

Training anSwitch V7

# ANDESKTOP PC CLIENT

Classification:	For Internal Use
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# INTRODUCTION & MOTIVATION

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- ▶ This training covers the topics:
  - ▶ Introduction to the anDesktop PC phone client
  - ▶ Enabling anDesktop on Organization Unit level
  - ▶ User installation and basic configurations of the anCall plugin
  
- ▶ After this training, the trainee is enabled:
  - ▶ To advise the customer about needed requirements
  - ▶ To enable the anDesktop on the anSwitch V7
  - ▶ To advise users about the installation of the anDesktop



*IT'S NOT  
MAGIC  
IT'S "KNOW  
HOW"*

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# 1 OVERVIEW OF THE ANDESKTOP PC PHONE CLIENT

# OVERVIEW OF THE ANDESKTOP PC PHONE CLIENT

- ▶ anDesktop is a native anSwitch V7 phone client for PC.
  - ▶ There are installers for Windows and Mac operating systems.
- ▶ anDesktop offers the following main features:
  - ▶ Audio & Video Calls
  - ▶ Manage call forwards, call reject, call transfer, call hold, etc.
  - ▶ Access the VoiceMail Box
  - ▶ Manage the own presence status.
  - ▶ Organize your favorite contacts in groups
  - ▶ Access to the contacts of the Extension and PBX
  - ▶ Call history with different filters
  - ▶ Desktop sharing with a connected peering anDesktop
  - ▶ Access the Extension configuration via the Portal UI for selfcare

## ▶ The anDesktop dashboard:

The screenshot shows the anDesktop dashboard interface. Annotations highlight key features:

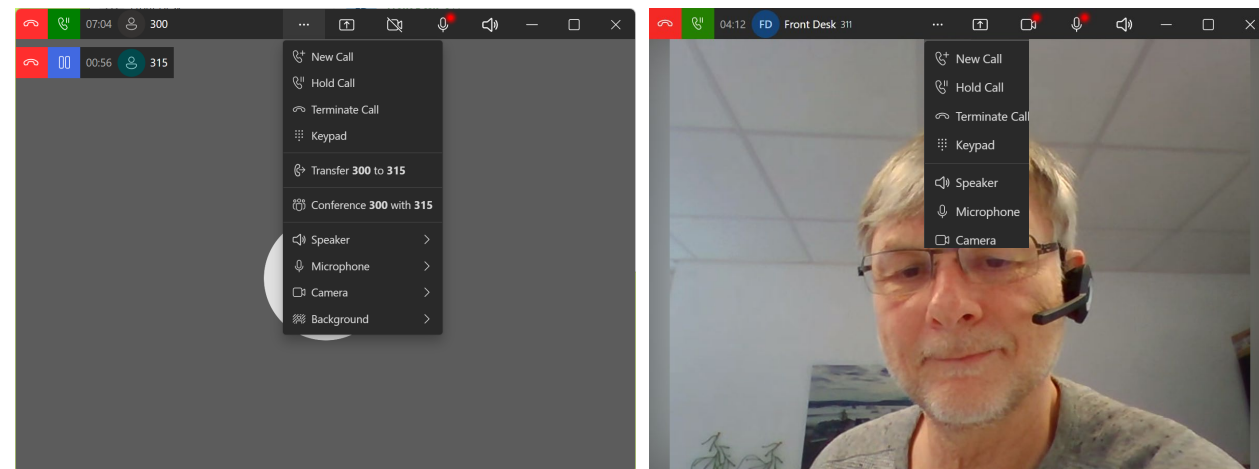
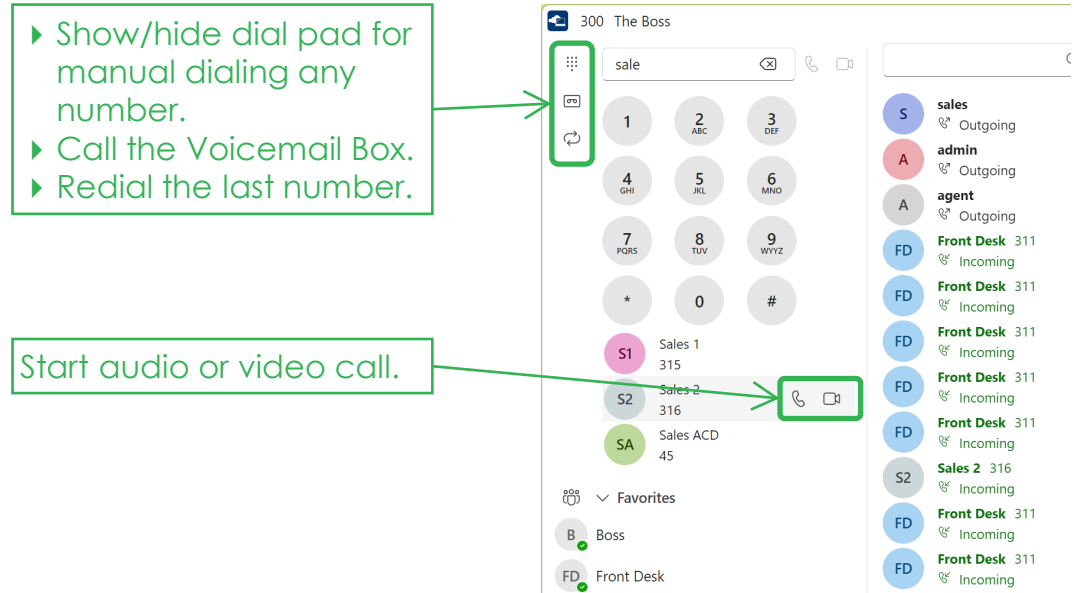
- Search the PBX and your contacts:** Points to the search bar at the top left of the dashboard.
- Search and/or filter the call history of all phones of the PBX Extension:** Points to the call history list on the right, which includes filters for All, Outgoing, Missed, Incoming, and Voicemail.
- Configure your call forwards, presence, etc.:** Points to the 'Preferences' button at the bottom left.
- Organize your favorite contacts in groups and show their presence:** Points to the 'Favorites' section on the left sidebar, which lists contacts like Boss, Front Desk, Sales, Sales 1, and Sales 2.

The call history list on the right displays the following data:

Filter	Contact	Status	Duration	Time
All	sales	Outgoing		Today 10:38
	admin	Outgoing		Today 09:51
	agent	Outgoing		Today 09:51
Incoming	Front Desk 311	Incoming	12s	Yesterday 15:41
	Front Desk 311	Incoming	17s	Yesterday 15:40
	Front Desk 311	Incoming	7s	Yesterday 15:38
	Front Desk 311	Incoming	7s	Yesterday 15:37
	Front Desk 311	Incoming	10s	07/17/2023 14:04
	Sales 2 316	Incoming	15s	07/17/2023 14:03
	Front Desk 311	Incoming	2m 31s	07/17/2023 13:58
	Front Desk 311	Incoming	28s	07/17/2023 13:54
	Front Desk 311	Incoming	1m 54s	07/17/2023 13:48
	Front Desk 311	Incoming	18s	07/17/2023 12:46
Incoming	Sales 2 316	Incoming	8s	07/17/2023 12:44
	Front Desk 311	Incoming	9s	07/04/2023 09:16

# CALL HANDLING WITH ANDESKTOP

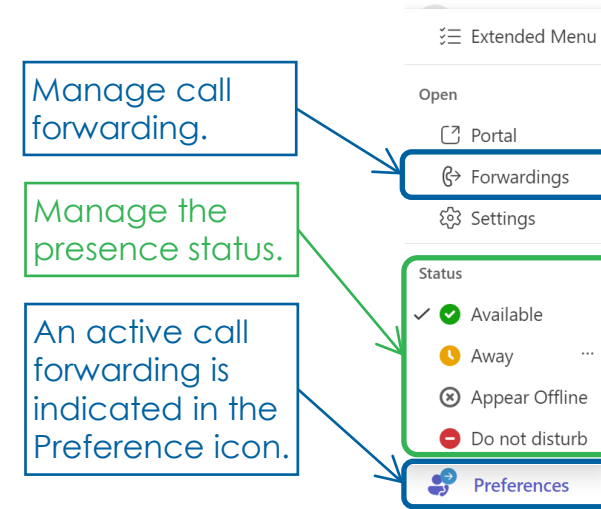
- ▶ Initiate outgoing audio or video calls.
  - ▶ Use the dial pad
  - ▶ Use any displayed contact
    - ▶ Of the call history
    - ▶ From the search result
    - ▶ From the groups
- ▶ Incoming calls are indicated
  - ▶ By the opening of the anDesktop widget and connection window where the call can be accepted or rejected.
- ▶ The anDesktop connection window.
  - ▶ Audio, Video, screen sharing streams
  - ▶ Shows the connection status with one or more concurrent connections.
  - ▶ Manage the features that are available during a connection.
    - ▶ Call hold, transfer, conference
    - ▶ Screen sharing
    - ▶ Speaker, microphone and camera setting
    - ▶ etc.



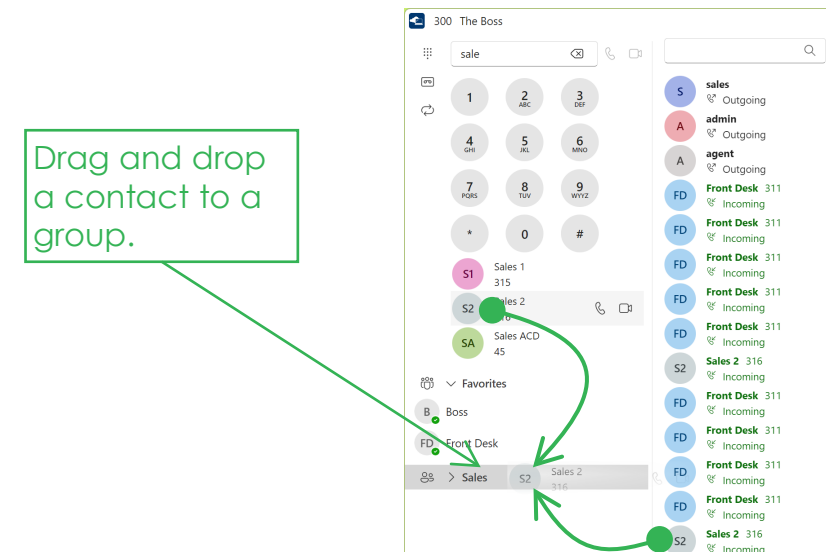


# MANAGE PRESENCE AND GROUPS WITH ANDESKTOP

- ▶ Manage via the "Preferences".
  - ▶ The presence status of the PBX Extension.
  - ▶ Call forwarding of the PBX Extension
  - ▶ Open the Portal UI of the PBX Extension for user self-care.



- ▶ Create and manage favorites and self-created groups.
  - ▶ Create a new group via sub-menu of a group, e.g. Favorites.
  - ▶ Manage a group via its sub-menu.
  - ▶ Populate groups by:
    - ▶ Adding a contact via sub-menu of a group
    - ▶ Drag and drop a contact from the search results or the call history.





# MANAGE MULTI-IDENTITY WITH ANDESKTOP

- ▶ If the user "owns" multiple PBX extensions to present themselves with different identities, and if each of these extensions is assigned the anDesktop phone type, the anDesktop application can be switched from one extension to another in an instant.

- ▶ The user can connect to different extensions.
- ▶ The user can change its identity for outgoing calls.

Note:

This works not only for extensions in the same PBX but works also for extensions in other PBX's.

a) Manage the identity via the anDesktop menu:

Preferences > Settings > Account

b) Select the desired phone number for the anDesktop.

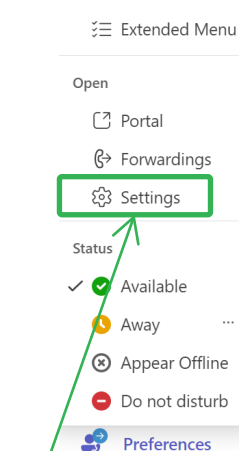
## Prerequisite:

- ▶ The user has access to different extensions with role PBX Member.
- ▶ Assigned phone type anDesktop to the extensions.

Roles			
+ New		X Delete	
	Role	Access to	Parent OrgUnit
<input type="checkbox"/>	PBX Member	Boss	PA-PBX-0AX89001
<input type="checkbox"/>	PBX Member	Test anDesktop	PA-PBX-0AX89001

Assigned Phones		
+ New Phone		+ Add Phone X Delete
	Phone Name	Registration Status
<input type="checkbox"/>	Boss-an IP-Phone	●
<input type="checkbox"/>	Boss Office - GRANDSTREAM GRP2613	●
<input type="checkbox"/>	Boss - anDesktop	●



## Settings

- General
- Forwardings
- Speaker
- Ringer
- Microphone
- Camera
- Account (highlighted with a green box)
- About

## User

The Boss  
boss@yupi.com

## Phone

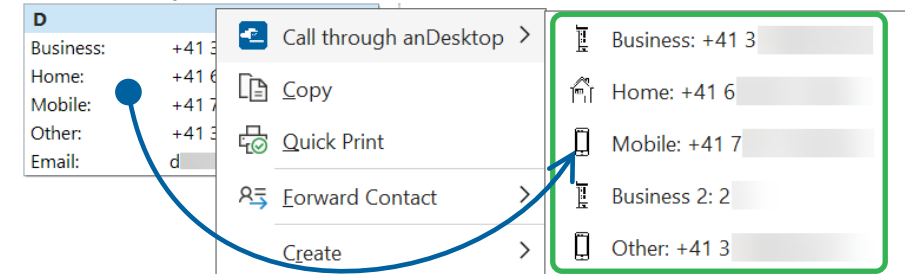
- 400 - Test anDesktop  
Test anDesktop - anDesktop
- 300 - Boss  
Boss - anDesktop
- 300 - Boss  
Boss-an IP-Phone
- 300 - Boss  
Boss Office - GRANDSTREAM GRP2613
- ✓ 400 - Test anDesktop  
Test anDesktop - anDesktop

# "ANDESKTOP DIRECT DIALING" FOR MS OUTLOOK

- ▶ The "anDesktop Direct Dialing" for MS Outlook enables the user to dial any contact phone numbers directly via anDesktop.

- ▶ For the installation see the chapter: ["Install "anDesktop Direct Dialing" Plugin for MS Outlook"](#)

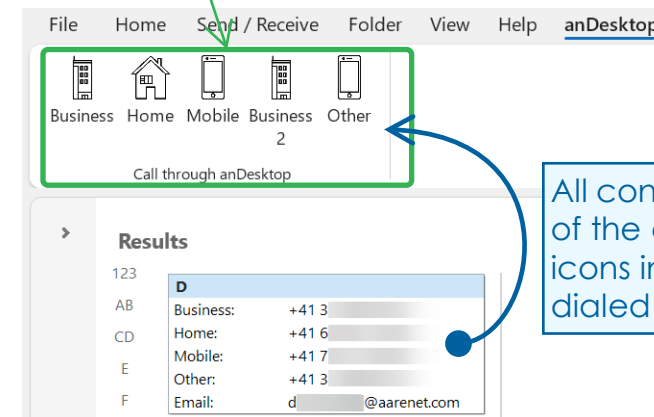
- ▶ Dial directly via the contact sub-menu:



Click to dial the desired number in and with anDesktop.

All configured phone numbers of the contact are displayed in the sub-menu and can be dialed directly.

- ▶ Dial via the anDesktop ribbon:



All configured phone numbers of the contact are displayed as icons in the ribbon and can be dialed directly.

## Note

The current "anDesktop Direct Dialing" plugin is compatible with:

- ▶ MS Windows 365

Other MS Outlook variants are not supported, for example:

- ▶ MAC OS
- ▶ "New Outlook 2024"

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# 2 INSTALL & ASSIGN ANDESKTOP FOR USERS



## OVERVIEW INSTALL & ASSIGN ANDESKTOP FOR USERS

- ▶ There are two modes for assigning anDesktop to an extension:
  - A. User self-care:
    - ▶ The user has access to his extension in the Portal UI.
    - ▶ The user executes the installation and activation process.
  - B. Operator or PBX Administrator initiated and finalized by the user:
    - ▶ The user has no access to the Portal UI.
    - ▶ The Operator or PBX Administrator assigns the phone type anDesktop to the user's extension.
    - ▶ The Operator or PBX Administrator sends an email with the installation and activation instruction to the user.

### Note

In order that anDesktop can be assigned to an extension it must be enabled.  
A user account with a valid email address must be assigned to the extension.  
→ Check with your PBX Administrator or Operator.

### Note

anDesktop may have another name, depending if there is a customized version available.  
→ Check with your PBX Administrator or Operator.

# USER SELF-CARE: OVERVIEW ACTIVATION OF ANDESKTOP

## User activity:

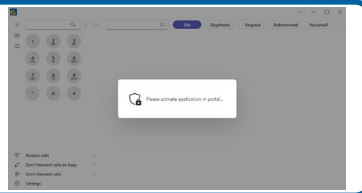


### anSwitch V7 Portal UI

1. Add phone type "anDesktop" to the extension.
2. Download the anDesktop-Installer.

3. Start the anDesktop-Installer on the PC.

Wait for this display then continue with step 4.

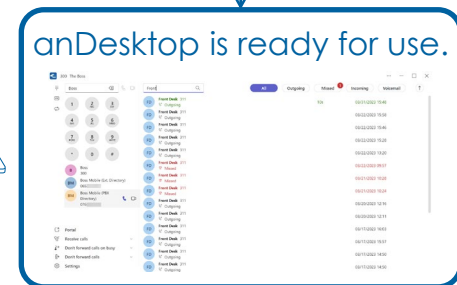
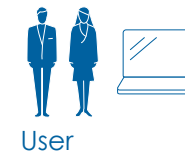


### anSwitch V7 Portal UI

4. Open the Phone page and click the button: "Activate anDesktop"

The anDesktop will be activated and populated with information of the extension and PBX.

anDesktop is ready for use.



# USER SELF-CARE: ASSIGN ANDESKTOP & DOWNLOAD ANDESKTOP

- ▶ Login as user (owner) of the extension.

## 1. Assign the anDesktop phone to the Extension.

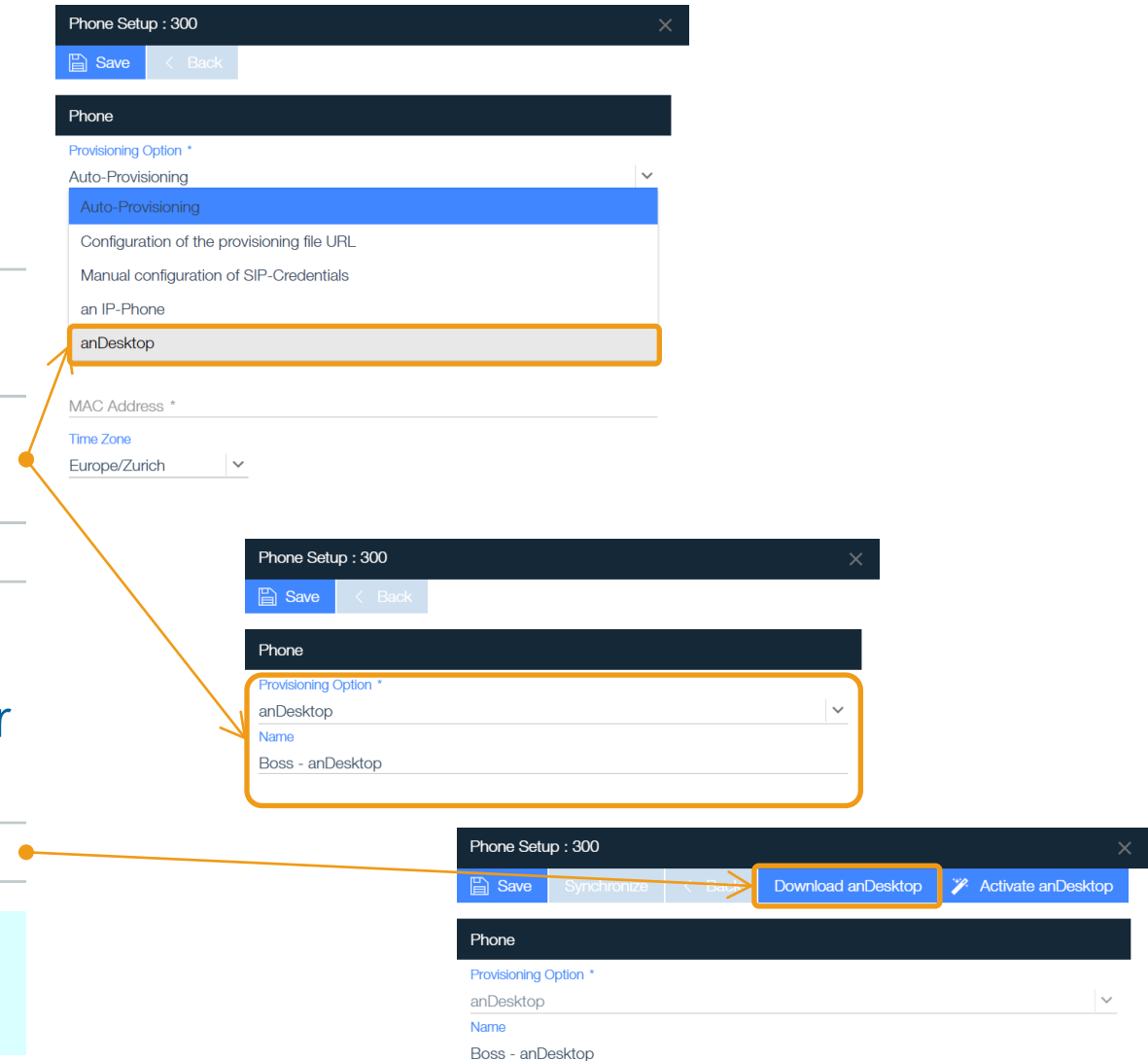
- > Menu: PBX Member
- > Sub-Menu: Features
  - > At the file "Assigned Phones" click button: + New Phone
- > Configure in dialog: Phone Setup
  - ▶ Provisioning Option: Select → anDesktop
  - ▶ Name: Any name, e.g. Boss - anDesktop
- > Click button: Save

## 2. Download the anDesktop installer for your PC (Windows or Mac).

- > Click button: Download anDesktop

**Best  
Practice**

Do not close the dialog yet!  
Continue with step 3. directly.



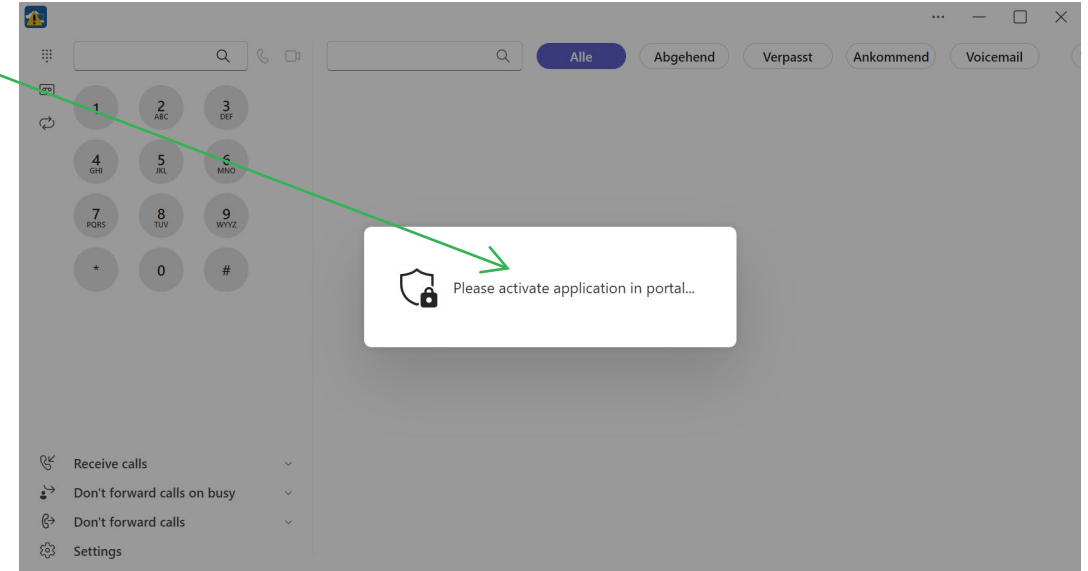


# USER SELF-CARE: INSTALL ANDESKTOP

3. Install the anDesktop application on the PC and start it.

## Best Practice

Do not close the installation window on your PC.



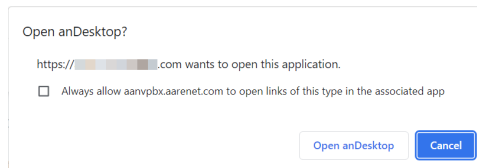
# USER SELF-CARE: ACTIVATE ANDESKTOP

## 4. Activate the anDesktop application

> Click button: Activate anDesktop

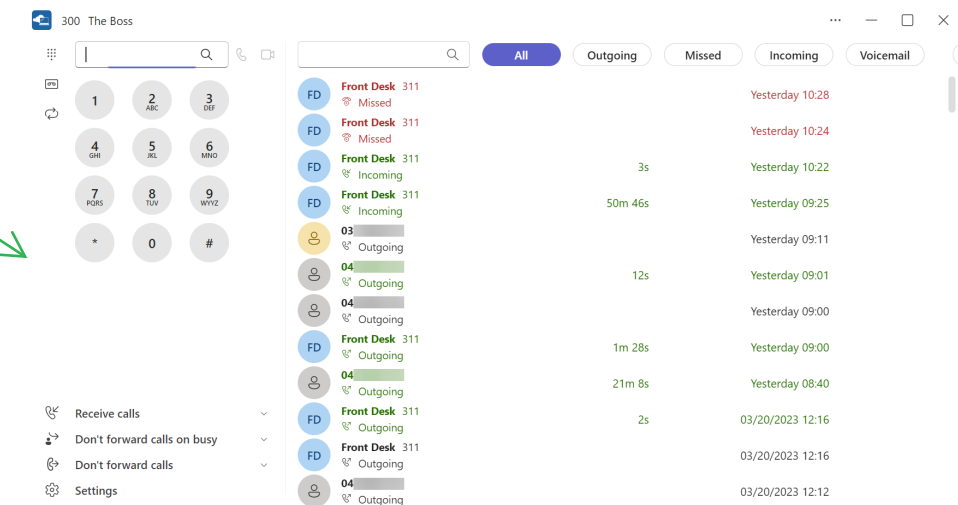


- ▶ Eventually, the web browser running the Portal UI will ask for permission to launch the anDesktop application, e.g.:



- ▶ Reply positive

- ▶ The waiting anDesktop application installation (see step 2.) is populated with information from the Extension and PBX and is then ready for use.



# OPERATOR: OVERVIEW ACTIVATION OF ANDESKTOP

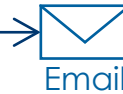
## Operator / PBX Admin. activity:



Operator  
PBX Administrator

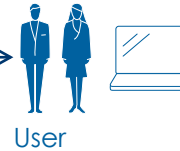
### anSwitch V7 Portal UI

1. Add phone type "anDesktop" to the extension.
2. Send installation and activation information by email to the user.



Email

## User activity:



User

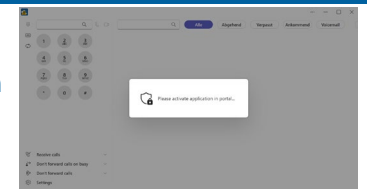
Open the email which contains the further instructions including:

- ▶ Download URL for the anDesktop-Installer
- ▶ Activation link

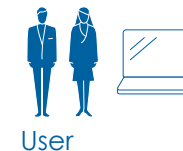
3. Download the anDesktop-Installer to the PC.

4. Start the anDesktop-installer on the PC.

Wait for this display then continue with step 5.

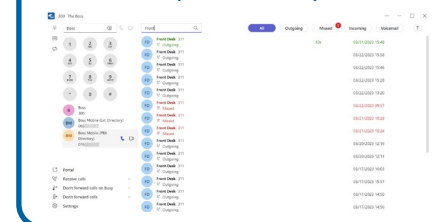


5. Click the activation link in the email.



User

anDesktop is ready for use.





# OPERATOR: ASSIGN ANDESKTOP & DOWNLOAD ANDESKTOP

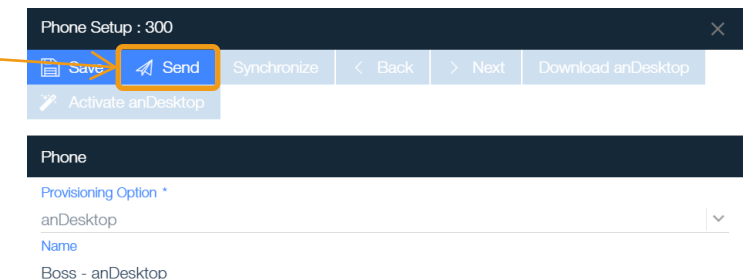
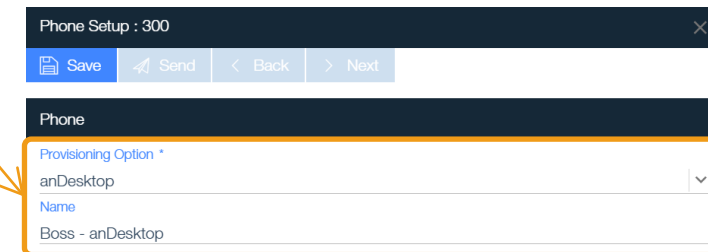
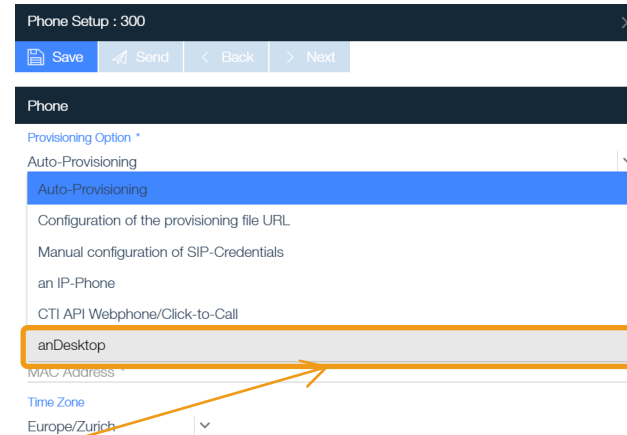
## ► Login as Operator or PBX Administrator.

### 1. Assign the anDesktop phone to the Extension.

- > Menu: PBX Member
- > Sub-Menu: Features
  - > At the file "Assigned Phones" click button: + New Phone
- > Configure in dialog: Phone Setup
  - Provisioning Option: Select → anDesktop
  - Name: Any name, e.g. Boss - anDesktop
- > Click button: Save

### 2. Send the email with instructions to the user.

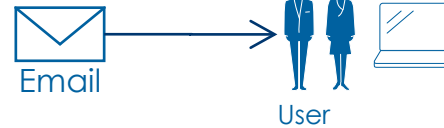
- > Click button: Send



# USER FINALIZED: OVERVIEW ACTIVATION OF ANDESKTOP

- The user receives the installation and activation instructions by email.

## User activity:



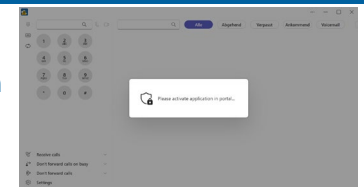
Open the email which contains the further instructions including:

- Download URL for the anDesktop-installer
- Activation link

3. Download the anDesktop-Installer to the PC.

4. Start the anDesktop-installer on the PC.

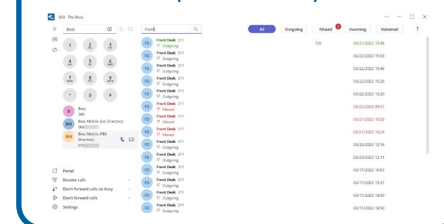
Wait for this display then continue with step 5.



5. Click the activation link in the email.



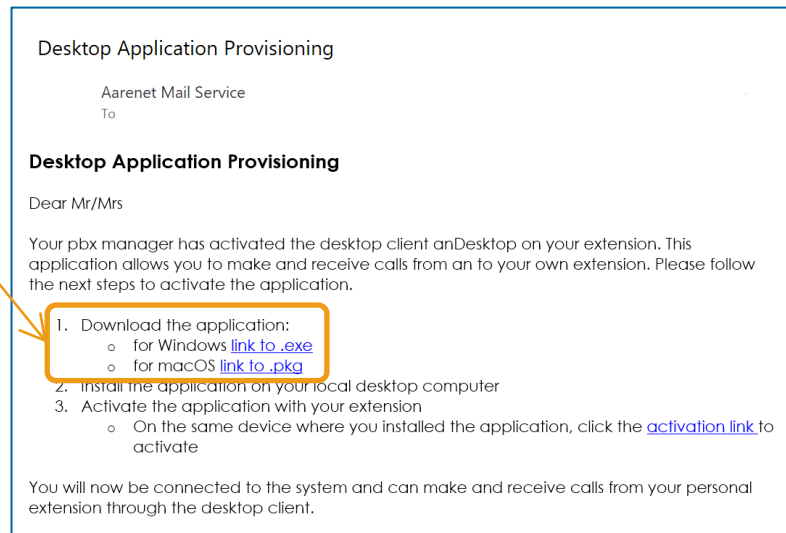
anDesktop is ready for use.



# USER FINALIZED: ANDESKTOP-INSTALLER DOWNLOAD

## 3. Download the anDesktop installer for your PC (Windows or Mac).

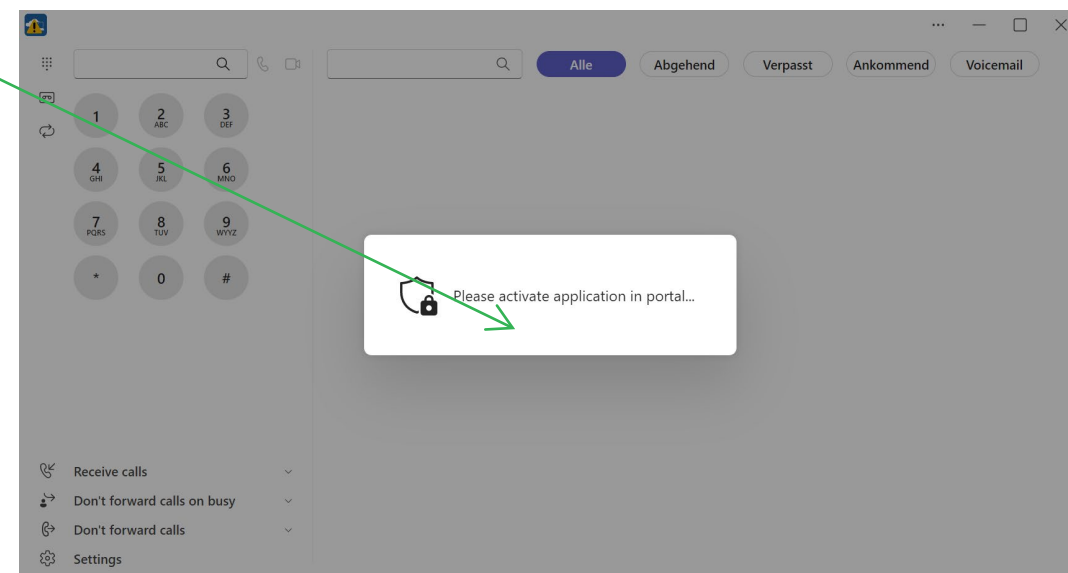
> In the received email click the appropriate link.



## 4. Install the anDesktop application on the PC and start it.

**Best Practice**

Do not close the installation window on your PC.

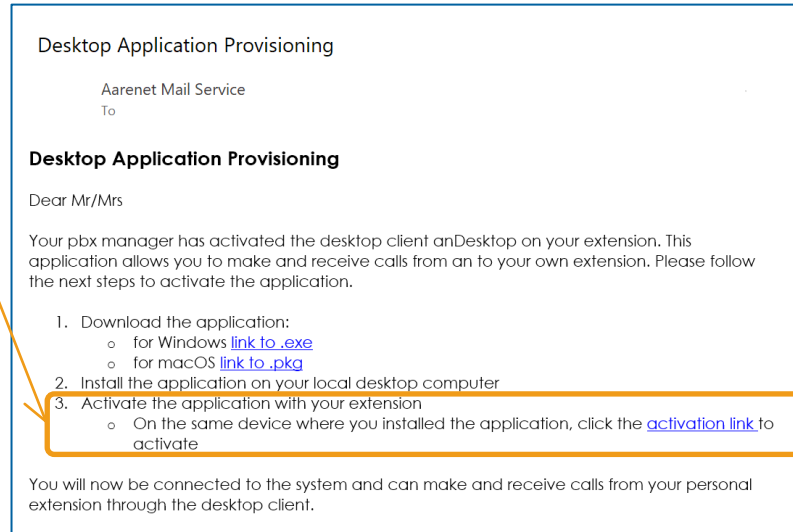




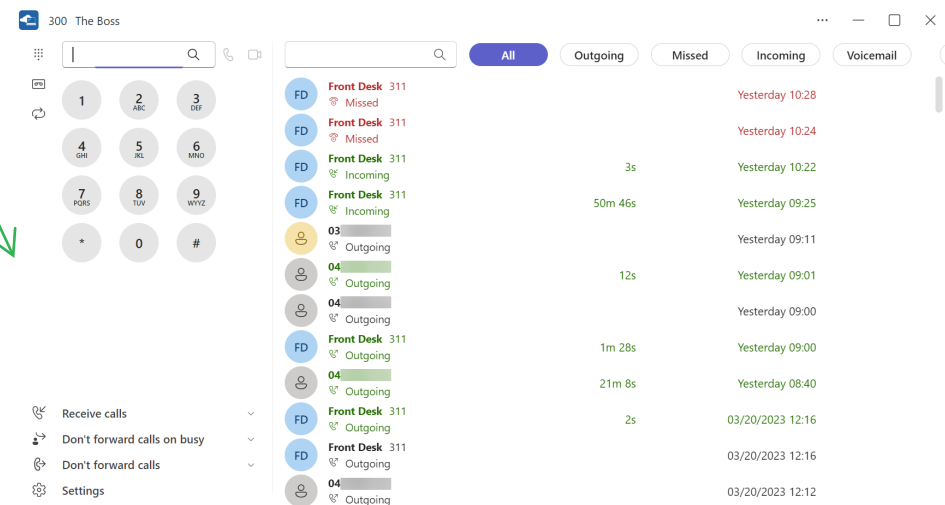
# USER FINALIZED: ACTIVATE ANDESKTOP

## 5. Activate the anDesktop application

> In the received email click the activation link.



- The waiting anDesktop application installation (see step 4.) is populated with information from the extension and PBX and is then ready for use.



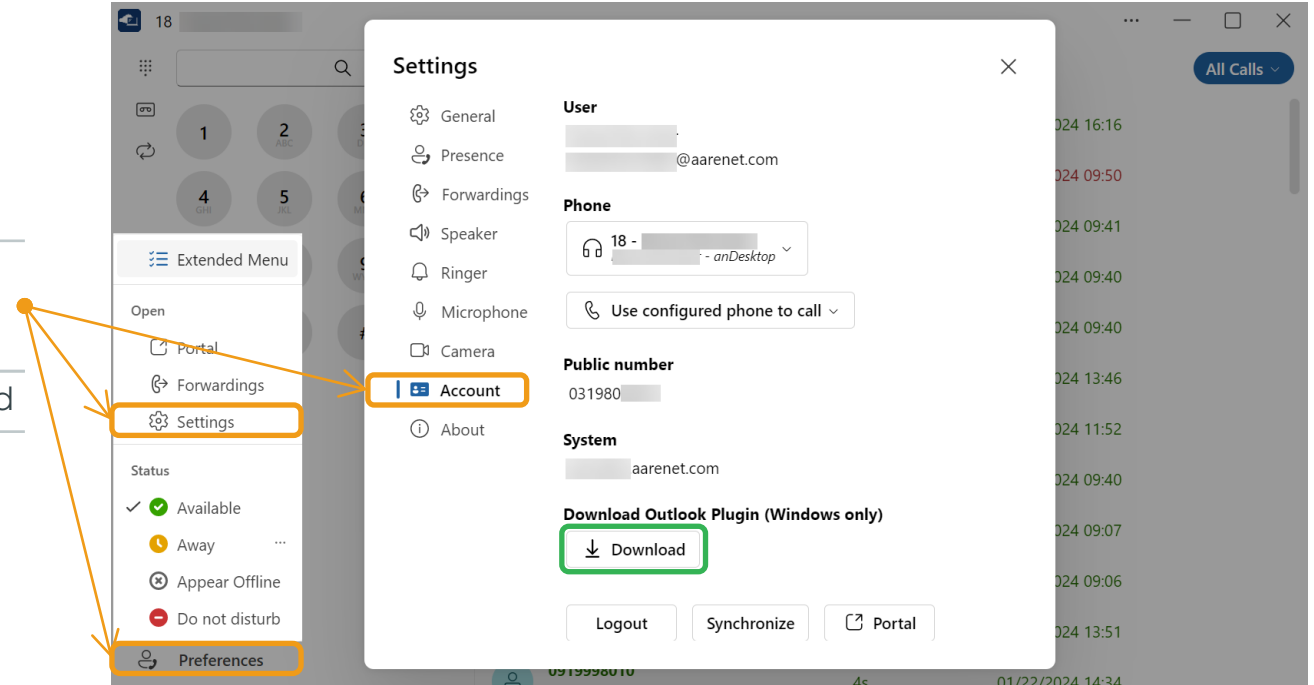
# 3 INSTALL "ANDESKTOP DIRECT DIALING" PLUGIN FOR MS OUTLOOK

# INSTALL "ANDESKTOP DIRECT DIALING" PLUGIN FOR MS OUTLOOK

- ▶ The installation is carried out directly from the anDesktop application.

## 1. Download the installer:

- > Click menu: Preferences
- > Click sub-menu: Settings
- > Select: Account
- > Download the installer, click button: Download



## Note

- ▶ The anDesktop plugin is available for MS Windows 10 & 11 only.
- ▶ The anDesktop plugin usage must be setup on the anSwitch V7.
- ▶ Updates of the anDesktop plugin are executed automatically when a new version is published on the associated anSwitch V7.

# INSTALL "ANDESKTOP DIRECT DIALING" PLUGIN FOR MS OUTLOOK

## 2. Execute the installation:

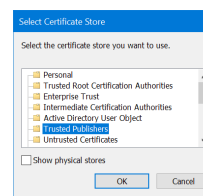
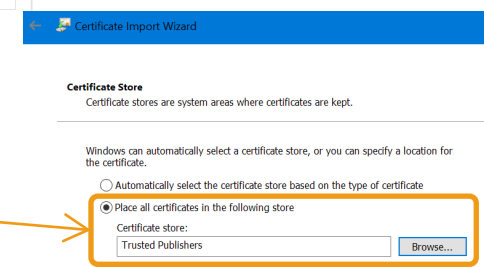
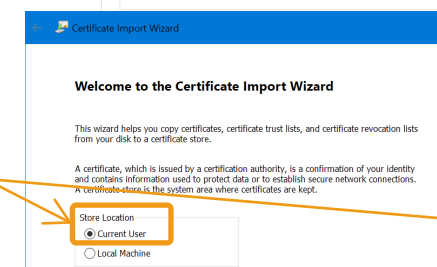
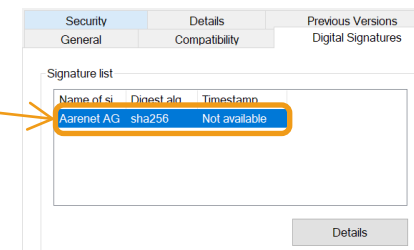
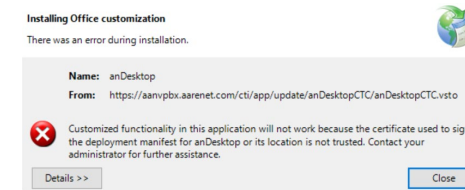
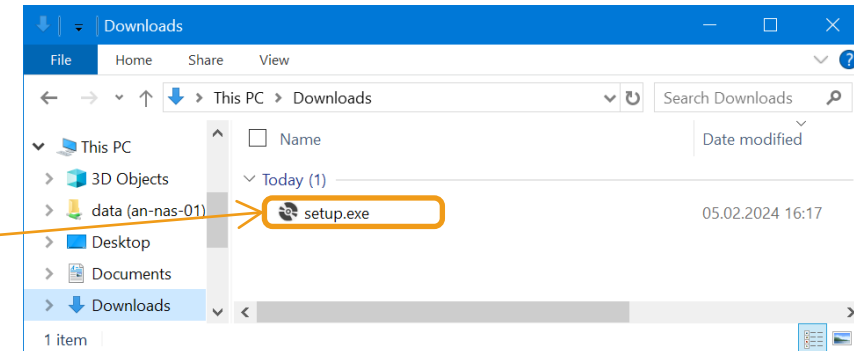
- ▶ For MS Windows:  
From your download location, e.g. directory Downloads, start the installer:

> Double-click: setup.exe

> Restart MS Outlook

- ▶ If you have problems due to an untrusted certificate, import the certificate associated to the setup.exe file as follows and restart the installation.

1. Right-click on the 'setup.exe' installer file.
2. Select menu: Properties
3. Open the tab: Digital Signatures
4. Select the certificate signature: Aarenet AG
5. Click button: Details
6. Click button: View Certificate
7. Click button: Install Certificate ...
7. Execute the certificate import wizard:
  - a. Click button: Install Certificate ...
  - b. At 'Store Location', select: Current User
  - c. Click button: Next
  - d. Select: Place all certificates in the following store
  - e. Click button: Browse ...
  - f. Select folder: Trusted Publishers
  - g. Click button: OK
  - h. Follow any 'Next and 'Finish'
8. Complete the installation by confirming all open dialogs with 'OK'.

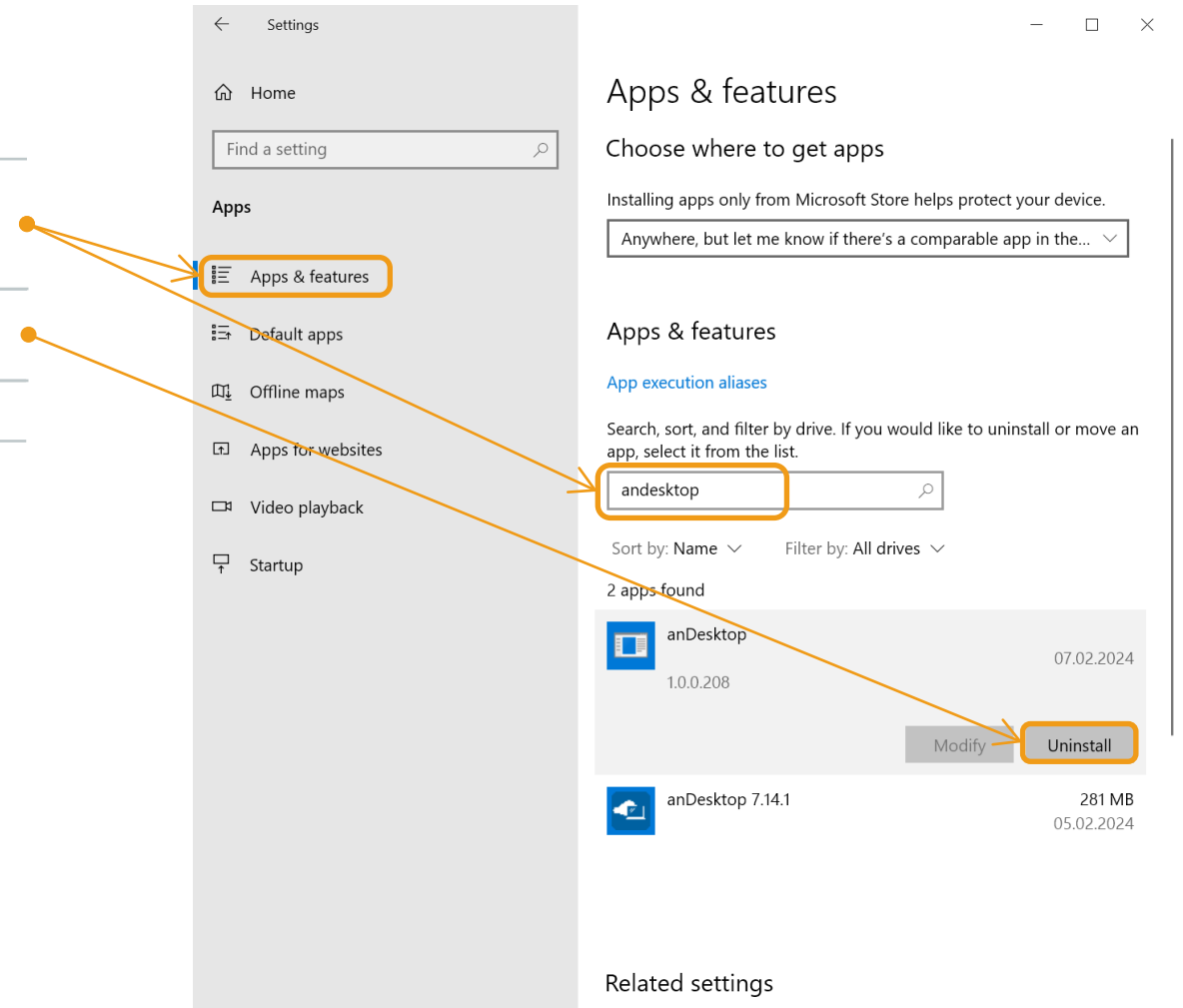


# UNINSTALL "ANDESKTOP DIRECT DIALING" PLUGIN

## ► Uninstall the anDesktop Add-In from MS Outlook.

### ► On the PC open the menu "Settings"

- > In dialog "Windows Settings", select: Apps
  - > Select sub-menu: Apps & features
  - > Search for: andesktop
- > Click the icon: anDesktop Plugin0
- > Click button: Uninstall
- > Restart MS Outlook



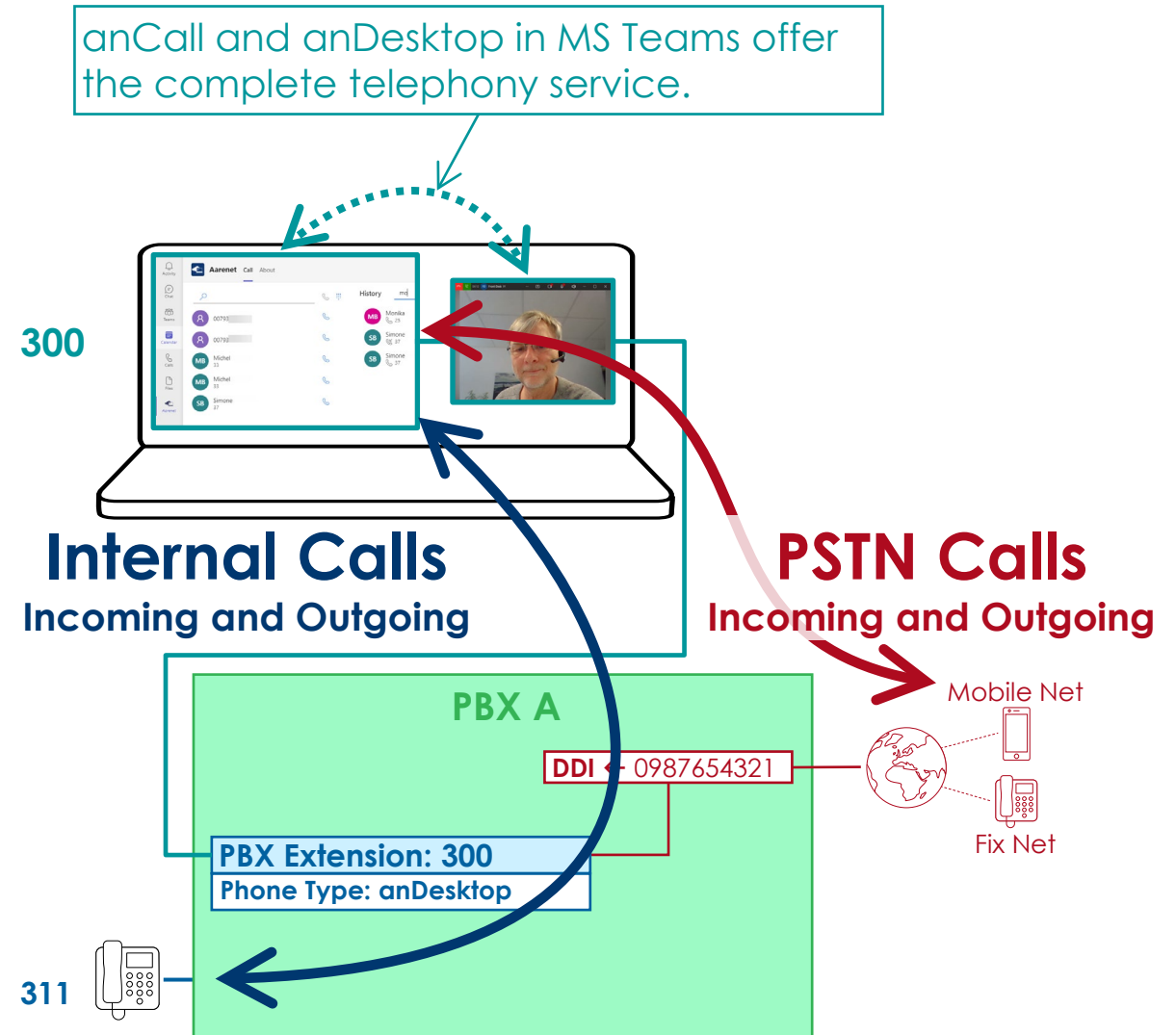
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# 4 MS TEAMS INTEGRATION OF ANDESKTOP & ANCALL



# MS TEAMS INTEGRATION OF ANDESKTOP & ANCALL

- ▶ By combining anDesktop & anCall, the MS Teams client becomes a fully-fledged 1st party CTI solution for the customer.
  - ▶ The user can start outgoing calls via the anCall plugin in MS Teams.
    - ▶ PBX intern
    - ▶ To and from PSTN
  - ▶ The user can receive incoming calls with anDesktop.
  - ▶ The user has all user and PBX features at hand which are enabled for the anDesktop of his extension.
- ▶ There is no additional or specific Microsoft Teams license needed for the customer.
- ▶ For details see the document: "anCall for MS Teams Client" (Doc-ID: training\_as7\_803\_ancall\_e)



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# 5 ANDESKTOP LAYOUT CUSTOMIZATION

# ANDESKTOP LAYOUT CUSTOMIZATION OPTIONS

- ▶ If a customer orders a specific anDesktop layout the following items can/must be defined by the customer.

- ▶ Application Name

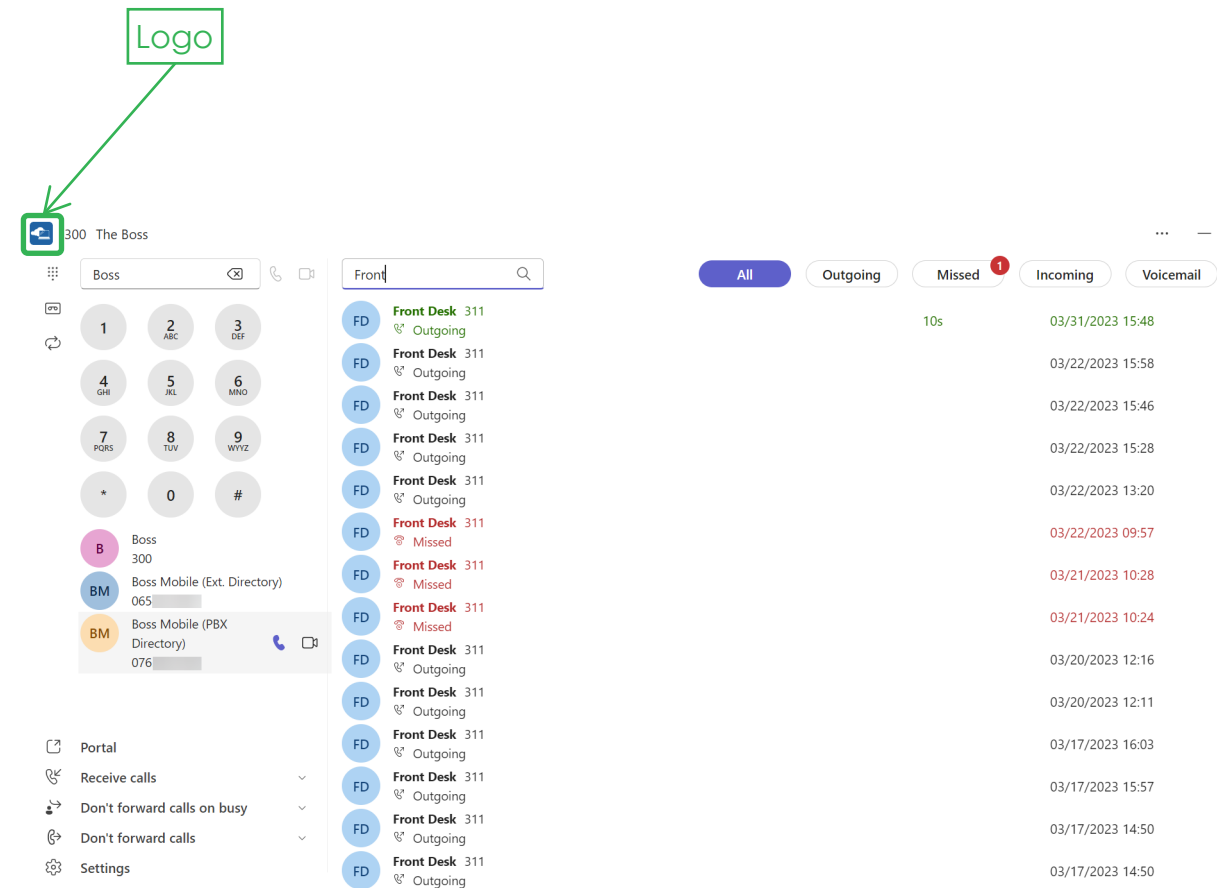
- ▶ Application Icon

Picture Format: : GIF, JPEG, PNG

Resolution: min. 256x256 pixels

- ▶ Default Language

- ▶ EULA



## Note

For a customized anDesktop layout contact your Aarenet account manager.

# RENAME ANDESKTOP DUE TO A CUSTOMIZED ANDESKTOP

- In order that a customized anDesktop with own customer specific application name can be assigned it must be enabled at the desired OrgUnit level, e.g. tenant, PBX.

1. As Operator configure the customized application name, e.g. **ourDesktopPhone**:

OrgUnit Attribute Name	Value	Remark / Example
anDesktopLabel	anDesktop [ Default: anDesktop ]	Example: <b>ourDesktopPhone</b>

- > Click menu: Operations
- > Click sub-menu: Organization Units
- > Select the desired OrgUnit
- > Add and configure new attribute: anDesktopLabel

Attribute

Save

Name  
anDesktopLabel

Value  
ourDesktopPhone

Phone Setup : 21

Save < Back > Next

Phone

Provisioning Option \*

Auto-Provisioning

Configuration of the provisioning file URL

Manual configuration of SIP-Credentials

ourMobilePhone

**ourDesktopPhone**

MAC Address \*

Time Zone

Europe/Zurich

The customized anDesktop name is displayed as phone selection option.

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# 6 ENABLE FEATURE ANDESKTOP ON ORGANIZATION UNIT LEVEL

# ENABLE ANDESKTOP INTERWORKING WITH ANSWITCH V7

- ▶ anDesktop communicates via the CTI interface with the CallControl of the anSwitch V7.
- ▶ Usually, the access to the CTI interface is already configured by Aarenet system engineers during the system provisioning on OrgUnit level System.
- ▶ If a customer needs/wants a different URL then this can be configured on the desired OrgUnit level, e.g. tenant, PBX.
  - ☐ The customer must define a domain name that points to the IP address of the anSwitch V7.  
Example:  
[provider.com](#), [pbx-a.customer.com](#)

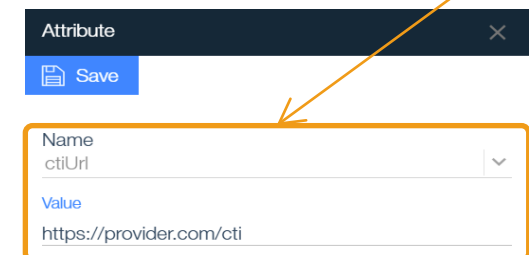
- ▶ An operator can configure the domain name in the URL of the OrgUnit attribute "ctiUrl".

OrgUnit Attribute	Value	Remark / Example
ctiUrl	https://DOMAIN_NAME/ <b>cti</b>	The domain name is usually the same as for OU portalUrl. Example URL: <a href="https://provider.com/cti">https://provider.com/cti</a>

- ▶ As Operator configure the CTI URL in the desired OrgUnit:

- > Click menu: Operations
  - > Click sub-menu: Organization Units
  - > Select the desired OrgUnit

- > Add and configure the attribute: ctiUrl



The screenshot shows a dialog box titled 'Attribute' with a close button (X) in the top right corner. Below the title bar is a blue 'Save' button. The main content area has a 'Name' field with a dropdown menu showing 'ctiUrl'. Below that is a 'Value' field containing the text 'https://provider.com/cti'. An orange arrow points from the 'Add and configure the attribute: ctiUrl' step in the list above to the 'ctiUrl' dropdown in the dialog.



## ENABLE AND NAME ANDESKTOP ON ORGANIZATION UNIT LEVEL

- ▶ In order that anDesktop can be selected as phone type during the phone setup it must be enabled on OrgUnit level.
- ▶ Usually, anDesktop is already enabled by Aarenet system engineers during the system provisioning on OrgUnit level System.

OrgUnit Attribute	Value	Remark / Example
anDesktopName	anDesktop	

- ▶ If a customer has an own anDesktop customization, then the anDesktop name must be adapted on the OrgUnit level of the customer, see section "[anDesktop Layout Customization](#)".

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# 7 ANDESKTOP ANSWITCH V7 SYSTEM CONFIGURATION

## DOWNLOAD REPOSITORY FOR ANDESKTOP INSTALLER

- ▶ On all server/host where the Portal component is installed a centralized anDesktop installer repository must be present.
  - ▶ In the anDesktop installer repository must be ready for download:
    - ▶ All installer types for MS Windows, macOS
    - ▶ Standard Aarenet anDesktop installer
    - ▶ Customized anDesktop installer
- ▶ Directory of anDesktop installer repository:
  - ▶ `/etc/aareswitch/ctiserver/app/update/`
- ▶ Get the newest anDesktop installers from Aarenet R&D. and copy them into anDesktop installer repository.

### Note

The anDesktop installer repository is not automatically updated when a new anDesktop version is available from Aarenet R&D. New anDesktop versions must be distrusted manually to the anSwitch V7 anDesktop installer repositories.

## INTERCONNECT THE CTI SERVER WITH CALL CONTROL

- ▶ The CTI server needs to know which SIP Endpoint to use for communication with the Call Control.
  - ▶ Use a SIP Endpoint with:
    - ▶ Public IP, IP port 5060, UDP protocol  
(Usually this is the default SIP Endpoint)

### 1. Configure system.yaml on all server/hosts

```
[root]# vi /etc/aareswitch/system.yaml
```

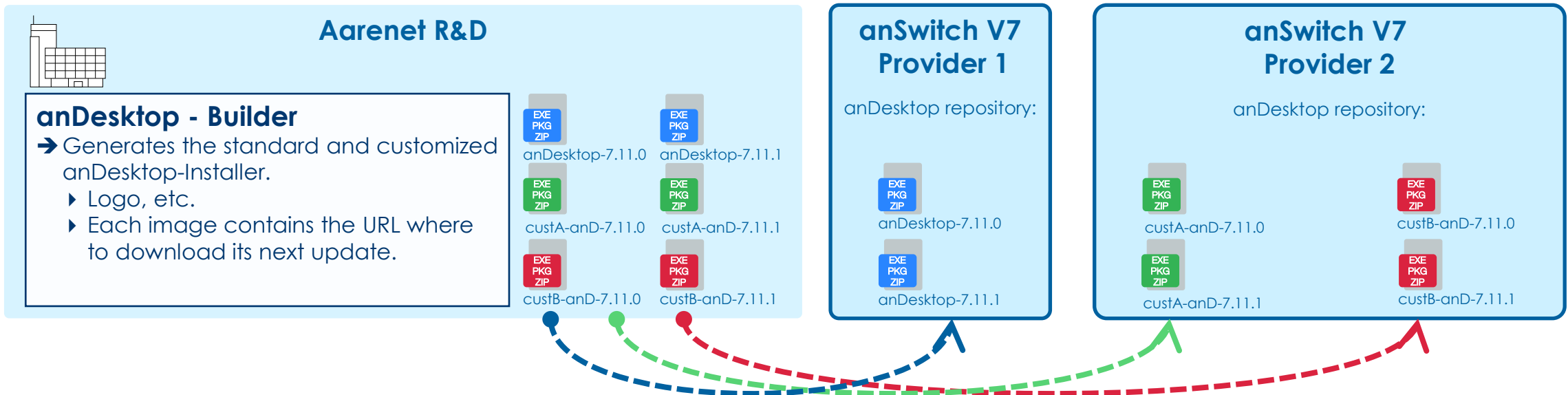
- ▶ Configure in section "components" the name of the specific CTI SIP Endpoint to use, e.g. "Local UDP 6064 CTI"

```
1 components:
2
3   # CTI SIP Endpoint for Webphone
4   cs*:
5     peerSipEndpoint: "Local UDP 6064 CTI"
```

### 2. Restart all server/hosts.

# PREPARE DISTRIBUTION AND UPDATE OF ANDESKTOP

- ▶ For anDesktop installation and update a Aarenet system engineer must **upload all 3 files types EXE, PKG and ZIP** from the R&D anDesktop releases to the anSwitch V7 anDesktop repository.  
anDesktop repository location:  
`/etc/aareswitch/ctiserver/app/update`
- ▶ All customized anDesktop instances are located in the same repository of an anSwitch V7.



# CREATION OF THE DOWNLOAD URL IN THE EMAIL

- ▶ The download URI for the anDesktop application is built for:

- ▶ MS Windows

`ctiUrl/app/update/anDesktopName-VERSION.exe`

- ▶ Mac OS

`ctiUrl/app/update/anDesktopName-VERSION.pkg`

`ctiUrl/app/update/anDesktopName-VERSION.zip`

Value of OrgUnit attribute: ctiURL

See page:

"Enable anDesktop Interworking with anSwitch V7"

Attribute

Save

Name  
ctiUrl

Value  
https://provider.com/cti

Value of OrgUnit attribute: anDesktopName

See pages:

"Enable and Name anDesktop on Organization Unit Level"

"Enable a Customized anDesktop"

Attribute

Save

Name  
anDesktopName

Value  
ourPhone

VERSION:

▶ For the installation, the newest or highest available version is used:

- ▶ Version: latest
- ▶ Version, e.g.: 7.14.2

For updates, the highest available version is used:

- ▶ Version, e.g.: 7.14.2

- ▶ Examples:

## anSwitch V7 Provider 1

Download URL:

`https://DOWNLOAD_URL_PROV1/cti/app/update/anDesktop-*`



anDesktop-7.14.0.\*



anDesktop-7.14.1.\*



anDesktop-latest.\*

## anSwitch V7 Provider 2

Download URL:

`https://DOWNLOAD_URL_PROV1/cti/app/update/custA-anD-*`



custA-anD-7.11.0.\*



custA-anD-7.11.1.\*



custA-anD-latest.\*



# LAST PAGE

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Date	Doc-ID	Description	Changes
19.9.2023	training_as7_805_andesktop_e09	V.7.13: New feature presence, groups, favorites	Overdone chapter 1
12.2.2024	training_as7_805_andesktop_e10	V.7.14: anDesktop plugin in MS Outlook	Page 10, 30 New chapter 3 Overdone chapter 7