **+**, then enter the name or number of the next participant. Repeat for additional participants.
3. In the conference window, click  to share your screen. A yellow bounding box outlines your screen as a visual cue to what is being shared.

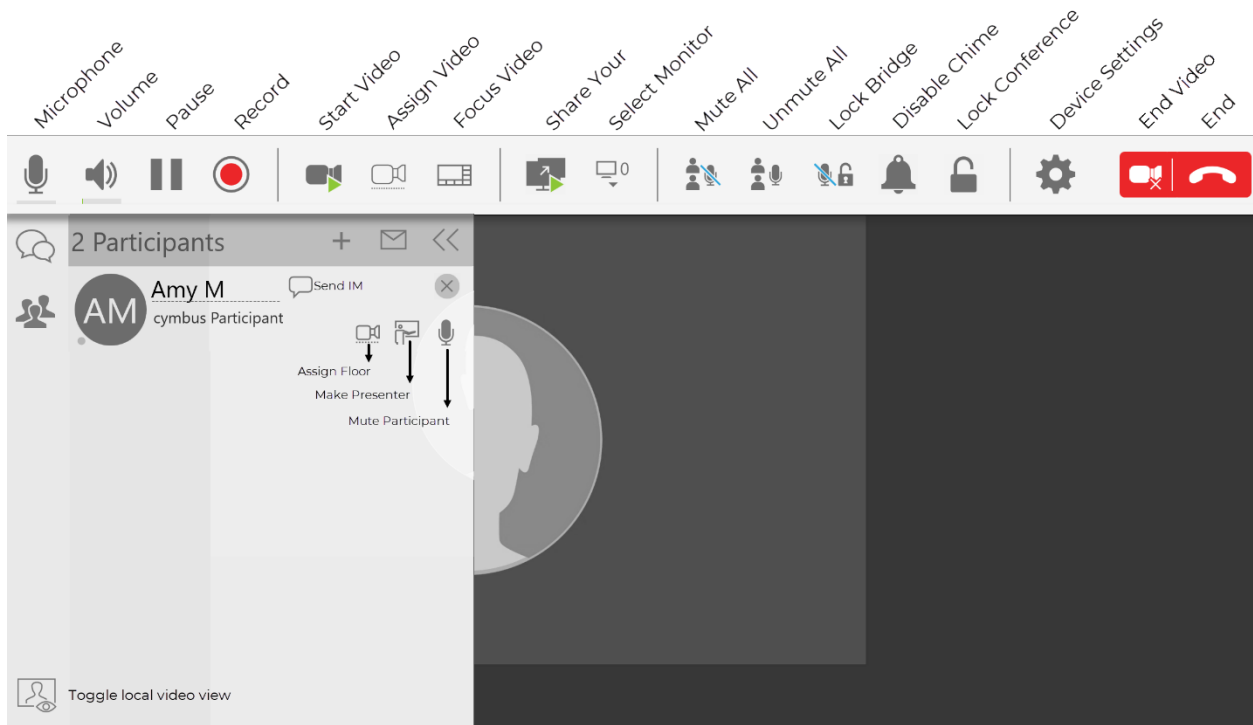
## Join a Conference

Participants can join a conference using the LCC client, a web browser, or by dialing in. Depending on the host's settings, participants may enter the conference immediately or must wait until the host joins. LCC needs access to your microphone and camera for a conference.


1. To join a conference, click the link in the invitation email or copy/paste it into your browser.
  - If the browser detects your LCC app, LCC will launch.
  - If the browser detects that you do not have a LCC client, you can install the app, dial in, or join from your browser.
2. Enter your name and a PIN, if required. Tap **Join**. The name you enter will be displayed to other participants during the conference.
3. If prompted, allow LCC to access your microphone and camera.
4. If prompted, enter the conference PIN given by the host.



# Conference Panel




## Video

To include video in a conference call, click the  Start Video icon. The video that the host sees is automatically sent to all participants. If the host pauses or stops the video, other participants no longer receive video.

Participants can choose whether to share their own video. Those that do will have (Video) displayed next to their name.


## Separate calls

During a conference call, you can speak to one of the participants separately while maintaining the conference call. Tap  **Separate Calls** next to the participant, and the conference is split into two calls. When you're done, you can merge the two calls back into the conference or end the one-on-one call and return to the conference.

## Remove participant

To remove a participant from the conference, select the participant and tap X next to their name.


## Instant message

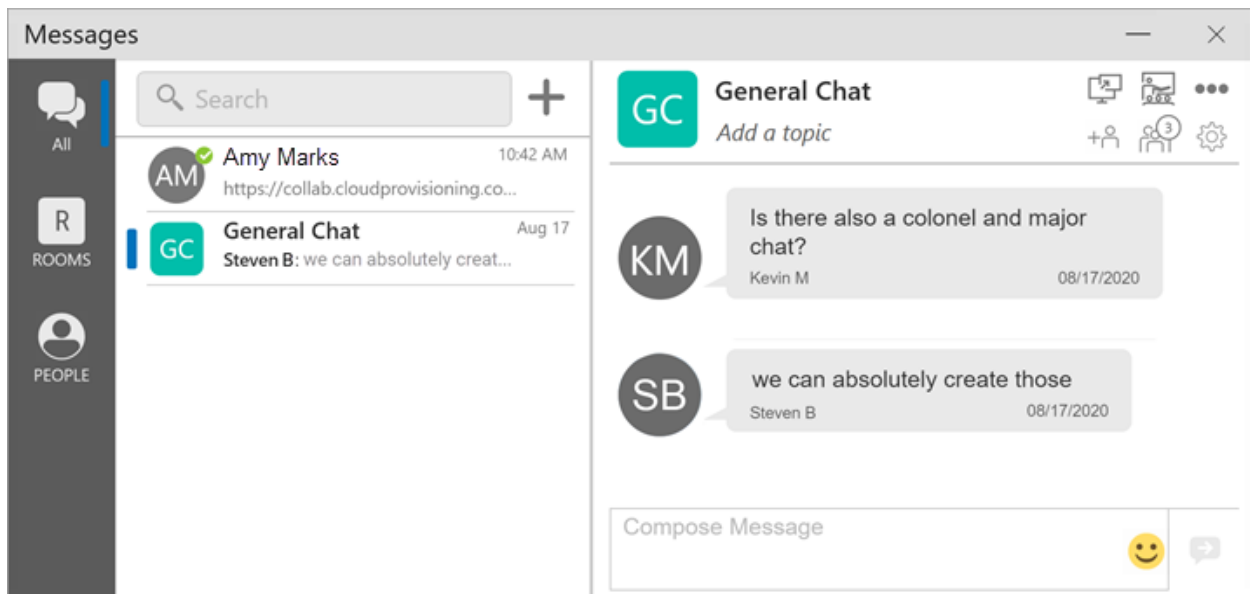
To send an individual instant message to a conference participant, tap  **Send Instant Message** beside their name. Type in your message and tap **Enter**.

# MESSAGING

Instant messages (IMs) can be sent from the Messages window, the Contacts tab, the Favorites tab, or from an active call.

There are multiple ways to view the Messages window:

- Click the  **Messages** icon in the top right of your softphone.
- Go to **View > Messages (Windows)** or **Window > Show Messages (Mac)**.
- Type the shortcut `SHIFT+CTRL+M` (Windows) or `SHIFT+COMMAND+M` (Mac).




## PREFERENCES



Set the action for clicking `Enter` while typing a message in **Preferences > Application**.

# Send a Message

## New conversation


1. In the Messages window, click **+ New Conversation**.
2. Search for the person to add to the chat and select them from the list of suggestions. Press `ENTER` to select the first suggestion in the list.
3. Click on their name below **Send A Message** to open a chat.
4. Compose your message, then click  **Send Message**.

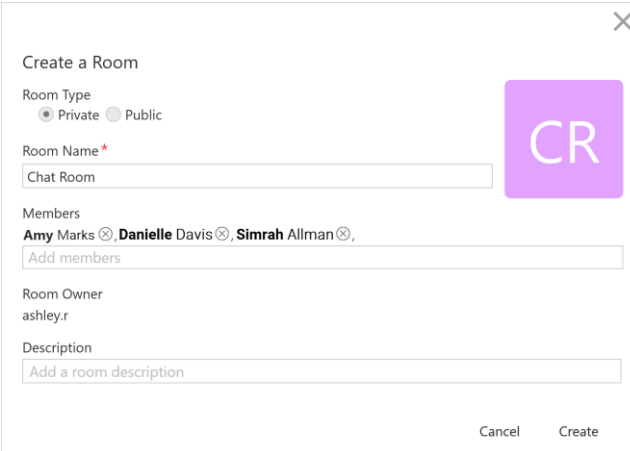
## Existing conversation

1. Do one of the following:
  - In the Messages window, scroll through your conversations or search for the person you want to send a message to, then click on the IM conversation.
  - On the Contacts or Favorites tab, right-click (Windows) or `CONTROL+click` (Mac) on a contact and select **Send Instant Message** from the shortcut menu.
  - On the Contacts or Favorites tab, hover over the contact and click  **Send Instant Message**.
  - During an active call, go to **⋮ More options** in the call panel and click **Send Instant Message**.
2. Compose your message, then click  **Send Message**.

## Chat Rooms

1. In the Messages window, click **+ New Conversation**.
2. Click **Create a Room** on the right.
3. Enter a room name.
4. Type the name of a person you want to add to the room and select them from the list when they appear. Repeat this for all users you want to add to the room.
5. Click **Create**.

In the group chat room, compose your message, then click  **Send Message**.




## Message formatting

You can use emoticons and formatting in your IM's and chat rooms. The default behavior can be modified in Preferences > Application: Messages & Presence.

FORMATTING	WINDOWS	MAC
Bold	Ctrl+B	Command+B
Italic	Ctrl+I	Command+I
Underline	Ctrl+U	Command+U
New Line	Shift+Enter	CTRL+Enter
Send	Enter	Enter

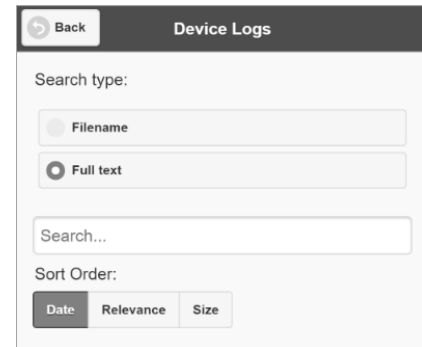
# CLIENT END USER PORTAL

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The Client End User Portal is a web-based service that allows end users to manage some of their own services. Go to the  **End User Portal** tab to access these settings.

## Device Logs

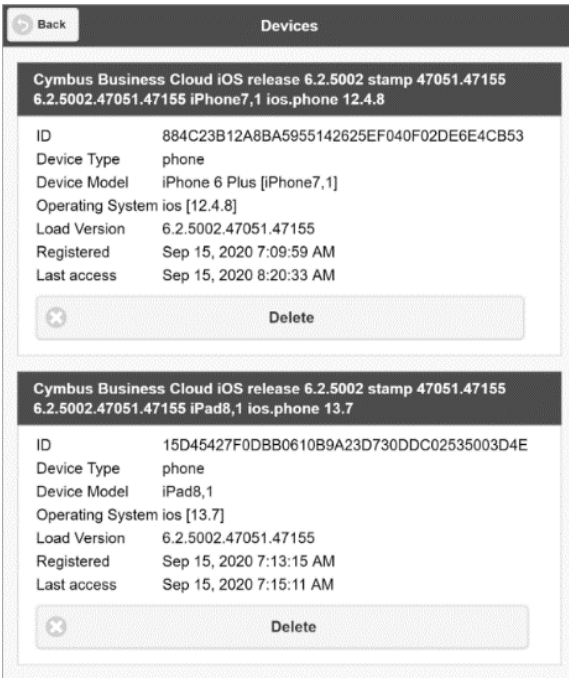
Search through your device logs by filename or full text. Sort the results by date, relevance, and size.



The screenshot shows a web interface titled "Device Logs". At the top left is a "Back" button with a left-pointing arrow. Below the title, there is a "Search type:" section with two radio buttons: "Filename" (unselected) and "Full text" (selected). Below this is a search input field with the placeholder text "Search...". Underneath is a "Sort Order:" section with three buttons: "Date" (selected), "Relevance", and "Size".

## Devices

You can log in to LCC on only two devices. If you need to switch to a new device, one of your old devices will need to be deactivated first.



1. Go to **Devices** to view your activated devices.
2. Find the record of the device that you wish to deactivate, then click **Delete**.
3. A message will pop up asking if you're sure you want to delete this device. Click **[Delete]** to confirm.

Now you can log in on another device.

## Conferences

Access your Conference Settings and Conference Records. At the bottom of the menu is your personal bridge link.



## Conference Settings

Manage your conference settings, including:

- Your bridge title and description
- If new participants are automatically muted when they join
- If tones are played when participants enter or exit the conference
- Moderator and participant PINs
- Grace period after the host leaves
- Enable automatic conference recordings
- Set up Dropbox for server-based recording
- And more

## Conference Records

View the records of each of your conferences, including the start and end times, number of participants, and each participant's information.

#	Type	Name	Number	Call time
0	BRIA_DESKTOP	Ashley R	guest_AshleyR_e6382d0f_UCMOU	0:01:10
1	BRIA_DESKTOP	Amy M	guest_AmyM_aebfd30c_UCMOU	0:00:52



## XMPP Photo

Your avatar is the image that will be displayed for your contact. Follow these steps to change the photo:

1. Go to **XMPP Photo**.
2. Click **Choose File**, then locate the image file on your computer that you want to use as your avatar.
3. Click **Upload JPEG or PNG Image**.

## Change Password

1. Go to **Change Password**.
2. Enter your old and new passwords. The indicator at the bottom will tell you if your password meets the following requirements:
  - Your new password must contain at least one uppercase letter, one lower case letter, one digit, and one punctuation character.
3. Click **Change Password**.