

# Communicator Desktop Windows Installation 6.x Platform

Download the Communicator Desktop Application from the link provided in the system email or via <https://www.peregrinenetworks.net/steadfast-uc-6-x-platform/>.

Seeing Microsoft Defender SmartScreen message see Common Questions at the end of this document.

After the download is finished, click on the file to run the installation process.

The welcome window starts the installation process. Click on the Next button to proceed with the installation or click on the Cancel button to exit the installation wizard.

Read the license agreement and select 'I agree' if you accept the License Agreement. Click on the Next button to proceed with the installation or click on the Cancel button to exit the installation wizard.

The Installation Folder window sets the default location where the Communicator installation will reside. By default C:\Program Files (x86)\Communicator is offered. To select a different location, click on the Change button. When done, click on the Next button to proceed with the installation or click on the Cancel button to exit the installation wizard.

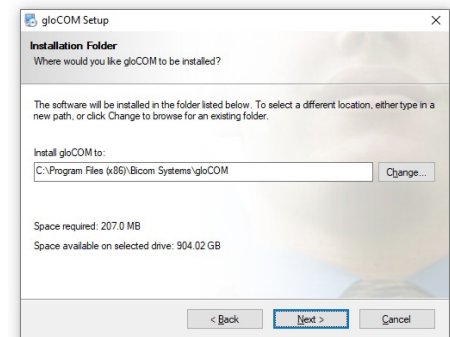
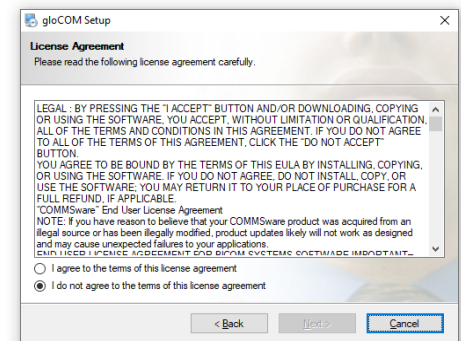
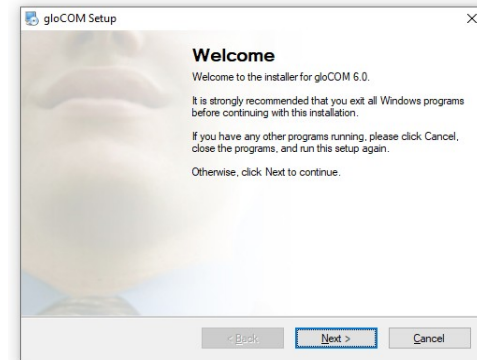
The Shortcut Folder window sets how the Communicator shortcut will be displayed on the Windows Start menu. Select the preferred shortcut under the Shortcut Folder select box and click on the Next button to proceed with the installation, or click on the Cancel button to exit the installation wizard.

The Ready-to-Install window summarizes the Installation wizard steps and displays all of the selected options. If you agree with these, click on the Next button to proceed with the installation or click on the Cancel button to exit the installation wizard.

The 'Installing Communicator' window shows the installation in progress.

After this step, you'll see the 'Installation Successful' window.

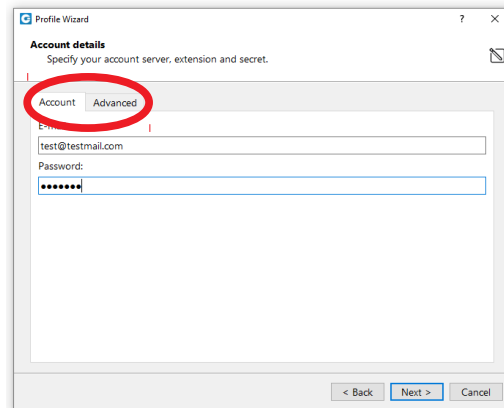
Click on the Finish button to close the window and finish the installation.



## Configuring Communicator

After the installation process, you need to configure Communicator. Click on the Communicator icon and the Profile wizard will appear. To continue with the configuration click the Next button.

**IMPORTANT:** You must fill in the details for both **Account** tab and **Advanced** Tab shown in the red circle.



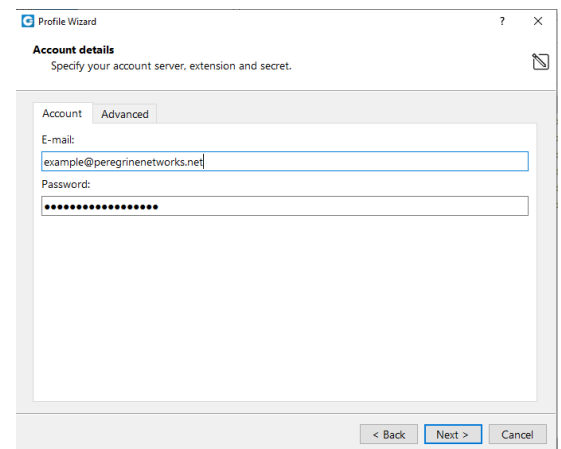
### 1. Account details

Make sure you have received your account details from your system administrator or account manager. The received details must include:

- **Account**
  - **E-mail:** [example@peregrinenetworks.net](mailto:example@peregrinenetworks.net)
  - **User password:** examplepass394853!

(This will be provided to you by your system admin or carrier. Generally an email is sent to your work email account or the account defined in your extension)

**NOTE:** If you are already installed the Smartphone app or re-installing the application, then use the password you had already configured. If you don't know this password reach out to our support team to reset your password.



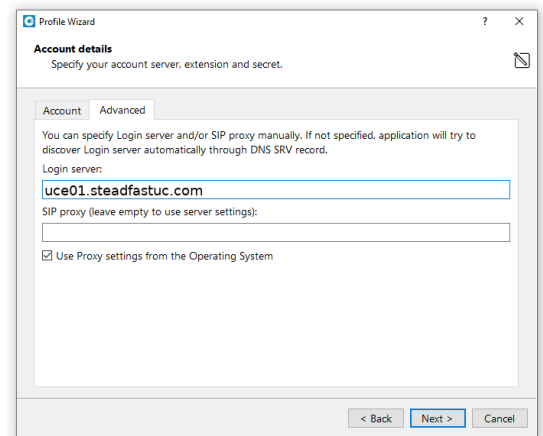
**DO NOT CLICK "NEXT" UNTIL YOU FILL IN THE INFORMATION IN THE "Advanced" Tab**

- **Advanced**

- **Server address:** uce01.steadfastuc.com
- **SIP proxy:** (leave empty to use server settings)

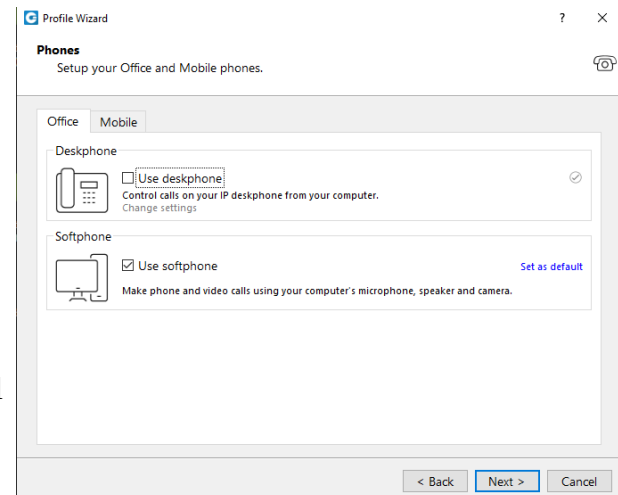
Now Click Next, Communicator will try to connect to the specified server with the user's account details. If the account details are wrong, a red warning will appear.

If this is a brand new setup (excluding using smartphone app) then a Change Password pop-up window will appear telling you to change your password since this is the first time you are logging in.



### 3. Setup office and mobile phone

- **NOTE:** For most users we recommend un-selecting “Use deskphone” especially if your primary use for the Desktop Communicator application is remote from your office desk phone
- If you choose softphone, you will be able to place and receive calls using your computer. If you choose desk phone, you can control calls on your IP desk phone from your computer.
- Selecting the check boxes for both desk phone and softphone will allow users to switch between devices when initiating a call and also to pick which device they would like to answer incoming calls on.



Click Next and a configuration summary window will appear. Please check the profile details and make sure they are correct.

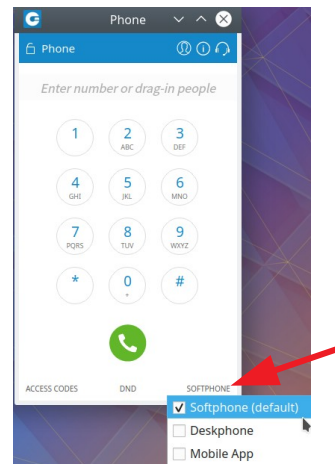
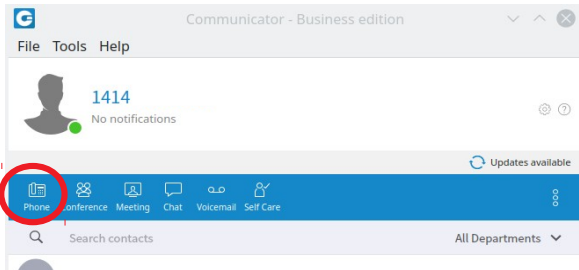
Click Finish and you will be automatically logged in with your account.

You are now ready to use Communicator.

## Common Question

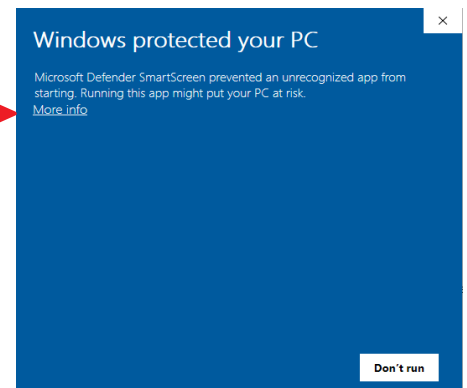
**Question:** I am trying to call out using the Communicator Desktop Application but it is not working.

**Answer:** Make sure the application is setup for softphone use. To confirm this click on the Phone Icon, then on the dialer screen, and confirm it says softphone at the bottom. If it says something else click on the words and select Softphone



**Question:** I'm see the Microsoft Defender SmartScreen that prevents me from running the app.

**Answer:** Click on the "More info" link and then select the "Run anyway" button, this will continue the install process.



**Question:** I am getting other security messages requesting administrator access during install.

**Answer:** Please reach out to your IT team for assistance with these messages as they may have added additional security rules around the use of your computer.