



Mac



Adore PC Communicator for MAC User Manual

Adore PC Communicator for MAC

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Adore PC Communicator for MAC

1. Welcome to Adore Softphone

1.1 – Adore PC Communicator for MAC

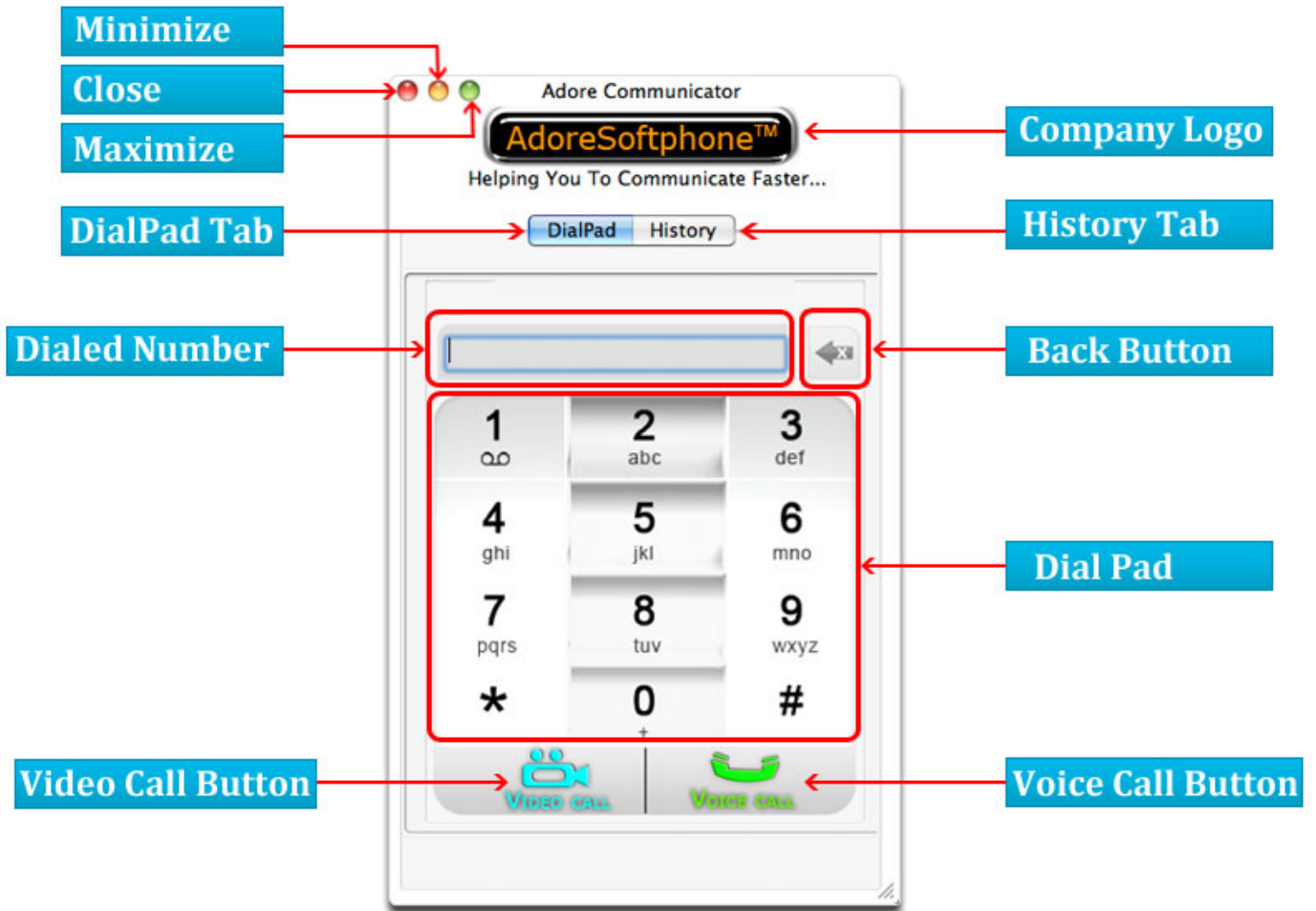
Adore Softphone offers fully integrated features to accelerate and enhanced the usage of the **SIP Communicator for MAC PC**. Apart from Audio Call, we have added more features, i.e. Video Call.

1.2 - Features

- ✓ Audio Call
- ✓ Video Call
- ✓ Hold / Unhold
- ✓ Address Book
- ✓ NAT / Firewall support
- ✓ Codec Supported :- Audio Codec (G711, G722, Speex) Video Codec (H264, H.263)
- ✓ Codecs Selection
- ✓ DTMF (RFC 2833)
- ✓ Registration Timeout
- ✓ Acoustic Echo Cancellation
- ✓ Packet Concealing
- ✓ Packet Lost Concealment (PLC)
- ✓ Comfort Noise Generator (CNG)
- ✓ Resampling
- ✓ Customized with company logo/name
- ✓ Unlimited User License

Adore PC Communicator for MAC

1.3 – Adore PC Communicator for MAC Panel and User Features



Adore PC Communicator for MAC

2. Installations and Setup

2.1 Account Information

After choosing a VoIP service provider, you will need the following information

- ✓ SIP
- ✓ UserName
- ✓ Password

2.2 System Requirements

OS Supported:

System Requirments: Mac OS 10.6 or Above
Snow Leopard, i386/x86_64 (Intel)

2.3. Install Application

2.3.1. Process to download & Install in MAC PC

For installing application you need to download it from our website. Visit <http://adoresoftphone.com/communicator-MAC-download.html> (As Shown in Fig-2.3.1)

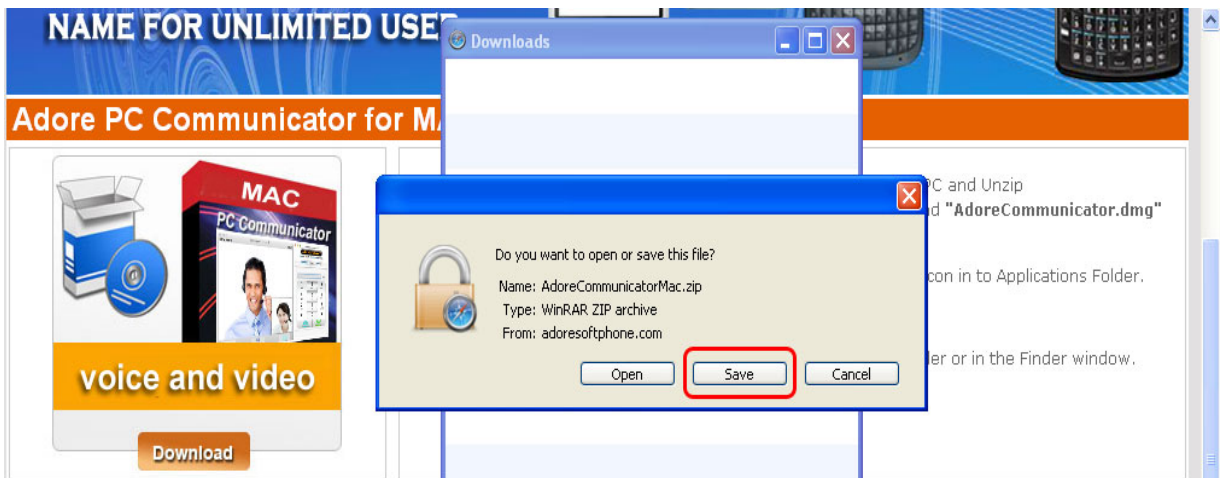


Fig-2.3.1

Note: Make sure MAC PC is connect with Internet

Adore PC Communicator for MAC

Download “**AdoreCommunicatorMac.zip**” folder on your Mac PC and Unzip **AdoreCommunicatorMac.zip** folder. After Unzip the folder you will find "**AdoreCommunicator.dmg**" file and double click the **AdoreCommunicator.dmg** to open it up.

The finder window will appear, drag and drop **AdoreCommunicator** icon in to **Applications Folder**. (As Shown in Fig- 2.3.2)



Fig-2.3.2

Now **AdoreCommunicator** has been installed in Applications Folder

Adore PC Communicator for MAC

To Run **Adore Communicator**

Either

Double clicks it in **Applications folder -> Applications ->Adore Communicator**. (As Shown in Fig – 2.3.3)



Fig-2.3.3

OR

Adore PC Communicator for MAC

Double click **Adore Communicator Icon** in the Finder window. (As shown in fig-2.3.4)



Fig-2.3.4

Adore PC Communicator for MAC

Now **Adore PC Communicator for MAC** application successfully installed on your MAC PC and ready to use. You will be see three blank fields **SIP, UserName and Password**. (As Shown in fig-2.3.5)



Fig-2.3.5

Adore PC Communicator for MAC

3. Using Adore PC Communicator for MAC

3.1 Register on Adore PC Communicator for MAC

Now fill up the entire fields **SIP, UserName & PASSWORD** then click on **Sign In** button to Sign in **Adore PC Communicator for MAC**. (As shown in fig. 3.1)

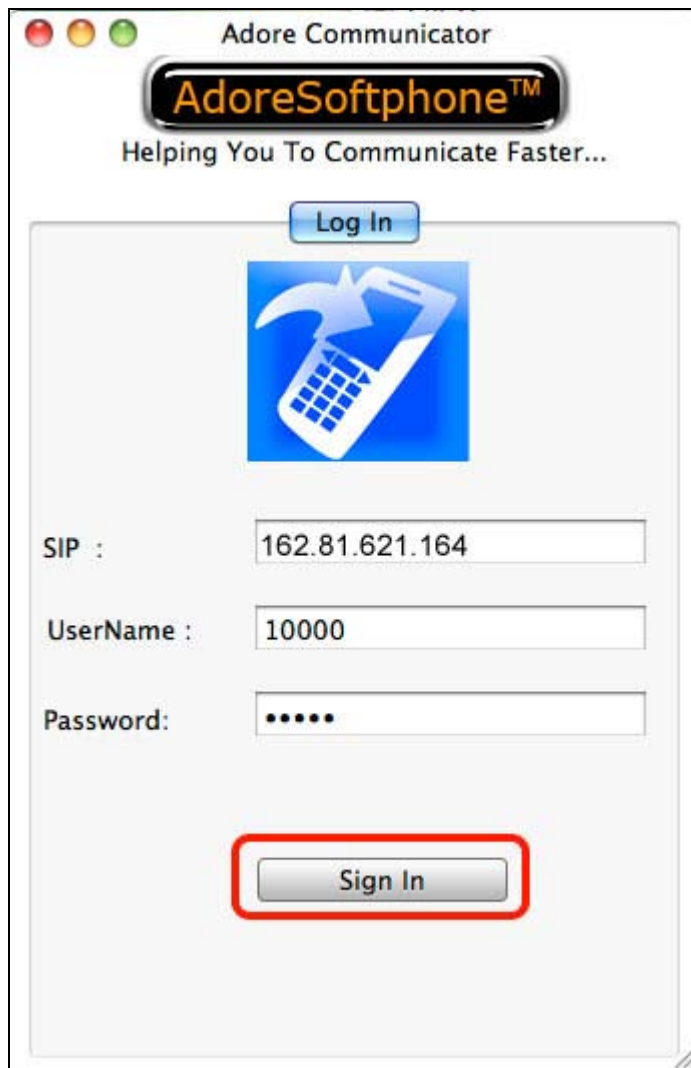


Fig-3.1

Adore PC Communicator for MAC

3.2 Start Adore PC Communicator for MAC

After click “**Sign In**” button, your entered SIP detail has been saved and Communicator Dial Pad will be open. (As Shown in Fig.3.2.1)



Fig-3.2.1

Adore PC Communicator for MAC

3.3 Placing an Voice Call

You can make a Voice Call by using **Adore PC Communicator for MAC**.

1. Press desired number through Dial Pad or Keyboard.
2. Press **“Voice Call”** button. (As Shown in Fig-3.3.1)



Fig-3.3.1

Adore PC Communicator for MAC

After Press **“Voice Call”** button, Voice Call Window will be open desired message will be displayed **“Early Media”**. (As shown in fig-3.3.2)

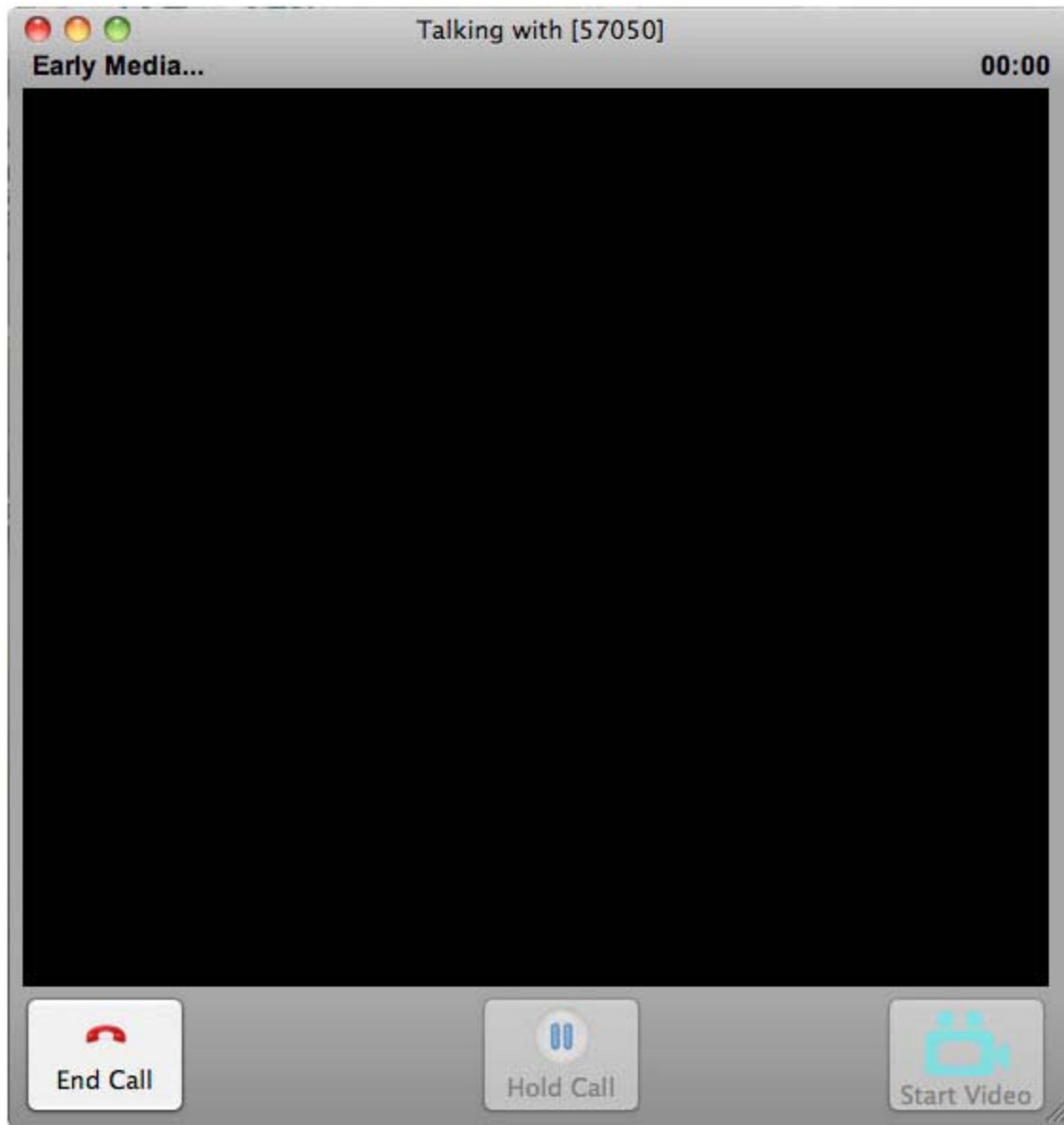


Fig. 3.3 .2

Adore PC Communicator for MAC

Once call established session message displayed “**Connected...**”. (As shown in fig-3.3.3)

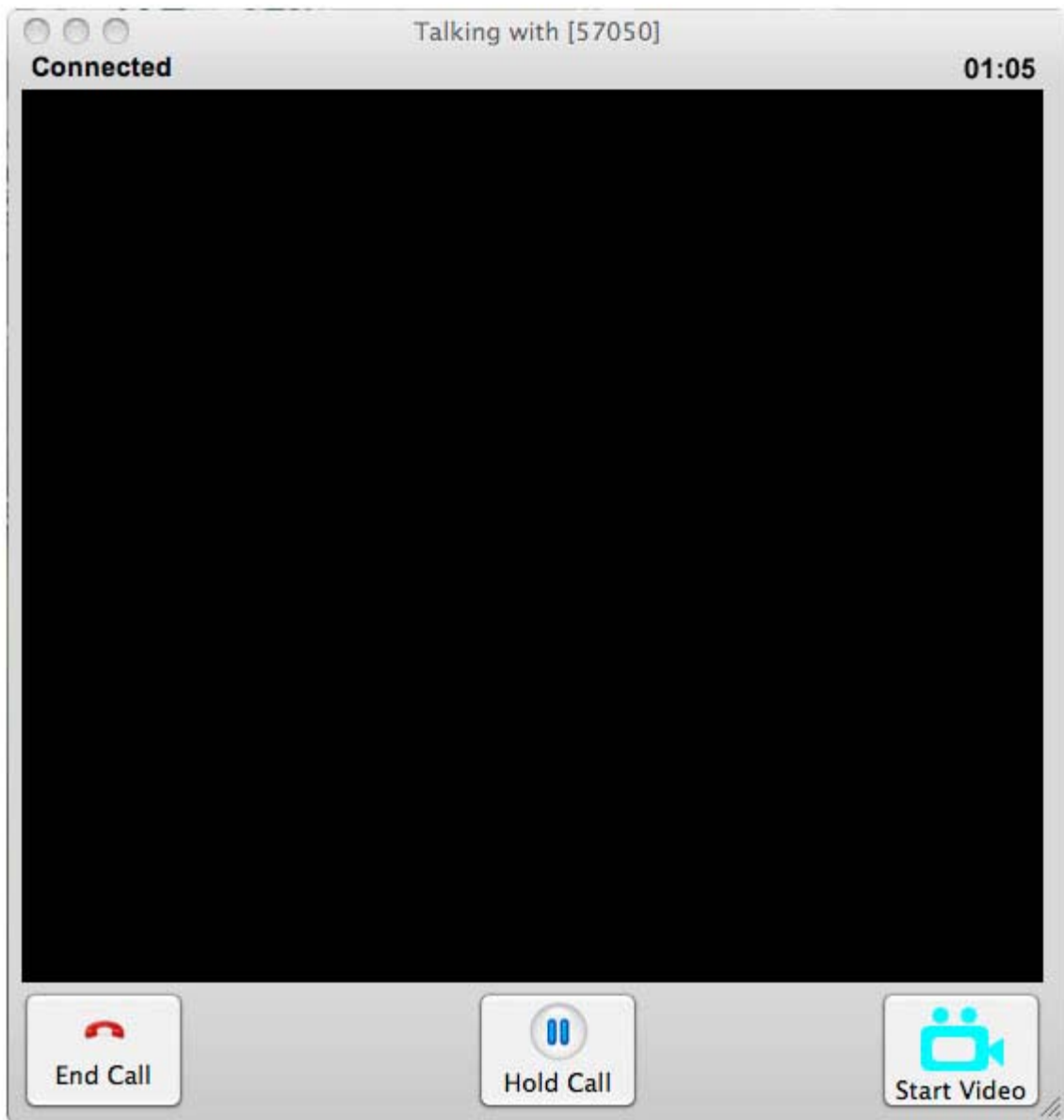


Fig- 3.3.3

Adore PC Communicator for MAC

3.4 Ending an Voice Call

1. Press “**End Call**” button on your screen to end a call.
2. Session message display “**Disconnected...**” (As Shown in Fig-3.4)

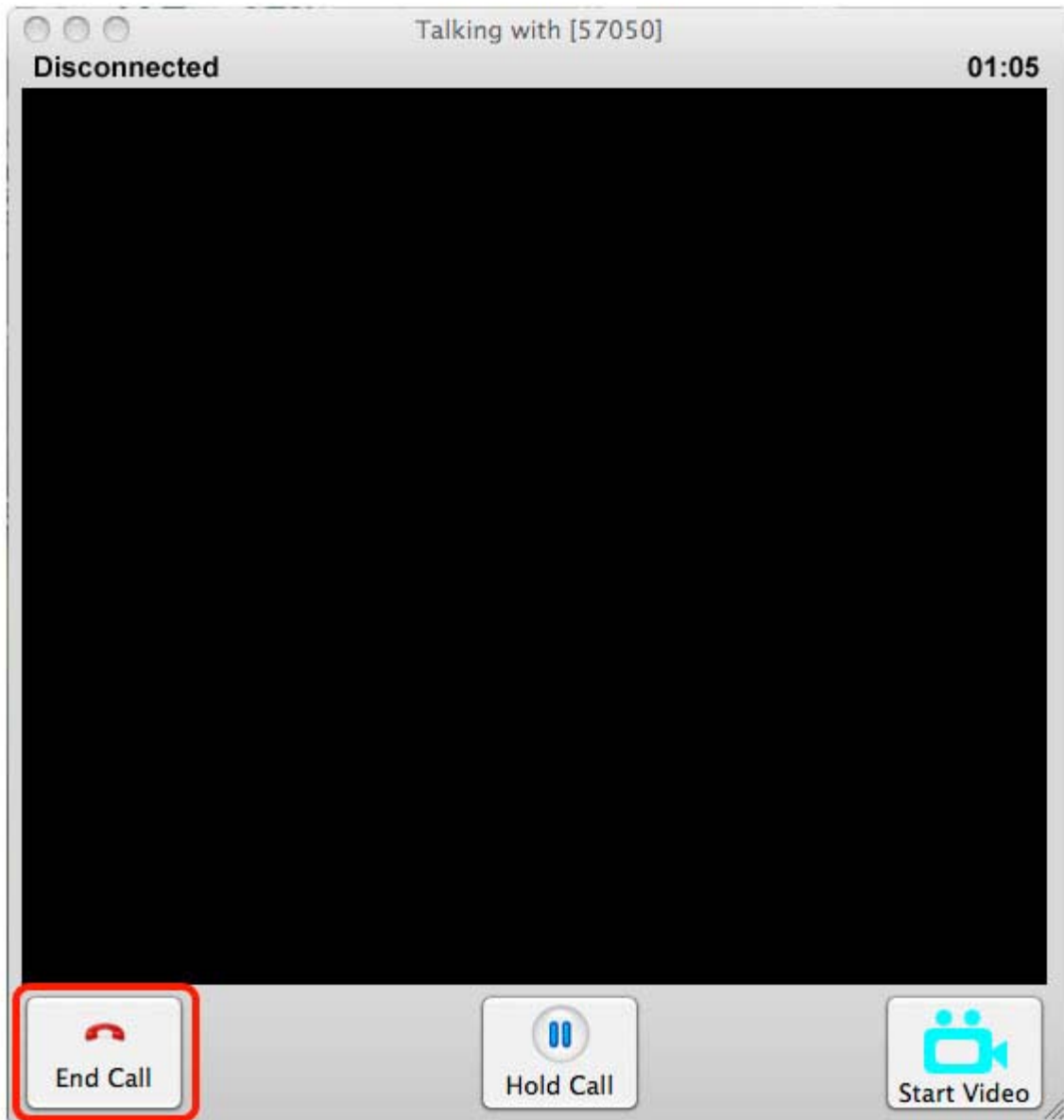


Fig-3.4

Adore PC Communicator for MAC

3.5 Placing an Video Call

To make a Video call for PC-to-PC.

Make sure that webcam has been installed in MAC PC. The user can send and receive real-time video of the connected party.

- ✧ Any contact who has a History.
 - ✧ Any party who phoned you from a History.
 - ✧ Any party whom you phoned using a History.
1. Press your desired SIP number through Dial pad or Keyboard.
 2. Press **“Video Call”** button on your main dialer. (As shown in Fig-3.5.1)



Fig-3.5.1

Adore PC Communicator for MAC

After press **“Video Call”** button Video Windows will be appear with session message display **“Early Media”** once Video Call established then session message will be displayed **“Connected”**. Now you can end the video call by pressing **“End Call”** button. (As Shown in Fig-3.5.2)



Fig-3.5.2

Adore PC Communicator for MAC

3.6 Handling an Incoming Call

On incoming call status message display “**Incoming Call From.....**”.

1. Click “**Answer**” button to receive Incoming Call. (As Shown in Fig-3.6.1)

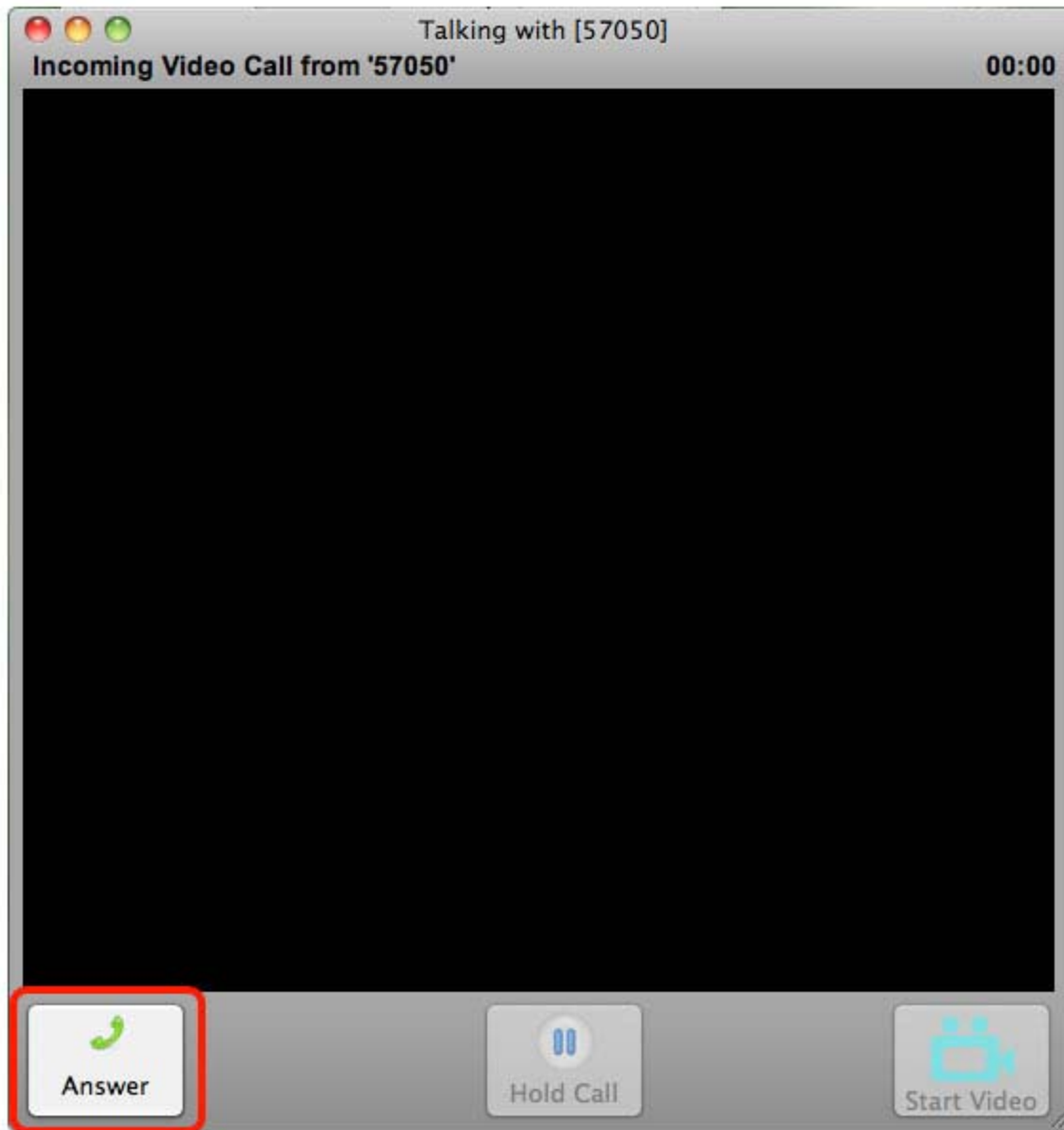


Fig-3.6.1

Adore PC Communicator for MAC

After click **“Answer”** button call is connect and status message will be displayed **“Connected”**. (As Shown in Fig-3.6.2)

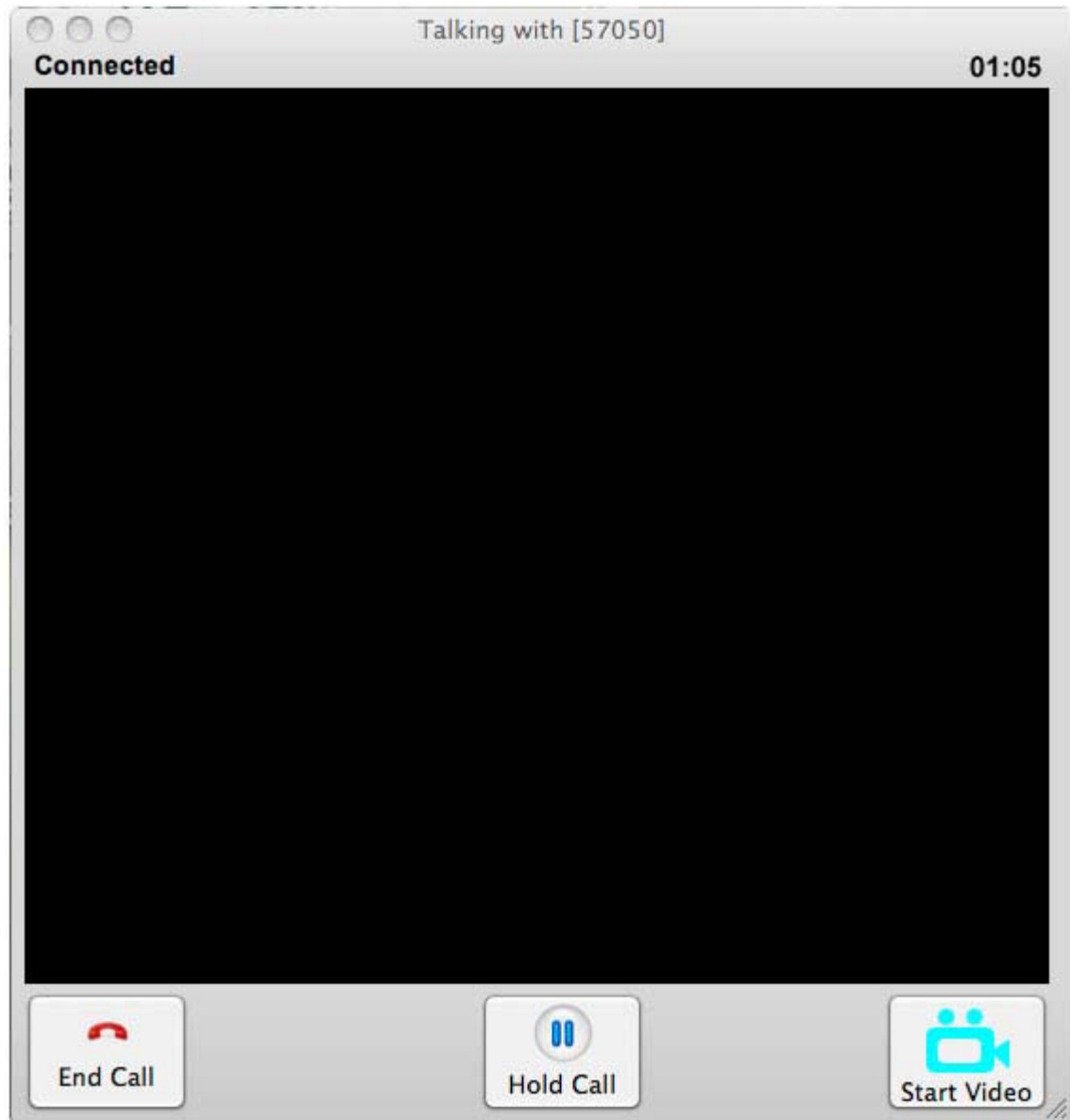


Fig-3.6.2

Adore PC Communicator for MAC

Click on **“End Call”** button to end Incoming Call. After click **“End Call”** button status message will be displayed **“Disconnected”**. (As Shown in Fig-3.6.3)

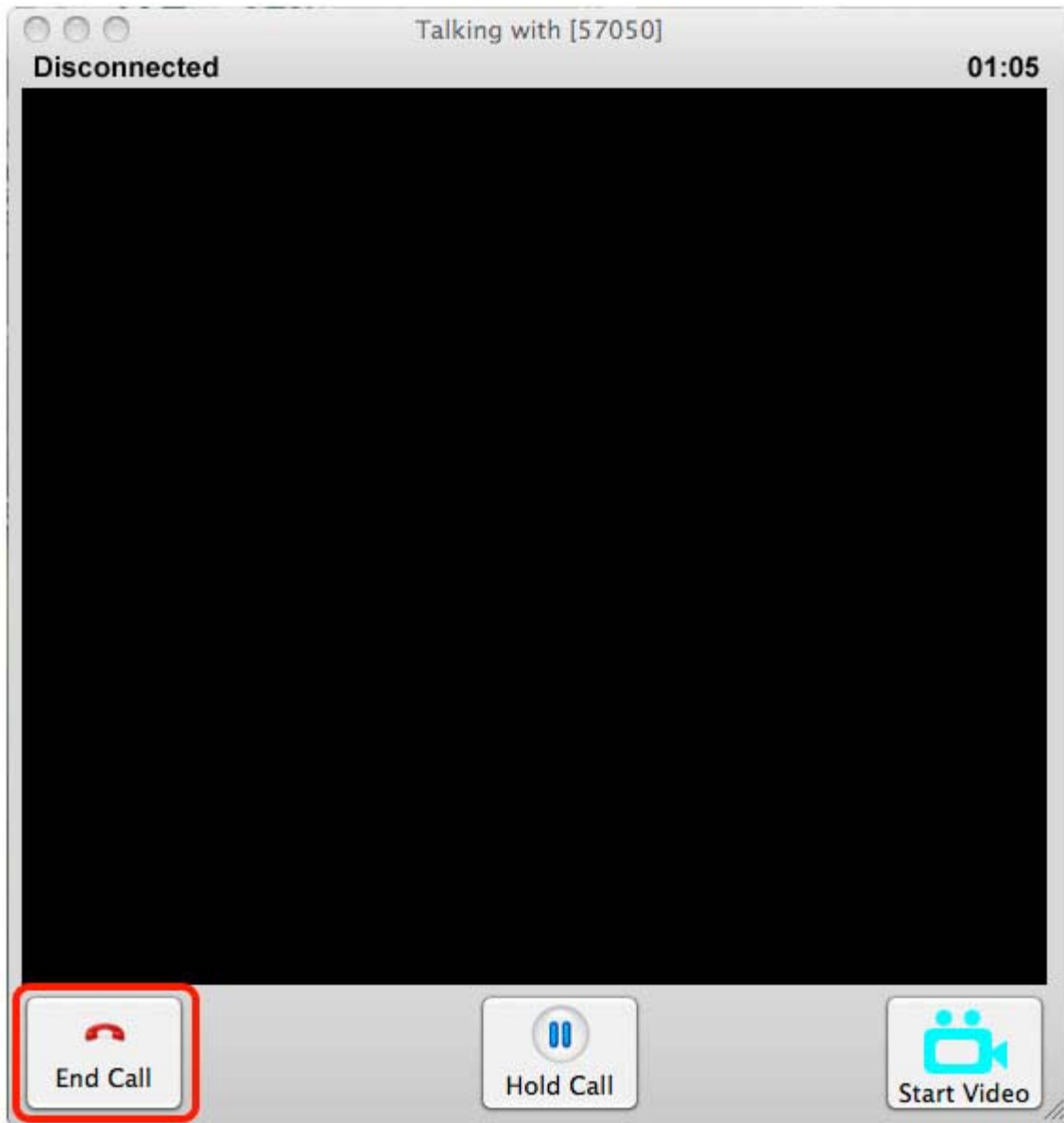


Fig-3.6.3

Adore PC Communicator for MAC

4. History

In Adore PC Communicator for MAC, user can see the **History**. (As Shown in Fig-4.1)

- **All Events**
- **Outgoing Calls**
- **Incoming Calls**
- **Missed Calls**

Select “**History**” tab on the dialer. You will be seeing below screen with your entire call log.

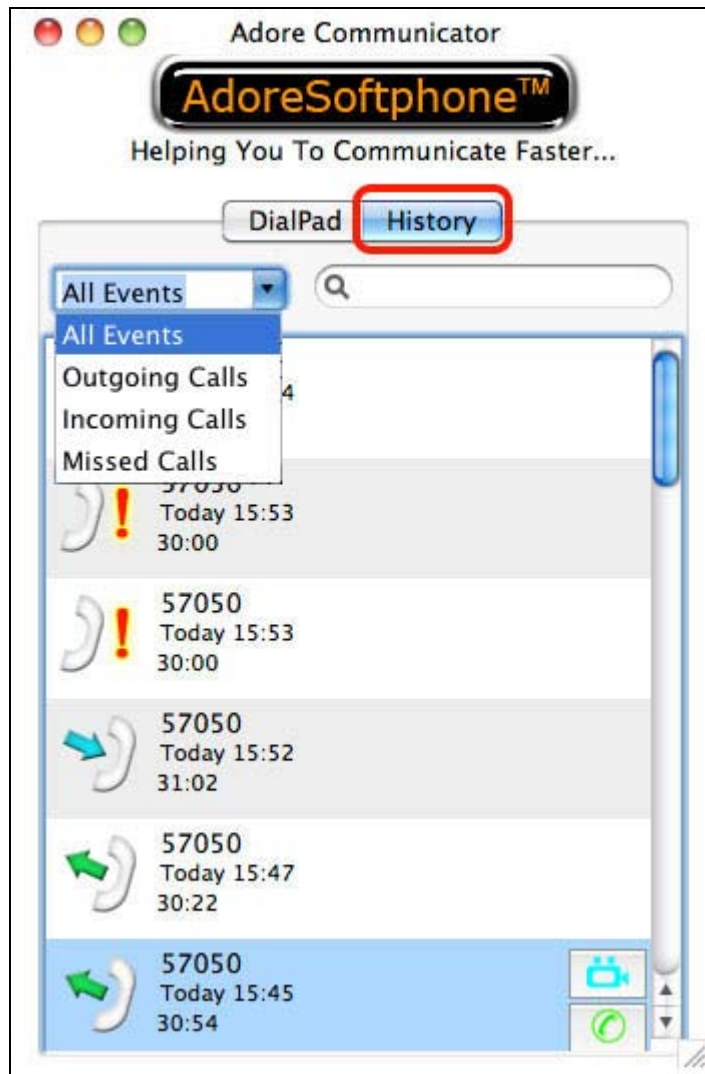


Fig-4.1

Adore PC Communicator for MAC

Select on any Number in the history as in the below screen. You will also able to perform the given below operations. (As shown in fig-4.2)

- **Make Voice Call**
- **Make Video Call**

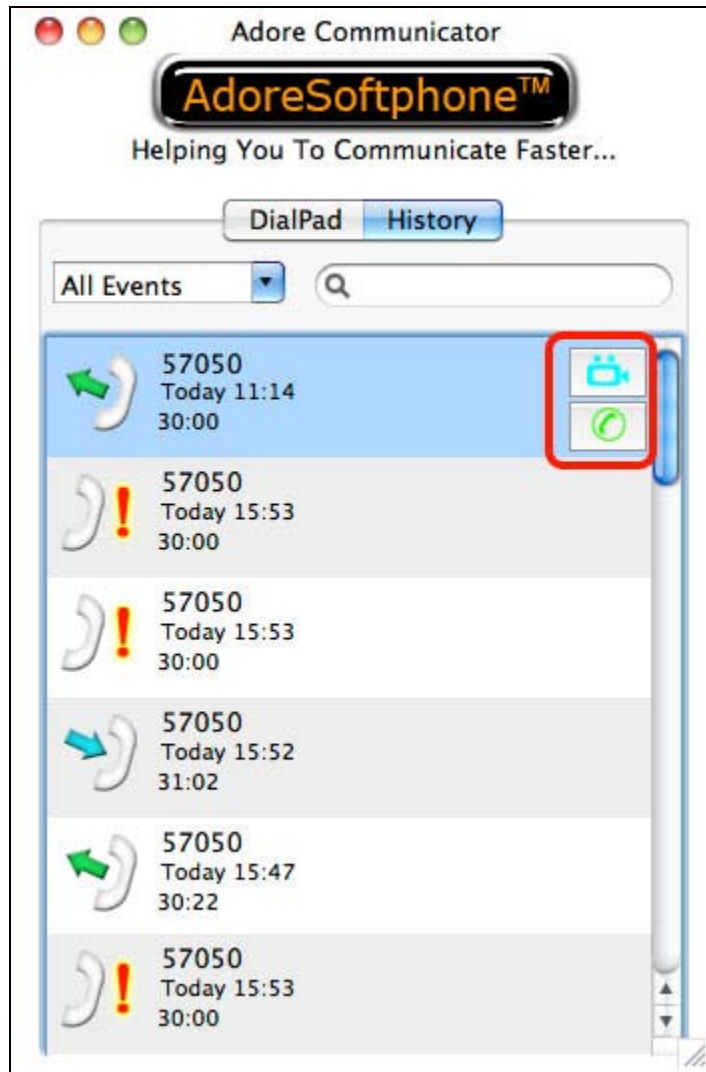


Fig-4.2

Adore PC Communicator for MAC

5 – Preferences

Adore PC Communicator for MAC Preferences has following settings options:

- **Account**
- **Network**
- **Codecs**
- **NATT**

Go to top at the MAC PC now click on **Adore Communicator - > Preferences**. (As Shown in Fig-5.1)

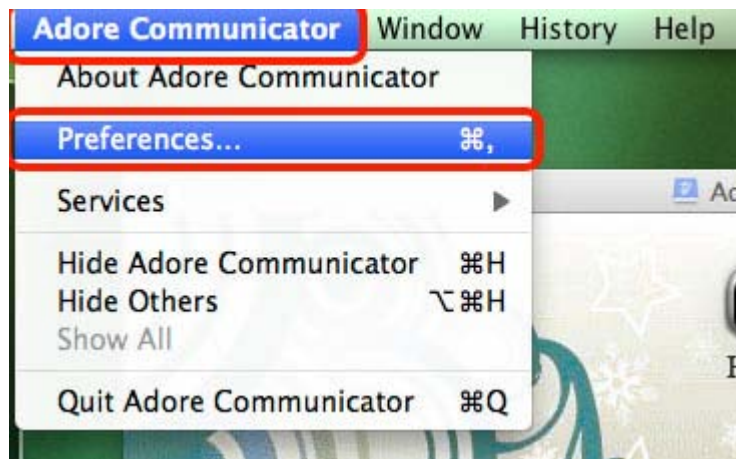


Fig-5.1

Adore PC Communicator for MAC

Account

After Click **Preferences** tab, you will be see below screen. You can edit your Sip account in **Adore PC Communicator for MAC**. After Edit click on “**Save**” button to changes Account settings. (As Shown in Fig-5.2)

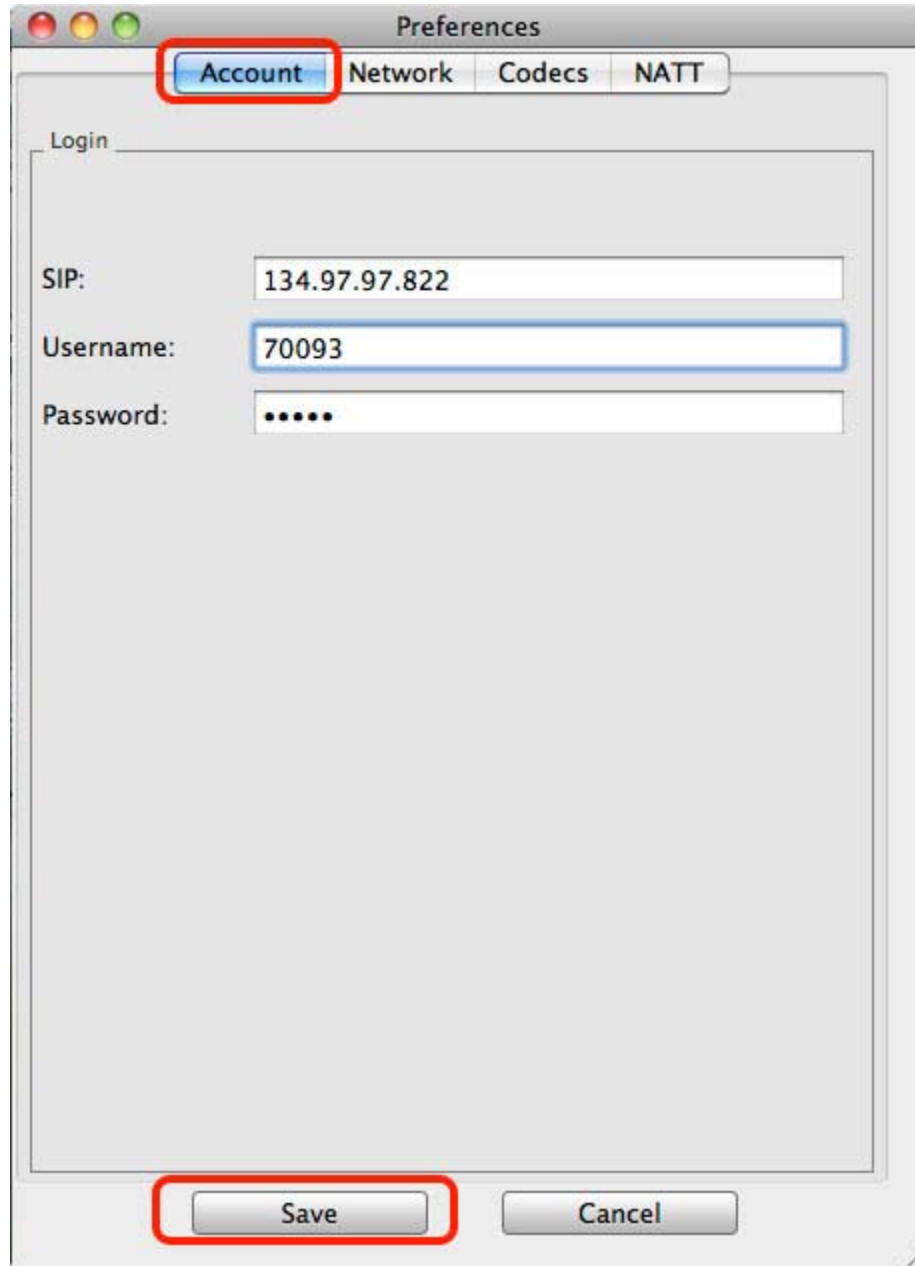


Fig-5.2

Adore PC Communicator for MAC

Network

Click on “**Network**” tab. You can set Network settings as per your wish on **Adore PC Communicator for MAC**. After set Network click on “**Save**” button to changes Network settings. (As Shown in Fig-5.3)

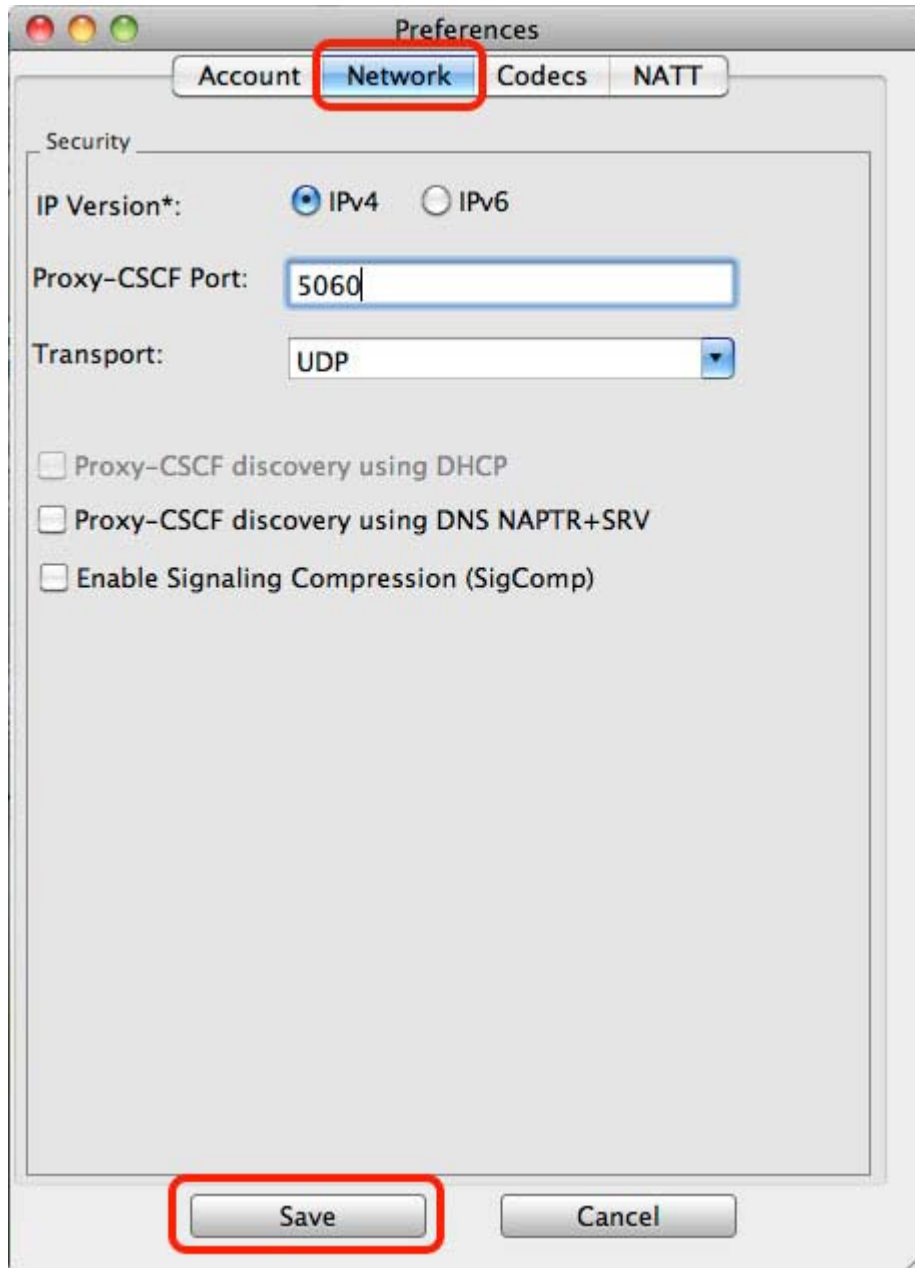


Fig-5.3

Adore PC Communicator for MAC

Codecs

By Clicking on “Codecs” tab. You can set the Audio & Video Codecs on **Adore PC Communicator for MAC** as per your Sip server setting. After set codecs , click on “Save” button.. (As Shown in Fig-5.4)

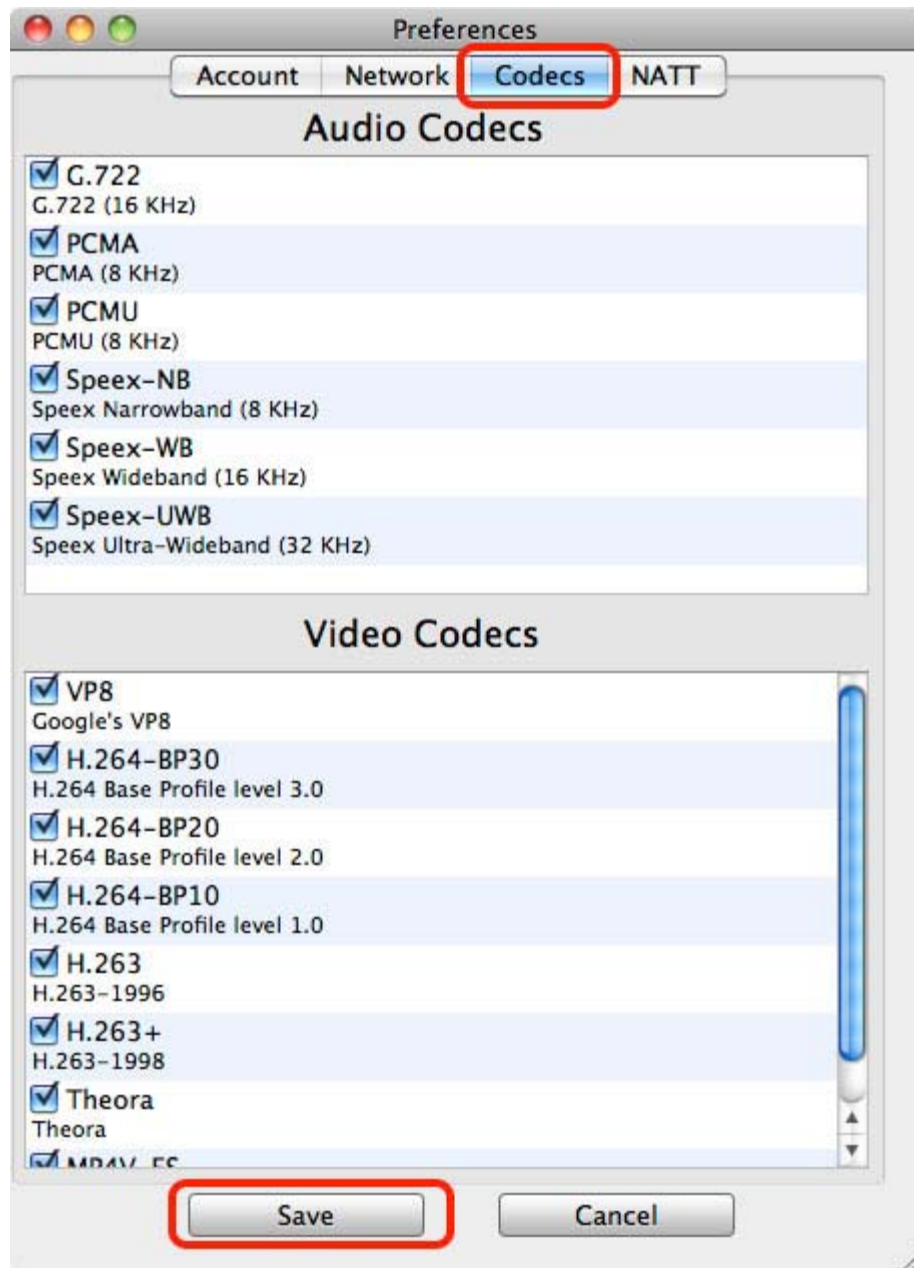


Fig-5.4

Adore PC Communicator for MAC

NATT

Click on **"NATT"** tab to enable STUN/TURN on **Adore PC Communicator for MAC**. click on **"Save"** button to changes **NATT** settings. (As Shown in Fig-5.5)

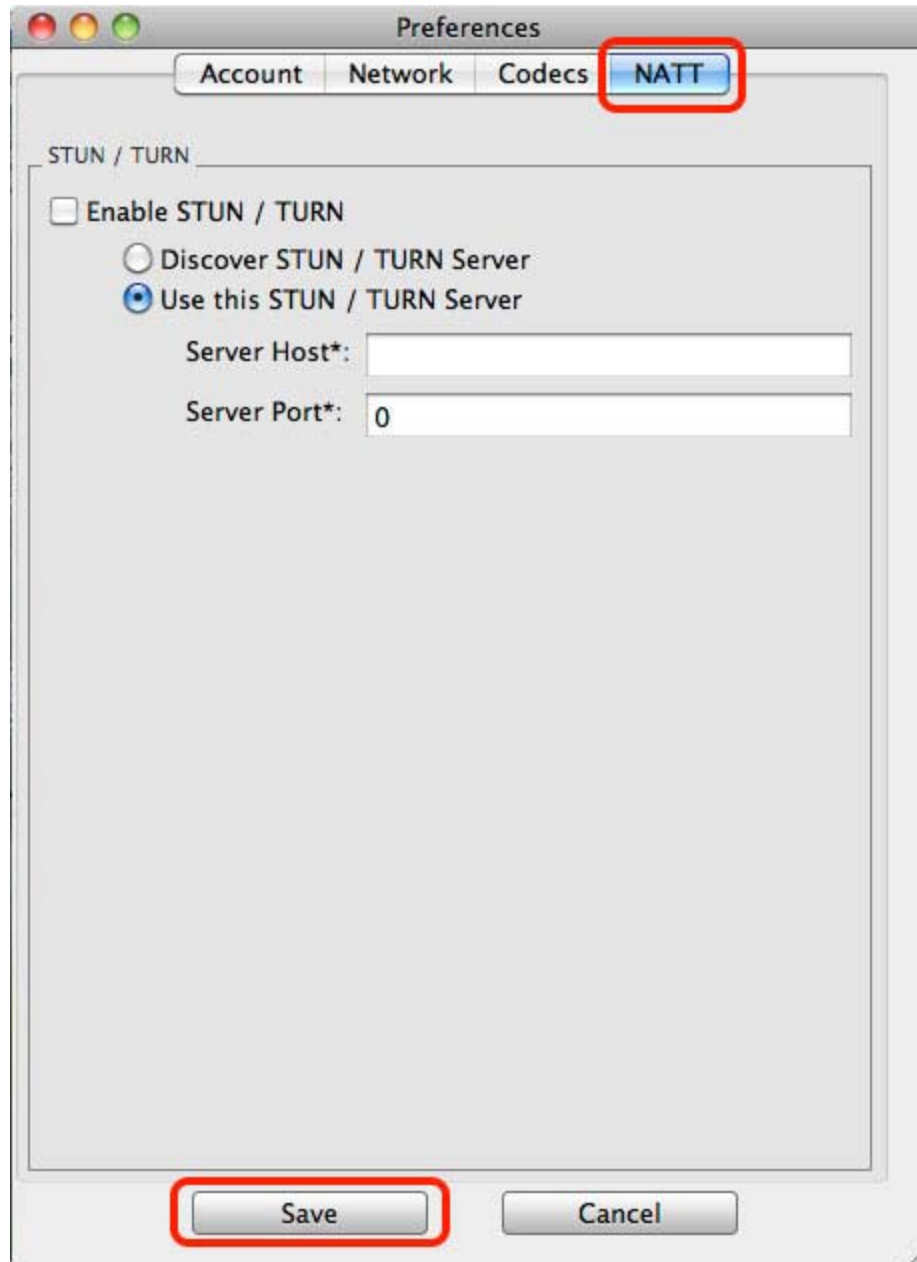


Fig-5.5

Adore PC Communicator for MAC

6. Quit Adore PC Communicator for MAC

If you want to quit Adore PC Communicator for MAC. Click on “**Adore Communicator**” tab -> “**Quit Adore Communicator**” to quit **Adore PC Communicator for MAC**. (As Shown in Fig-6)

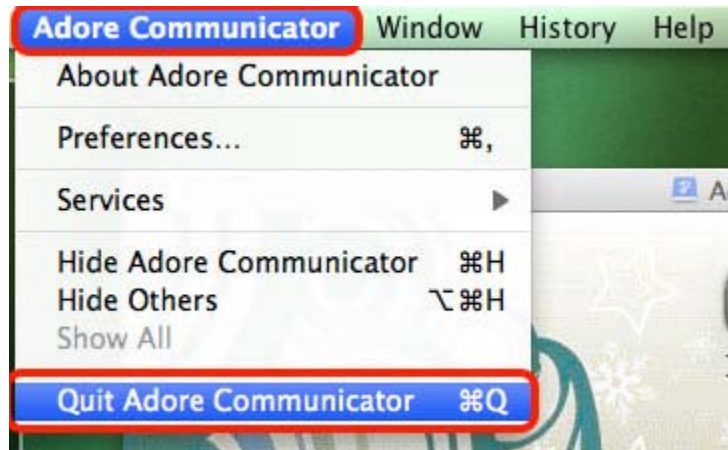


Fig-6

Adore PC Communicator for MAC

7. Trouble Shooting

Problem	Possible Reason	Suggestion
Problem in starting after Login	Any other SIP software is running	Close that software
Keep showing Registering...	Internet Connection is too slow or Drop / Server Not responding	Check your Internet Connection / server setting
	User name and password is wrong	Cross check username and password (password is case sensitive)
Voice is too slow / voice is not audible	System volume is Low / sound driver not present / disable	Increase Volume by using system volume / Install proper Sound driver / enable driver
Voice is not Clear	Codec is not properly set.	Contact to your server administrator And Configure Codec priority
Call get disconnected before connected	Codec is not properly set.	Contact to your server administrator And Configure Codec priority
Problem in Video Call	Internet Connection is too slow /Webcam is not properly installed on your PC	Check your Internet Connection/Install webcam driver on your PC

Adore PC Communicator for MAC



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