



Communications Plug-in 3.0.1 for Windows

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Communications Plug-in 3.0.1 for Windows

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 Windows includes several bug fixes that improve operation. For details, refer to the [Readme for Communications Plug-in 3.0.1 for Windows](#).

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

In This Section

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

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

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

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

Readme for Communications Plug-in 3.0.1 for Windows

Contents

- [Finding Documentation](#)
- [Getting Support](#)
- [Upgrading to Release 3.0.1](#)
- [Known Issues](#)
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Finding Documentation

To access complete and up-to-date product information, go to Citrix [eDocs](#) and expand **Receiver and Plug-ins > Communications Plug-in**.

To view the communications plug-in (EasyCall) online help, right-click the EasyCall icon in the notification tray and click **Help**.

Getting Support

Contact your supplier for first-line support. Citrix offers online technical support services on the [Citrix Support Web site](#). 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](#) also is a good source of information.

Upgrading to Release 3.0.1

Users who do not automatically obtain the communications plug-in from Citrix Receiver can use the following steps to upgrade the plug-in:

1. If you do not have the upgrade file and do not know the hostname for your EasyCall Gateway, choose **Edit Settings** from the EasyCall menu.

2. Download the EasyCall installer package (setup.exe) from your EasyCall Gateway at <https://easycall/Hostname/download>.
3. Run the installer (setup.exe) by double clicking it. Follow the onscreen instructions.

When you start the new version, it uses your existing preferences.

Known Issues

Phone bar display issue when EasyCall is published via Citrix XenApp

When EasyCall is published via Citrix XenApp, the phone bar does not disappear until after you move the cursor over a XenApp window. [5737]

EasyCall does not run under Windows 7 on a Citrix XenServer virtual machine

When EasyCall is delivered via Citrix XenServer on Windows 7, the client does not start. [7376]

On Windows 7, the Spanish version of EasyCall displays the EasyCall menu in English

The Spanish version of EasyCall has an incorrectly named dll that causes the EasyCall menu to display in English under Windows 7. To work around this issue, go to Program Files\Citrix\EasyCall and rename EasyCallESP.dll to EasyCallESN.dll. [7117]

Display error when EasyCall is viewed at 144 dpi

When EasyCall is viewed at 144 dpi, the right side of the Save Profiles button in the Profiles window is truncated. [5884]

Microsoft hotfix needed to resolve window layering issue

In Windows XP Service Packs 2 and 3 and Windows Server 2003, overlapping layered windows are not displayed in the correct order. A hotfix released by Microsoft resolves this issue. The hotfix and more information about this issue is available from <http://support.microsoft.com/kb/943326/en-us>. [6029]

Number recognition issues in Outlook

When you hover over the Outlook 2003 window, EasyCall might interpret dates formatted as mm/dd/yyyy as phone numbers. EasyCall correctly interprets the date/time format mm/dd/yyyy hh:mm:ss. [5820]

Conversion issue for phone numbers using UNICODE full-width characters

When an EasyCall user mouses over a phone number that uses UNICODE full-width characters, letters preceding the phone number (such as EXT) or as a part of the number can result in an incorrectly interpreted phone number. [5936]

Some numbers containing alphabetic characters are not recognized as phone numbers

Phone numbers in the form of 1-NNN-AAAAA-N, where N is a digit and A is an alphabetic character are not recognized as phone numbers. [5866]

Phone numbers that are in the form of (NNN)NNN-AAAA, where N is a digit and A is an alphabetic character are not recognized as phone numbers or are incorrectly interpreted. [7443]

IP addresses that begin with 10 are incorrectly recognized as phone numbers

When you hover over an IP address that begins with 10, the phone bar appears because EasyCall is interpreting the number as a phone number. [7477]

Extended characters in contact names do not display correctly in Directory window

Extended characters in contact names appear as garbled characters in the Directory window. [7401]

Might need to double-click dial button

After you hover over a phone number, if you move the mouse very slowly toward the phonebar, you might need to double-click the phone button to make a call. [6147]

User can search the directory even when no directory source is available

If an EasyCall user does not have a connection to an EasyCall Gateway and there are no Outlook Contacts available, the user is able to attempt a directory search. [6481]

Directory does not search contacts from streamed Outlook

When Outlook is streamed, EasyCall Directory searches do not include the streamed contacts. [6162]

Style sheet warnings appear when using Firefox to view the User Portal

Some styles specific to Internet Explorer are defined in the User Portal style sheet. As a result several style sheet warnings appear when you use Firefox to view the User Portal. [7431]

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]

Setup.exe cannot be used to repair some installations

For a communications plug-in installed on the English language version of Windows 7 (64-bit) or Windows Vista (86-bit with .NET framework SP1) only: You cannot use Setup.exe to repair the installation. The InstallShield Wizard will fail with an error about MDAC 2.7. To resolve this issue for Windows Vista, upgrade to the .NET framework to SP2. [7622]

Issues Fixed in this Release

The following issues were fixed since the last release.

- Download page does not work in Windows Vista if UAC is enabled [5817]
- Locations window sometimes opens with no content [7506]
- Mouse sometimes get stuck when editing in Office applications [7507, 7510]
- Suspend Recognition command does not stop recognition [7515]
- Under Windows 7 with dual monitors, phone number recognition stops after about one hour [7516]
- Directory search does not work on first attempt after starting the plug-in [7527]
- EasyCall hangs when changing locations to call numbers from Microsoft Office applications [7535]
- On Windows 7 x86, you cannot select the last location in the list accessed from the phonebar [7537]
- EasyCall will not start if installed on Windows XP x86 [7538]
- Memory consumption is high when EasyCall is running under Windows 7 [7546]
- The "Remember me on this computer" option does not remember the password [7547]
- Upgrade option is not enabled when an upgrade is available [7548]
- The Manage Locations window does not always display on top [7554]

Communications Plug-in for Windows

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 Windows 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.

System Requirements and Compatibility

Citrix communications plug-in 3.0/3.1 for Windows runs on the following operating systems:

- Windows 7 32- and 64-bit
- Windows Vista 32- and 64-bit SP2
- Windows XP Professional 32- and 64-bit SP3
- Windows 2003 Server 32- and 64-bit SP2
- Windows 2008 Server 32- and 64-bit SP2

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

- Internet Explorer 7.x or 8.x
- Firefox version 2.x and later

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

- Have an Internet connection
- Run Windows 7, XP, Vista, or 2003/2008 Server
- Be able to communicate with the EasyCall Gateway

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

- Windows computers with Internet Explorer 6.0 or 7.0, FireFox 2.0 or 3.0
- 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

New Features in this Release

Release 3.1

The communication plug-in 3.1 for Windows has several bug fixes to improve operation on Windows 7 and to improve accessibility.

Release 3.0.1

The communication plug-in 3.0.1 for Windows has several bug fixes to improve operation.

Release 3.0

For Windows 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>. To look up the *EasyCallServer*, click **Preferences > Login Settings**.
- **Now available for Windows 7.** You can run EasyCall from Windows 7 in addition to Windows XP and Vista.

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>). 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.
- **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.

Communications Plug-in Delivery and Upgrades

Delivery

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 also 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 using the Citrix EasyCall download page at <https://EasyCallServer/download>. To look up the *EasyCallServer*, users can choose **Edit Settings** from the EasyCall menu. Note that users who have disabled JVM or the execution of embedded code can download the installer but cannot run it from the download page. The EasyCall Gateway host name will not be automatically pre-populated.

Note: When the communications plug-in is installed (through any method), it automatically uninstalls older versions. Windows Vista users with UAC enabled will be prompted to exit the plug-in during the installation.

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 install the latest version.