



The Softphone window

Numbered items on the screenshot match the legend below. Page 2 walks through every common task step-by-step.

MAC · QUICK START

KEY LEGEND

- | | |
|--|---|
| <ol style="list-style-type: none"> 1 Presence Status
Shows your status; click to change it 2 Outgoing Account
Shows the current account; click to switch 3 Audio Mode
Switch between headset & speakerphone 4 Voicemail
Click to dial voicemail 5 Call Options
Extra options such as Private Caller ID 6 Volume Controls
Adjust the volume 7 Caller ID Bar
Shows current call; type a name or number to call | <ol style="list-style-type: none"> 8 Keypad
Dial numbers (your keyboard also works) 9 Keypad Tab
Displays the keypad 10 Contacts Tab
Displays your contact list 11 Favourites Tab
Displays your favourite contacts 12 Recent Calls
Displays recent call history |
|--|---|

A MAKE A CALL

Dial a number

1. Type the number in the **Caller ID Bar**.
2. Click the **Call** button (it auto-dials after a couple of seconds).

From a list

- **Recent Calls** tab — click the number to redial.
- **Contacts** tab — click a contact, then click the number to dial.

E VOICEMAIL

1. Dial **777** or click the **Voicemail** button.
2. When prompted, enter your **PIN**.

Tip: a voicemail icon appears whenever you have new messages waiting.

B ANSWER A CALL

When a call comes in, a notification appears in the **bottom-right corner** of the screen.

- **Answer** — take the call.
- **Video** — answer with audio & video via your webcam.
- **Decline** — reject the call.

F CONFERENCE CALL

1. During a call, click the **Call Options** button.
2. Select **Invite to Conference Call**.
3. Type the name or extension of the person to add, then click **Add**.

C HOLD & RESUME

Place on hold

During an active call, click the **Pause** icon.

Resume

When ready to speak again, click the **Play** icon.

G ADD A CONTACT

1. Click the **Contacts** tab, then the **Add** button.
2. Type a display name (e.g. *John*).
3. Select a phone type, type the number, then click **Add**.

Tip: repeat to add multiple numbers to the same contact.

D TRANSFER A CALL

During an active call, click the **Transfer** icon, then type the contact name or extension.

Attended (announce first)

Click the dropdown and select **Call First**, announce the caller, then complete the transfer.

Blind (no announcement)

Click **Transfer Now**.