



# Communications Plug-in 3.0.1 for Mac

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# Communications Plug-in 3.0.1 for Mac

The communications plug-in enables the use of EasyCall Voice Services with Citrix Receiver.

## What's New

The communications plug-in 3.0.1 for Mac enables the use of EasyCall Voice Services with Citrix Receiver 1.2. Administrators can now use Citrix Receiver 1.2 to deploy the communications plug-in 3.0.1 for Mac to users.

For details on the new features in communications plug-in 3.0 for Mac, see [New Features in this Release](#)

## In This Section

Under this node, you will find the following resources for the communications plug-in for Mac:

<a href="#">ReadMe for Communications Plug-in 3.0.1 for Mac</a>	Get information about known issues
<a href="#">Communications Plug-in for Mac Overview</a>	Review conceptual information about the communications plug-in
<a href="#">System Requirements and Compatibility</a>	Learn the operating system and browser requirements for using the plug-in, making calls, and joining a conference call
<a href="#">New Features in this Release</a>	Read about the new features in this release
<a href="#">Communications Plug-in Delivery and Upgrades</a>	Read about the deployment and upgrade options

Refer to the help available from the EasyCall Help menu for information about configuring and using the plug-in.

Can't find what you're looking for? For a complete list of links to all product documentation in the Knowledge Center, go to <http://support.citrix.com/productdocs/>

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# ReadMe for Communications Plug-in 3.0.1 for Mac

## Contents

- About this Upgrade
- Finding Documentation
- Getting Support
- Upgrading to Release 3.0.1
- Known Issues
- Issues Fixed in this Release

## About this Upgrade

The communications plug-in 3.0.1 for Mac enables the use of EasyCall Voice Services with Citrix Receiver 1.2. Administrators can use Citrix Receiver 1.2 to deploy the communications plug-in 3.0.1 for Mac to users.

## Finding Documentation

To access complete and up-to-date product information, go to Citrix eDocs located at <http://support.citrix.com/proddocs/index.jsp> and expand **Receiver and Plug-ins > Communications Plug-in**.

To view the communications plug-in (EasyCall) online help, choose **Help > Citrix EasyCall Help**.

## Getting Support

Contact your supplier for first-line support. Citrix offers online technical support services on the Citrix Support Web site at <http://support.citrix.com/product/cg/>. The EasyCall Support page includes links to downloads, the Citrix Knowledge Center, Citrix Consulting Services, and other useful support pages. You can also purchase Citrix EasyCall Preferred Support.

Our support forum (<http://forums.citrix.com/category.jspa?categoryID=43>) also is a good source of information.

## Upgrading to Release 3.0.1

Users who do not automatically obtain the communications plug-in for Mac from Citrix Receiver must use the following steps to upgrade the plug-in to Release 3.0.1:

1. If you do not have the upgrade file and do not know the hostname for your EasyCall Gateway, go to the EasyCall menu, choose **Preferences**, and then click **Login Settings**.
2. Locate the file Citrix EasyCall.app on your Mac, move it to the trash, and then empty the trash. If EasyCall is in your dock, remove the EasyCall icon from it. The upgrade will fail if you do not perform this step.
3. Download the EasyCall installer package (Install\_Citrix\_EasyCall.dmg) from your EasyCall Gateway at <https://easycall/Hostname/download>.
4. Run the installer (Install Citrix EasyCall.pkg) by double clicking it. Follow the onscreen instructions.

The communications plug-in will install in /Applications/Citrix/EasyCall.app. When you start the new version, it uses your existing preferences.

If you want to keep the communications plug-in in the dock, right-click on its icon in the Dock, and select **Keep in Dock** from the contextual menu that appears.

## Known Issues

### **XenApp publishing requirement**

Published EasyCall cannot be accessed on a Macintosh computer using non-seamless sessions. [6774]

### **Calendar filename includes non-ascii characters (Safari 4.0 browser)**

When using the Safari 4.0 browser only, after you create a conference and click Add to Calendar, the name of the resulting calendar file (.ics) includes non-ascii characters. [7382]

### **When using Spaces, an open Directory window does not move with the EasyCall application**

When using Spaces, it can be difficult to locate the Directory window because it does not move with the EasyCall application. If you cannot locate the Directory window after changing Spaces, reopen the Directory in the new Space. [7423]

### **Popups for URLs in Microsoft Word 7 are dismissed very quickly when EasyCall is running**

When you mouse over a URL link in a Word 7 document (or Outlook email), the popup that shows the URL appears for less than a second if EasyCall is running. To work around this issue, you can suspend recognition until you have had the chance to view the URL popup. [6430]

### **Can't join conference if you answer your phone before first ring ends**

After you click a link to join a conference call, answering your phone before the first ring ends can prevent you from joining the conference. If the line is silent after you answer the call, hang up and try to join the conference again, allowing the first ring to complete before you answer. [6363]

#### **Some special characters are not supported in conference names**

If the name of a conference includes any of the characters apostrophe ('), pound sign (#), percent sign (%), or ampersand (&), the email that is automatically generated is blank. [7027]

#### **Pressing Back after creating and starting a conference creates a duplicate conference**

When using the Firefox or Safari browser, if you create a conference, click the Start button, and then press the Back button on the browser, the browser gives you the choice to resend or cancel. If you click Resend, a duplicate conference is created. [7142]

#### **Commas and extended characters are not supported in location names**

Although it is possible to create a location name that includes a comma, the comma acts as a delimiter when you add the name to Call Forwarding. As a result, the single location is shown as two separate locations in the Call Forwarding location list. [7388]

After you create a location name that includes extended characters, no locations display in EasyCall after you exit and restart it. To see the locations again, remove the location with extended characters in its name. [7484]

## **Issues Fixed in this Release**

The following issues were fixed since the last release.

- Communications plug-in is not installed in the correct folder (Application/Citrix) [7514]
- Scroll bar hides the directory search results [7519]
- Phone bar hides behind the list of recent calls [7525]
- Pressing Enter inserts character into password field of authentication dialogs [7558]
- When Remember Me option is enabled and a user restarts EasyCall, the password field contains incorrect characters [7564]
- When Remember Me option is disabled, EasyCall will not connect to the server [7569]
- Directory search continues after user closes the Directory Search bar [7570]
- The Suspend Recognition command remains enabled when EasyCall is not connected to the server [7585]

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# Communications Plug-in for Mac

## Overview

The communications plug-in enables the use of EasyCall Voice Services with Citrix Receiver. Use the award-winning EasyCall to:

- Call any phone number displayed in published, streamed, or installed Macintosh applications without dialing the number. Simply hover the mouse pointer over telephone numbers in application windows and then click a button to start the call from any telephone (office, mobile, home, and so on).
- Save money on business calls when you are working remotely. You no longer need to make business calls on your home phone or international calls on your mobile phone. You do not have to set up a soft phone. Just type a phone number in the phone bar to make a call.
- Have calls to your corporate extension forwarded to any phone so you don't miss calls.
- Look up a previously called number and redial the number from a list of Recent Calls.
- Look up and call contacts from the directory search bar.
- Create and join conference calls that you can access by clicking a link in an email or dialing a number when you don't have web access.

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# System Requirements and Compatibility

Citrix communications plug-in 3.0 for Macintosh runs on the following operating systems:

- Macintosh OS X Snow Leopard (10.6)
- Macintosh OS X Leopard (10.5)

One of the following browser versions is required to use the communications plug-in:

- Safari 3.1 or higher
- Firefox 2.0 or 3.0

To make calls with the communications plug-in, your computer must:

- Have an Internet connection
- Run Macintosh OSX 10.6 or 10.5
- Be able to communicate with the EasyCall Gateway

The communications plug-in conferencing feature is supported for the following devices:

- iPhones running Safari 3.1 and higher (for OS 2.0)
- Macintosh computers with Safari 3.1 or higher, Firefox 2.0 or 3.0
- Blackberry 4.2.x
- SmartPhones and PDAs running Internet Explorer Mobile
- Windows computers with Internet Explorer 6.0 or 7.0, FireFox 2.0 or 3.0



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# New Features in this Release

## Release 3.0.1

The communication plug-in 3.0.1 for Mac supports delivery via Citrix Receiver 1.2 and has several bug fixes to improve operation.

## Release 3.0

For Macintosh users:

- **Support for call redirection from your company extension to multiple phones.** You can now use EasyCall to receive calls on any phone when away from your office. Simply choose **Manage Call Forwarding** from the EasyCall menu, indicate whether you want calls redirected, and add the phone numbers you want tried if you do not answer your office extension. You can even specify the order in which your other numbers should be dialed. If you do not answer any of the phones, the call is directed to your company voice mail. (Available on selected telephone systems.)
- **Expanded User Portal.** You can now manage your locations and Call Forwarding settings from the User Portal. To access the User Portal, choose a conference command or **Manage Call Forwarding** from the EasyCall menu. Alternatively, you can access the User Portal directly through the URL <https://EasyCallServer/userPortal>. To look up the *EasyCallServer*, click **Preferences > Login Settings**.
- **More ways to add to your contacts list.** You can now right-click a phone number in the Recent Calls list or the Directory search results list to add it to your contacts list.
- **More ways to dial numbers when phone number recognition is suspended.** You can now double-click or right-click a phone number in the Recent Calls list or the Directory search results list to dial it even when you have suspended phone number recognition.
- **Now available for Mac OS X Snow Leopard.** You can run EasyCall from Mac OS X Snow Leopard (10.6) in addition to release 10.5.

For EasyCall Conferencing users:

- **Improved support for initiating EasyCall conferences on small-screen devices.** You can now create EasyCall conferences even if you are using a small-screen device. The new EasyCall user portal, which appears when you choose the Create Conference command from the EasyCall menu, also enables you to manage locations and your Call Forwarding settings. You can also access the user portal directly through the URL (<https://EasyCallServer/userPortal>). To look up the *EasyCallServer*, click **Preferences > Login Settings**.
- **Alternate dial-in access to EasyCall conferences.** Conference participants can now join an EasyCall conference even when they do not have Internet access. The email invitation created by EasyCall includes the phone number and access code needed to join the call.

## New Features in this Release

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- **Ability to add a conference to your Calendar.** When you create a conference, you can now add the conference to your Outlook Calendar. When you do, the body of the appointment email message contains automatically generated text containing the conference link and dial-in number.

For your Web site users:

- **A better way for customers to call you.** Your company web site can now include phone number links that use EasyCall to handle the call instead of costly toll-free services. This money-saving feature, referred to as Net Call, is set up by your administrator.

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# Communications Plug-in Delivery and Upgrades

## Delivery

The communications plug-in delivery options are as follows:

- You can configure the Citrix Merchandising Server to install and manage the Citrix communications plug-in through Citrix Receiver. Citrix Receiver simplifies application delivery by eliminating the need to repeatedly install and update the Citrix communications plug-in on client devices. Instead of installing the Citrix communications plug-in on the client device, the end user installs Citrix Receiver, which then transparently installs and updates the Citrix communications plug-in as scheduled by the administrator. For information about configuring Merchandising Server, expand **Receiver and Plug-ins > Merchandising Server**.
- You can deploy the Citrix communications plug-in through the Citrix offline plug-in (XenApp streaming) and Citrix online plug-in (XenApp publishing). For details, see [Delivering EasyCall to End Users](#).
- Users can manually install the Citrix communications plug-in by going to the Citrix EasyCall download page at <https://EasyCallServer/download> to obtain the installer. Administrators must provide users with the *EasyCallServer* host name.

After downloading the installer, use the Mac package installer to install the plug-in. (To uninstall the plug-in, the uninstaller is in the `/Library/Application Support/Citrix` folder.)

**Note:** When the communications plug-in is installed (through any method), it automatically uninstalls older versions.

## Upgrades

If Citrix Receiver, the Citrix offline plug-in, or the Citrix online plug-in is used to deploy the Citrix communications plug-in, Citrix Receiver users do not have to do anything to receive upgrades to the communications plug-in. However, users must quit the older communication plug-in for an upgrade to take effect.

Users who install the communications plug-in by using the Citrix EasyCall download page must go to the EasyCall Server download page to obtain the latest version.