



## The Softphone window

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

WINDOWS · QUICK START

### KEY LEGEND

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>1 <b>Presence Status</b><br/>Shows your status; click to change it</li> <li>2 <b>Outgoing Account</b><br/>Shows the current account; click to switch</li> <li>3 <b>Audio Mode</b><br/>Switch between headset &amp; speakerphone</li> <li>4 <b>Voicemail</b><br/>Click to dial voicemail</li> <li>5 <b>Call Options</b><br/>Extra options such as Private Caller ID</li> <li>6 <b>Volume Controls</b><br/>Adjust the volume</li> <li>7 <b>Caller ID Bar</b><br/>Shows current call; type a name or number to call</li> </ul> | <ul style="list-style-type: none"> <li>8 <b>Keypad</b><br/>Dial numbers (your keyboard also works)</li> <li>9 <b>Keypad Tab</b><br/>Displays the keypad</li> <li>10 <b>Contacts Tab</b><br/>Displays your contact list</li> <li>11 <b>Favourites Tab</b><br/>Displays your favourite contacts</li> <li>12 <b>Notifications Tab</b><br/>Displays notifications</li> <li>13 <b>Recent Calls Tab</b><br/>Displays recent call history</li> </ul> |
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## 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**.