

Zero Distance 3.0



Quick Guide

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Zero Distance is an extension of CTIconnect PRO that allows you to make audio, video calls from your PC, share your desktop, participate in text, audio and video conferences.

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Requirements

- Zero Distance license
- Browser: Chrome 17.0 or higher OR Safari
- Java 7 *
- Min. WMS version: 3.0

* Google Chrome does not support Java 7 on Mac OS. In case you are using Chrome browser on Apple Mac OS, you should launch the Zero Distance application on Safari browser.

Activation

- Access CTIconnect PRO → Settings → Extensions → “Launch” Zero Distance extension

[Personal](#) [Options](#) [Colleagues](#) [Features](#) [Phone](#) [Call groups](#) [Faxcover settings](#) [Extensions](#)

Zero Distance extension

This extension allows to perform video calls, conferences, screen sharing and calls from your computer.

Launch

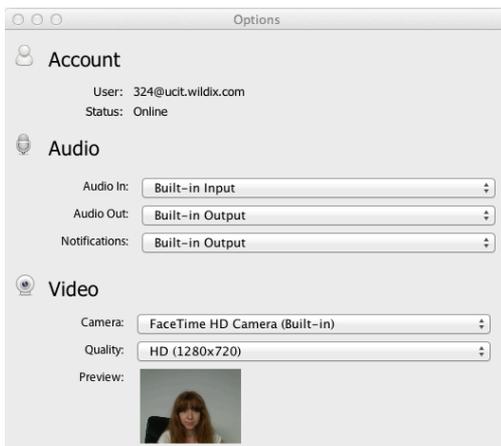
- As soon as the icon “W” appears on the panel, the of Zero Distance client is installed and **you can make and receive calls via Zero Distance.**

The first time you have activated Zero Distance, the icon ZD Launcher is saved to your computer desktop. The next time you want to start Zero Distance, you can click the icon on your desktop.



Settings

Click on the icon “W” with the left button and select “Options” to check or change your Zero Distance settings.

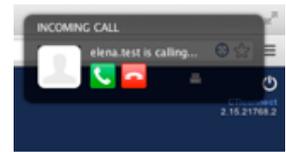


- Account: Check that the “Status” is “online” to make sure that Zero Distance is running;
- Audio: Adjust the Audio settings;
- Video: Adjust the video settings

Call

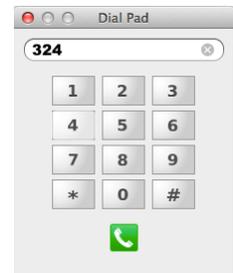
Answer a call with Zero Distance

- click the green button in the popup window to answer an incoming call;
- click the red button to reject an incoming call.



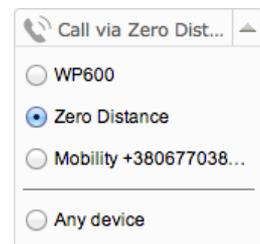
Make a call with Zero Distance

- click the "W" icon with the right button of a mouse to open the dialpad;
- enter the number;
- click the green button.



You can set up your CTIconnect PRO to make calls via Zero Distance client*:

- go to Colleagues menu;
- click the Device selection button;
- select "Zero Distance".

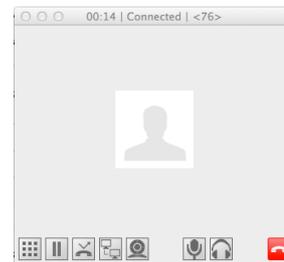


Now all the calls from CTIconnect PRO interface are made via Zero Distance client.

* CTIconnect Attendant Console license is necessary

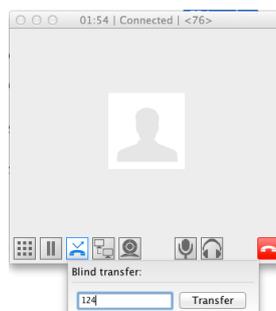
Manage a call

- view Dialpad
- put a call on hold
- make a call transfer
- start/stop your video streaming
- show/hide your video
- start the desktop sharing
- turn on/turn off the microphone; keep the button pressed for several seconds to adjust the microphone volume
- adjust the volume
- hang up



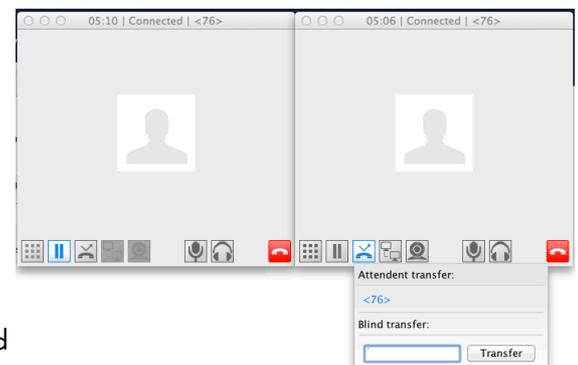
To make a blind transfer:

- click the button ;
- enter the number;
- click "Transfer"



To make an attended transfer:

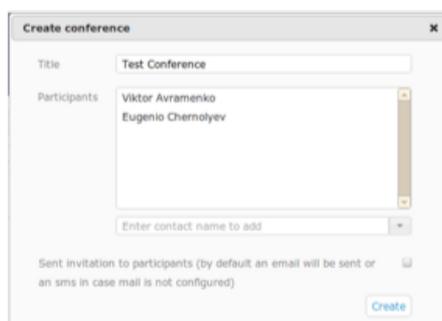
- make a new call from CTIconnect PRO or from Zero Distance dialpad (the active call is put on hold);
- click the button ;
- select a call on hold



Conference

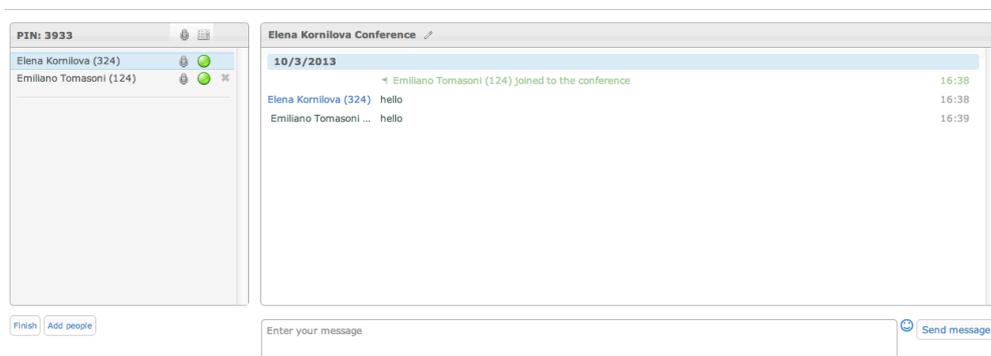
Create a conference

- go to Messaging menu and press ;
- enter the title;
- add participants;
- click "Create"



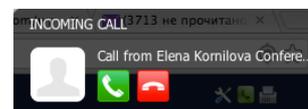
Start a conference

Multiuser Chat starts automatically as soon as the participants join the conference:



Start an audio conference:

- press the microphone icon  in front of your name to call yourself;
- answer an incoming call with Zero Distance client: ;
- press the microphone icon  in front of the participants names to call them;
- the participants should answer the call in order to join the conference



Icons significations:

-  - the user is receiving an incoming call that allows him to join the audio conference
-  - the user is participating in the audio conference

Manage a conference

Manage the conference from the call management window, in the same way as a call with Zero Distance client.

Start a video conference in the same way as you start the video streaming during a call:

- click  to start video streaming;
- click  to start sharing your desktop

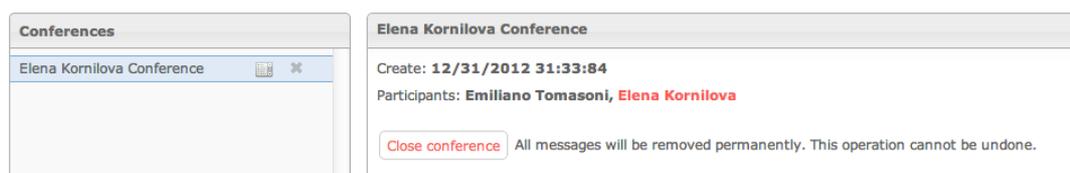
During a video conference, the video streaming of the participant who is speaking at the moment is shown to other participants. As soon as another participant starts speaking, his video is shown to others.

The moderator (the person who has created the conference) can:

- change the title of the conference: click on the pencil icon near the actual title  ;
- add participants during a conference: click on  ;
- exclude participants: click on the icon  near a participant's name;
- finish a conference: click on .

A participant can leave the conference by clicking the button .

To delete a conference room: click the button  to view the list of all the conferences → select the conference room that you want to close → click  or click the button "Close conference":



To join a conference room or to transfer a call to a conference: dial the feature code 98 and enter the automatically generated PIN code that is visualized above the list of the participants:



Troubleshooting

Check if Zero Distance client is registered to the PBX

Left-click the Zero Distance icon  → select "Options" > check Account Settings:

User: Extension_Number@PBX_IP
Status: Online



Check that Java is running and is enabled for Web Applications

- To check if Java is enabled for Web Applications, please [follow this link](#) to read the instruction for your OS;
- To check the browser compatibility, please [follow this link](#);
- To download Java, please [follow this link](#);

Set up Zero Distance to work outside your LAN

Please contact your Certified Installer to get the detailed instructions regarding firewall/router settings

Contacts



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