

JANET Talk Quick Start User Guide

Overview

This document is intended as a hands on quick reference guide for use in the installation, configuration and use of JANET Talk. More detailed information can be found in the Full User guide, available at :

<http://www.ja.net/development/voip/janettalk/janettalktrialinfo.html>.

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Client Installation and Configuration:

The JANET Talk Client, together with additional information regarding the trial is available for download from:

<http://www.ja.net/development/voip/janettalk/janettalktrialinfo.html>.

Installation

- 1) Read & Accept End User agreements
- 2) Choose installation directory
- 3) Additional Tasks:
Please Note: Support for the Outlook 2000 plug-in is not given as the system is not built to integrate with email address dialling.

Configuration

Client Set Up

Following installation, follow the prompts in the Wizard and enter the following information when prompted:

- 1) Username: provided in the welcome email from you site administrator
- 2) Proxy Address: 194.81.18.252 (default entry in client installer)
- 3) Domain Name: replace *yourdomain*.talk.ja.net to show the domain name provided in your welcome email.
- 4) Connection:
 - a. Select the IP address of the adaptor that you wish to connect through (leave on selected IP if only one interface available)
 - b. It is recommended that you select high bandwidth for compatibility reasons.
- 5) Please note that each user is restricted to a single log-on at any one time.

Audio Wizard

To ensure correct function of the audio equipment, it is advised to complete the wizard during installation, in order to set up the levels for your microphone and speakers. If you need to re-do the configuration at a later time, the wizard can also be accessed from the preferences menu.

If you cannot hear your voice through your speakers during the wizard, click stop, go to the next screen and select the settings button. From here, check that

you have the correct devices selected in the audio tab, before going back to complete the wizard again.

In Call Audio Quality

When in a call, if you notice that quality of voice is inconsistent, there is a button on the call window which enables you to switch between high and low data rate audio compression. Pressing this (bottom left dial shaped) button will lower the data rate, causing less break-up of the call on a busy connection.

Video Setup

In call video out is disabled by default. Unless you make changes you will not be able to share your webcam during a call.

To enable video:

- Preferences
- Video
- Deselect "Receive-Only Video"
- Select default Microsoft device from the drop down list.
- The other settings can be left as they are. [OK]
- You can now either stay on Custom Setting or select a Medium -> High Bandwidth option and again remove the "Receive-Only Video" option.

Client Features

The JANET Talk client contains many features. For full details of all features, please refer to the full user guide, available from:

<http://www.ja.net/development/voip/janettalk/janettalktrialinfo.html>

Below is a quick introduction to a couple of the more commonly used features.

Directory & Friends Lists

The directory provides access to search your Personal Address Book, the Global Address Book and your Friends List. Use the drop down list to select the list you wish to search.

Searching Lists

Entering the search criterion in the 'search for' field will automatically refine the available list to show results matching your search.

Creating a Personal Address Book

Users from the Global Address can be added to your Personal Address Book by right clicking on the contact, *deselecting* the friend option, and then pressing save. There are a maximum number of 50 entries in the Personal Address book.

Friends List and Presence Information

Creating a friends list is done by following the same method as adding an entry to your personal address book. The Friend option must be selected this time though.

The advantage of adding a contact to the friends list is that it will enable you to see presence information for the user. (I.e. whether the contact is online / busy or in a call etc.) Each user is limited to 30 friends in their list.

You can update your presence information by dropping down the arrow marked 'active available' from the main client window (located under your username). You can also create custom messages using the 'add note' option.

Personal Agent

The personal agent is a suite of options available through a web interface. You can use it to view all of your user account information and preferences.

Click to Call

This feature is intended for use when you wish to use your JANET Talk account to call both yourself and another contact. The process is to enter the number/address to call you on (if you have PSTN outbound access this also works), you answer the call, and the system then dials the second person to create a two way call with no need for the client.

Routes

Routes can be used to set up an office assistant to take calls when you are busy or out of hours etc. full details of how to use this feature are in the User Guide.

Preferences

The preferences option in the personal agent is the place to find all of your JANET Talk settings.

In the personal section you can

- customise your contact numbers (as displayed in the directory)
- view your user alias numbers
- change your password and picture

In the Services menu you can view the system settings that apply to your account. You can modify Meet Me conferencing options and Unified Voicemail Settings. For details and information on the options available here please refer to the User Guide.

Multimedia Web Client

The Multimedia Web client is a JAVA based version of the PC client that runs on a PC without the need to install the client. It can be used on a PC where the

user has no administrative privileges; however any settings modified here will be for the period that the session is open only.

In Call Features

Making a Call

Calls can be made using a variety of methods.

Manual Calling

A user registered to the same organisation as you can be called by entering their username or 4 digit user alias into the call window.

Users registered to JANET Talk in other organisations can be dialled using their full SIP URI in the form [username@organisation.talk.ja.net](#). Another way to connect is to enter the unique 5 digit organisation alias for the user followed by the 4 digit user alias.

Friend and Directory Calling

Users can also be dialled from the Global Address book. This can be achieved by first entering the directory and then searching for the user you wish to contact, from your personal address book, the Global Address Book or your Friends list. A user can then be dialled by double clicking their entry.

Ad-hoc Conferencing

Ad-hoc conferencing can be used to connect two separate voice calls together for three way calling. To do this, first establish a two person call, place it on hold, create a 2nd call and click the join button that appears in the call window. This will enable all three parties to communicate in one call. You can do this for up to 5 separate parties.

Meetme Conferencing

Meetme conferencing will allow audio, video, instant messaging, application and web collaboration for up to 10 users. Unlike ad-hoc conferencing meet me is a hosted conference. A user must decide to host the conference and contact participants prior to the start to arrange for them to all meet at a pre-specified time (this does not need to be reserved on the system).

Any users dialling into the meetme will enter the numeric user ID of the host to identify which conference to join.

A breakdown of commands for use in the conference has been provided below:

- 1) Starting a conference
 1. Dial [meetme] or [3333]
 2. Enter user ID followed by [#] (4 digit alias)
 3. [*5555] To identify yourself as chair person
 4. [1] to start the conference

5. A list of commands to control the conference is then displayed in your chat window
- 2) Joining a conference in your domain
 1. Dial [meetme] or [3333]
 2. Enter the conference ID (4 digit alias of host user)
- 3) Joining a conference hosted in another domain
 1. Dial [meetme@hostdomain.talk.ja.net]
 2. Enter the conference ID (4 digit alias of host user)
- 4) Additional features in Conference
 1. [91] Start Web collaboration session
 - i. link pushed to all attendees to join via
 - ii. See Personal agent section for details of how to invite external attendees
 2. [92] Stop web collaboration session
 3. [*1] Enable/disable audio emoticons
 - iii. [20...29] to then play emoticons
 4. [*2] to enable and disable Chat room for participants
 5. [*3] enable/disable exit and entry notifications for the conference
 6. [*4] Lock conference
 7. [*5] Unlock conference
 8. [*6] Mute your line
 9. [*7] Un-mute your line
 10. [*8] Enable/Disable conference continuation on chair exit
 11. [11] Immediately end conference
 12. [##] or [88] to mute all parties
 13. [99] to un-mute all parties
 14. [*#] count conference attendees

Further Support

Further support is available from the JANET Talk Trial web page:
<http://www.ja.net/development/voip/janettalk/janettalktrialinfo.html>

Please check here regularly for news and updates relating to the trial.