

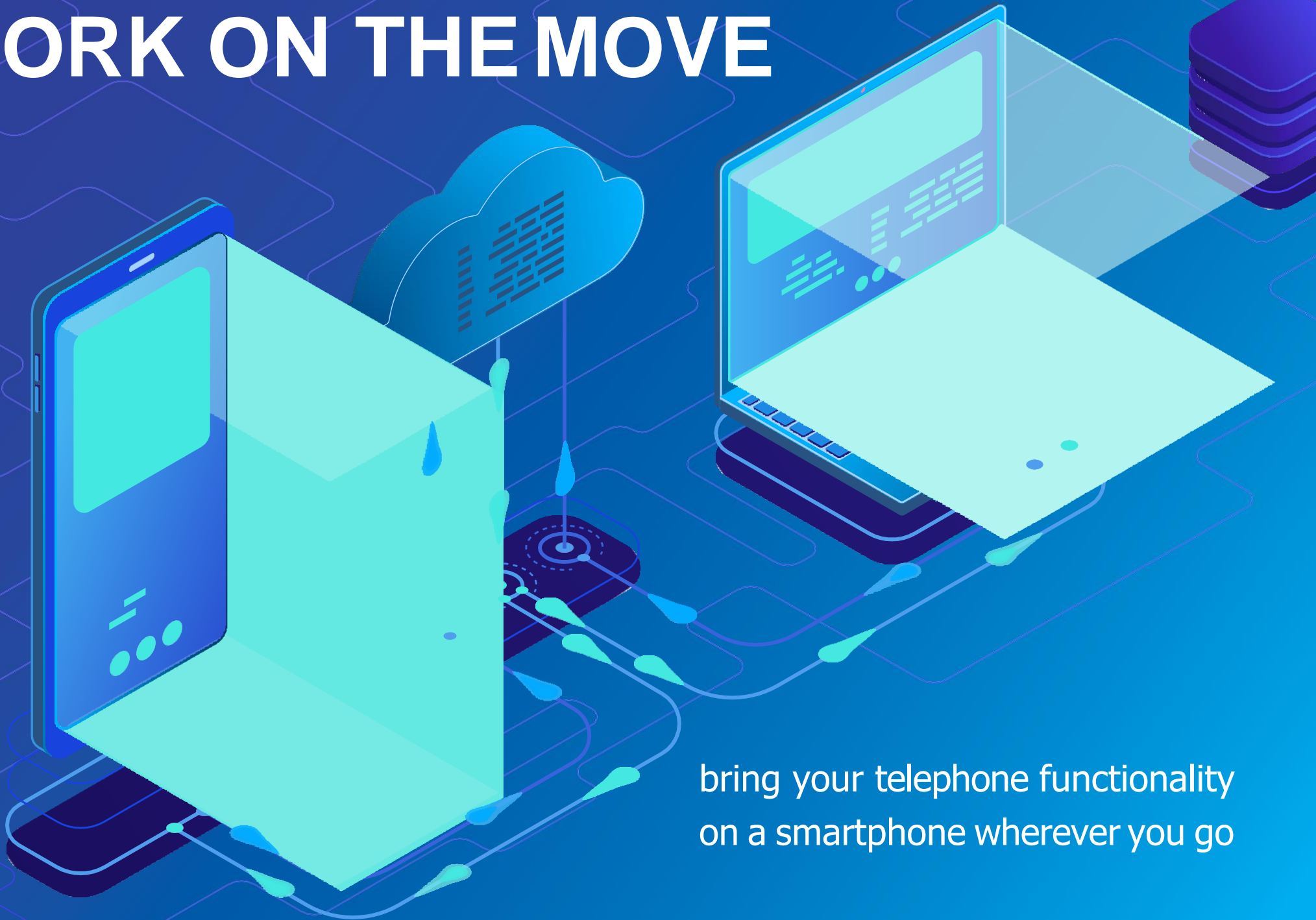


Communicator DATASHEET

Communicator datasheet contains a comprehensive list of features and their detailed description.



WORK ON THE MOVE







bring your telephone functionality
on a smartphone wherever you go

Communicator













Mobile Unified Communications application designed to provide business users with a set of features and benefits capable of transforming your company communications system into a real powerhouse. It is available on Google Android and Apple iOS. Experience efficiency at its best with POLESTAR Unified Communications app. Plan phone calls, control your time and define availability using the Communicator Presence panel functionality integrated with POLESTAR Platform.















SUPPORTED OS

	iOS	Android
Apple iOS Polestar Communicator can be installed on Apple iOS platforms (iOS 7 and above).		
Google Android Polestar Communicator can be installed on Android platforms (Android 4.0 and above).		

BASIC PHONE OPERATIONS AND CALL CONTROL













SoftPhone client enables users to make and receive their calls while on the go, without being confined to their office desk. Communicator allows you the full control of your calls. You can place, receive and control calls using the mobile app.









	iOS	Android
Hold Call The Hold Call feature allows you to place an active call on hold by pressing the hold button.		
Transfer Call The Transfer Call feature allows a user to transfer a call from their mobile client to a Polestar extension, phonebook contact or any other number entered manually.		
Transfer Call (Supervised) User are able to make supervised transfers from their mobile client to a Polestar extension, phonebook contact or to any other number entered manually.		
Mute Call Communicator allows you to mute yourself while on an active call by pressing the mute button.		
Pause Call If the pause is pressed during an active call, both parties will be muted and unable to hear each other but the call will stay connected.		
Caller ID Display Communicator will display the Caller ID number and/or Caller ID name on incoming calls.		

	<i>iOS</i>	<i>Android</i>
<p>Call History</p> <p>The Call History list will allow you to see placed, missed and received calls in your mobile app, you are able to check the Caller ID and date/time for all calls on the list.</p>		
<p>Click to Call</p> <p>You can call people from your company by clicking on their entry in the Communicator extensions screen.</p>		
<p>Voicemail</p> <p>Communicator allows you to easily manage your Voicemail messages from your mobile client.</p>		
<p>Phone Callback</p> <p>Communicator can use the call back feature to make calls via GSM when a softphone is not registered or when network quality is poor. After you dial a number on your Communicator, a call back will be initiated and your mobile phone will be called by Polestar Platform, and once you answer the phone, the call to the number you dialled will be initiated.</p>		
<p>Conferencing</p> <p>Communicator allows you to list existing defined and instant conferences in order to join them. In addition to that, users can also check conference participants and invite new users to the conference. Depending on the assigned conference privileges, users can also mute and kick other conference members.</p>		
<p>Call Monitor</p> <p>When call monitoring is enabled in the ES on the extension, users will see a 3 dots menu inside the extension profile and when pressed, the call monitoring feature will be available. If you don't have call monitoring enabled on the extension, you will not be able to see that option.</p>		
<p>Editable Dial Number</p> <p>The entered number inside the dialler of the mobile application can now be modified before placing a call.</p>		









UNIFIED COMMUNICATIONS FEATURES

Unified Communications Features is an essential set of tools which is integrating organisations, users and services into much more productive business units.





	iOS	Android
Presence Communicator brings a unified presence that is synced across all of your devices (Desktop and Mobile). For a currently online user you can see if they are connected via Desktop, via Mobile or even both. For users who are not currently connected, you can see when was their last activity, in order to have a better understanding of their availability. Also, when there is no user activity on your computer for a certain period of time Communicator can inform other users that you are away from your desk.		
Instant Messaging by Chat Chat with one or more Users (single & group chat) at the same time, and keep synced history of every IM conversation. Communicator also allows you to see chat message delivery status (sending, sent, delivered, seen, failed).		
Real-Time Messages Sync Communicator makes sure that any sent/received message is available in real-time on all of your logged-in devices. You will also receive push notifications for incoming messages on your mobile device.		
File Sharing Communicator allows you to Send and Receive files. You can either click send file icon and then navigate to the file you would like to send, or you can click on send media button in your chat window. Files are stored permanently and can be downloaded until expiration time is reached. Expiration time can be modified on Polestar Platform (default expiration time is two weeks). For image and video files there is a thumbnail which is automatically downloaded and in case user is sending image or video via send media button app will try to compress the files first. Files can be sent in single conversations and as well as in group conversations.		
Start Call From Chat Communicator allows you to initiate the call from the chat window by clicking call icon. In case of group conferences call option is limited to 20 participants inside a group.		
Adding User(s) to an Existing Chat Conversation. When adding users into the currently selected conversation you can filter users list by searching for a user's name or extension. You can also filter by department, or even add a whole department into the conversation. Added participants cannot read previous messages in the conversation.		















Polestar Directory The Polestar Platform directory will allow you to see all the extensions in the Platform directory with the option to hide or block them as well as to set an alias for each Platform extension.		
User Phone Contacts Dialling Communicator allows users to dial any number from their phonebook or SIM card directly from the application.		
User Phone Contacts Matching Communicator will match all incoming/outgoing call numbers with contacts from user Phone Book and display appropriate name and avatar		
Favorites As bigger companies can grow to have a large number of users, Communicator enables you to create a Favourite list of users you are communicating with on a daily basis so you do not have to waste time browsing through the list to find people.		

CONFERENCING FEATURES







	iOS	Android
Defined Conferencing Communicator provides you an overview and control of defined conference rooms, with the use of your mobile phone, and allows you to add participants by instructing the Platform to call out external numbers you would like to add to the conference call.		
Instant Conferencing You can create and control instant conference calls on your mobile device. In addition, you are able to convert two-way calls into an instant conference call and add as many participants as you want.		
Convert 2 Party Call to Conference Communicator enables you to do a seamless transition from a regular call to an Instant conference by simply adding one or more contacts from your contact lists into an existing call.		
Invite External Phone Numbers You can also invite any external phone number to a conference by clicking the "+" icon and entering the number you would like to join the conference.		

ADVANCED UNIFIED COMMUNICATIONS FEATURES







	iOS	Android
TLS Encryption Communicator allows you to encrypt all SIP traffic using TLS. <i>NOTE: This feature requires some additional server setup.</i>		
Audio Codecs Supported Communicator supports μ -Law, a-Law, G722, GSM, iLBC, Speex ,G729.		
Opus Codec Integration Opus codec integrated.		

	iOS	Android
<p>Handling SIM Change/Country Change</p> <p>Prompts for the numbers selection would be shown when the app starts or detects a SIM change while running.</p>		
<p>Push Notifications</p> <p>Communicator supports Push notifications which will increase user connectivity and flexibility for business trips, working from home, or any other calls made outside of the office. The push service should also minimize battery impact made by the app.</p>		
<p>Improved Connectivity</p> <p>Communicator allows you to switch between mobile and wireless networks without being disconnected from an ongoing call. In the previous version switching from a mobile to wireless network and vice versa would lead to a connection drop with the server which is not the issue anymore. In the worst case scenario, users may experience a small call interruption which should not take longer than a few seconds.</p>		
<p>QR Code Based Login</p> <p>QR Code allows an easy login on the Communicator mobile app. Instead of entering an e-mail, password and server address manually on first login, all you have to do is scan the QR Code sent to your e-mail from your mobile app and all the information will be entered automatically.</p>		
<p>Use SIP over Mobile Networks</p> <p>Ability to control whether Communicator will use the mobile network for sip traffic or not. Useful for avoiding charges if in roaming on different networks</p>		
<p>QoS</p> <p>QoS is a set of technologies that work on a network to guarantee its ability to dependably run high-priority applications and traffic under a limited network capacity (must be supported by a user network). QoS can be enabled /disabled through the application interface in settings.</p>		
<p>Custom Ports for SIP Provisioning</p> <p>Communicator can use custom TCP/UDP/TLS ports for SIP provisioning set on server side.</p>		

INTEGRATION









	iOS	Android
E-mail Client Integration Communicator enables you to send e-mails to any Polestar user directly from within the app by selecting your contact and pressing the Send Email option. This feature will use your default e-mail client to send the e-mail.		
Integration with Native Dialer This feature allows users to select Communicator from the list of apps they would like to use as the default app to make calls with.		
Contacts Integration Option "Call via GloCOM" in phone contacts section.		

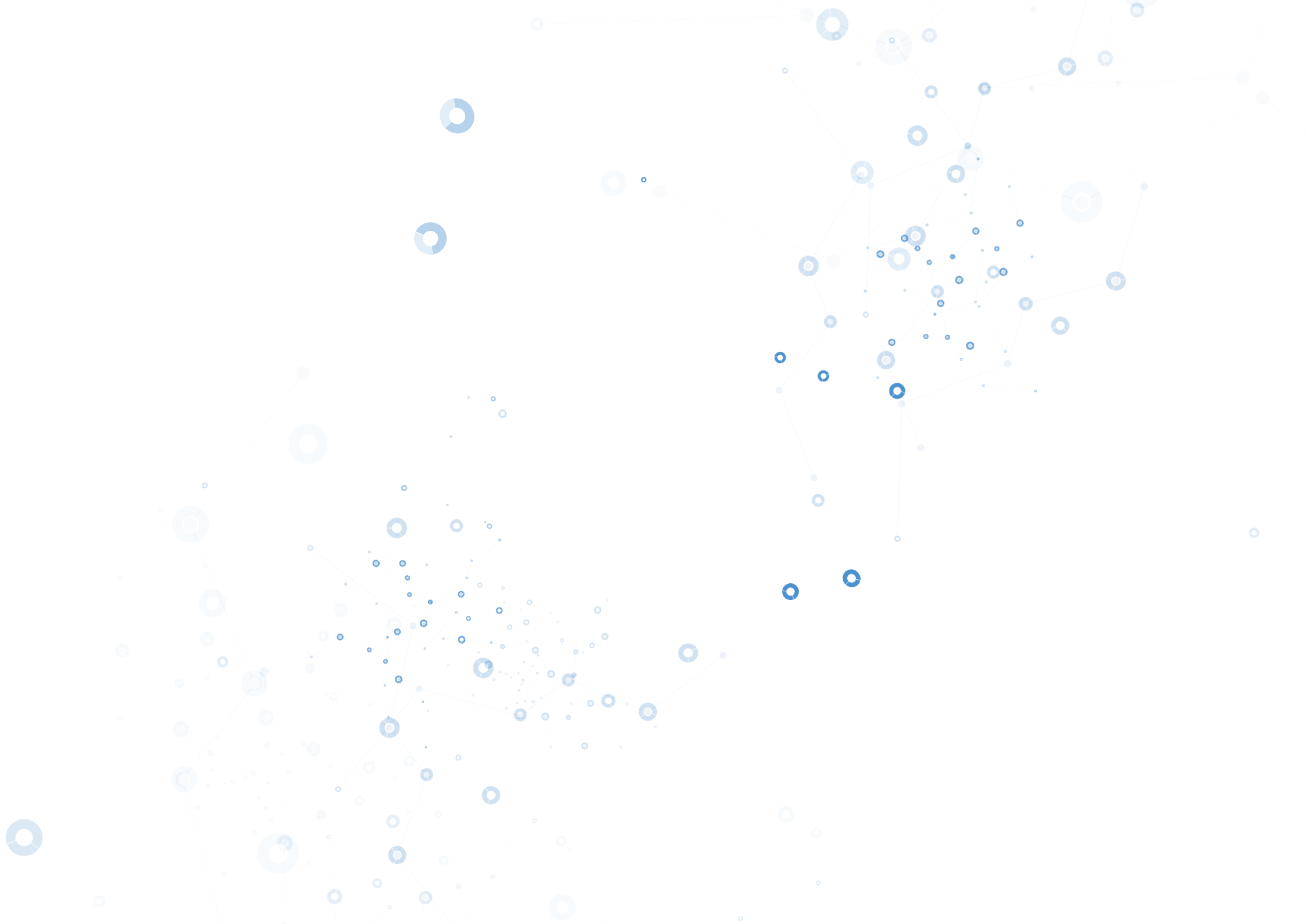
SELF CARE

	iOS	Android
Blocking Caller ID Communicator allows you to easily block your caller ID in the Communicator settings. Once blocked, your Caller ID should be presented as Unknown/Withheld until you change this setting.		
Call Forwarding You are able to create Call Forwarding rules and set the number you would like to forward calls to in your Communicator settings.		
Mobile Phone Numbers When you click on a Communicator contact, you will be presented with a list of mobile phone numbers associated with this extension, where you can select one of the numbers in order to call the person directly. In order for this option to be available, users must add the numbers they would like to be reached on when not in the office in the Platform Enhanced Service named Mobile Numbers.		
Self Care Dashboard The Self Care Dashboard provides information on calls statistics, connected devices as well as a preview of extensions settings.		

PERSONALIZATION

	iOS	Android
<p>Avatar</p> <p>You can set your avatar image in Communicator, and the avatar will be saved on the server and other contacts will be able to see it whenever you log in to Polestar.</p>	✓	✓
<p>Status and Status Message</p> <p>Communicator allows you to set your status (Available, Busy, DND, Away) and optionally provide a custom status message to describe your current availability. Aside from these 4 default statuses Polestar administrator can also add statuses through Polestar GUI and those will appear as an option in Communicator for all users. When selecting your status you also have to specify status expiration. This allows you to let communicator revert your status back to Available after a certain period of ti</p>	✓	✓
<p>Sounds</p> <p>You can customise existent or upload your own alert tones in order to use them for Communicator notifications.</p>	✓	✓
<p>Different View Modes</p> <p>Depending on your preference, you can select whether you would like your Communicator contacts to be displayed in a List or Grid (Thumbnail) view mode.</p>	✓	✓
<p>Password Reset</p> <p>Users are able to initiate a password reset procedure in case they lost or forgot their User password with this feature.</p>	✓	✓
<p>Avatar Rotate Option</p> <p>Users can now rotate Avatar image on iOS.</p>	✓	✗
<p>Avatar Rotate Option</p> <p>Users can now rotate and crop Avatar image on Android phones.</p>	✗	✓
<p>Navigation Customization</p> <p>Users can customize the display order of navigation icons and rearrange if needed.</p>	✗	✓
<p>Italian Translation</p> <p>The app GUI has now been translated to Italian so our Italian users can explore the benefits of the mobile application in their native language!</p>	✓	✓
<p>Portuguese Translation</p> <p>The app GUI has now been translated to Portuguese so our Portuguese users can explore the benefits of the mobile application in their native language!</p>	✓	✓

<p>French Translation</p> <p>The app GUI has now been translated to French so our French users can explore the benefits of the mobile application in their native language!</p>		
UNCATEGORIZED FEATURES		
	<i>iOS</i>	<i>Android</i>
<p>Polestar & Libraries Info</p> <p>“About” screen now displays Polestar version, and new screen has been added for licenses of all 3rd party libraries used in application under “Settings->Licenses”</p>		
<p>Strong Password Requirements Tooltip</p> <p>A pop-up explaining an updated password criteria for new passwords.</p>		
<p>Audio Notifications for Network Related Changes During a Call</p> <p>When a network is disconnected during a call or when switch occurs between WiFi and mobile network, users will hear a sound notification.</p>		
<p>Optimization for Android Oreo and Above, Background Service Limitations</p> <p>The “Application is running” persistent notification is visible while the app is running (or in the background) and calls are active so the Android OS does not kill the background service.</p>		
<p>Improved Stability for Android Oreo and Above</p> <p>Android Oreo (8.0) background processes have now been improved upon and are faster than before. This will help those customers using Android Oreo to run the Android app smoothly.</p>		
<p>Optimization for Large Contacts Directories</p> <p>Loading for large phonebooks now works faster than ever so Android mobile app users are not inconvenienced when having lots of numbers to load.</p>		
<p>Optimization for Android Q(10) and Above, Calls and App Startup From Background</p> <p>Per Android Q (10) guidelines app will now show heads-up call notification with action to answer or decline call from notification itself since latest version of Android devices with Android Q will not allow full screen overlay for incoming call to prevent interruption of user if he is doing something else.</p>		



OFFICE IN YOUR POCKET

Plan phone calls, control your time and define availability using the Communicator Presence panel functionality integrated with Polestar.



