Desktop Softphone Quick User Guide

**Softphone must be used with a headset

Dialpad

Calling or Texting

To make a call, enter the number on the Dialpad and press the green **Call Button**. If your account is text enabled, you can send a text by entering the phone number you wish to text and pressing the **Text Button** to open a new message. Press the **Green Arrow** in the bottom right corner to send.

To add texting services, contact sales@televoips.com

Call Mode vs DTMF Dialpad

Call Mode

Call Mode is the default **Dialpad** enabled on the app. It is used any time you are entering a number to call or text.

DTMF (Dual-Tone Multi-Frequency)

The DTMF **Dialpad** is used to dial during an active call, such as selecting call menu options. This is the default during an active call (you will see the DTMF toggle is ON, indicated by the orange color below the Dialpad).

On a Call

Blind Transfer

When on an active call, press the **Blind** button. Dial the extension or phone number you wish to transfer the call to in the **Dialpad**. Press the **Call Button** on the **Dialpad** to complete the blind transfer.

Attended Transfer

When on an active call, press the **Attend** button. Dial the extension or phone number you wish to transfer the call to and press the **Call Button**. Announce the call and hit the **Transfer** button to send the call through.

3-Way Call

During an active call, press the **Add Call** button. Enter the second party's extension or number in the **Dialpad**, then press the **Call Button**. Press the **Merge Button** when the second party answers. All parties are now joined in the conference.

Voicemail Set Up

Dial into your voicemail box using *97 and enter your password using the DTMF Dialpad (default is your extension twice). Press 0 for mailbox options and follow the prompts to record your busy and unavailable messages as well as your name.

Checking Voicemail Messages

To check your voicemails, dial *97.

Settings

Do-Not-Disturb

To silence calls, alerts, and notifications, you can turn DND on or off by pressing the moon icon in the bottom left-hand corner of the screen. When enabled, the icon will be filled in and gold in color 🌙. Turn off by pressing again.

Sound

To edit sound settings, click the **Settings** gear in the bottom left corner. The sound tab will display what speaker and microphone is in use and can be changed in the drop-down menu.

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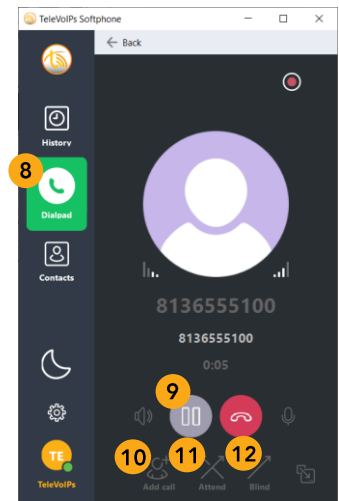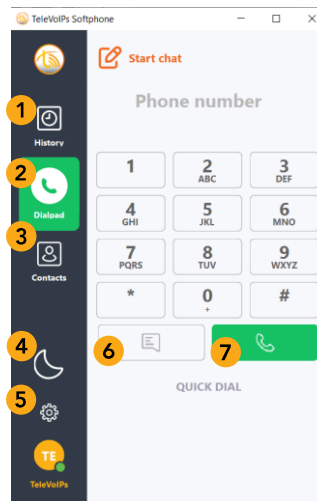
①	History	⑥	Text Button	
②	Dialpad	⑦	Call Button	
③	Contacts	⑧	DTMF Dialpad	
④	DND	⑨	Hold	
⑤	Settings	⑩	3-Way Call	

- ① History
- ② Dialpad
- ③ Contacts
- ④ DND
- ⑤ Settings
- ⑥ Text Button
- ⑦ Call Button
- ⑧ DTMF Dialpad
- ⑨ Hold
- ⑩ 3-Way Call
- ⑪ Attended Transfer
- ⑫ Blind Transfer

History

The **History** tab will display recent calls and text messages. Any notifications will also be displayed on this tab. To view the details of a call or text, click that number in the **History** tab.

Contacts

Work Contacts

Work Contacts in the **Contacts** tab includes all internal extensions.

Quick Dial

Quick Dials are favorite external numbers or internal extensions. Press the button on the **Contacts** tab to add one. Type the contact name in *Display Name*. Type the number or extension in *URI*. You can turn on on Presence (on-call/off-call) for extensions in your own phone network by pressing the button to the right of *Enable BLF*.

Office365

See page 2 to sync your Outlook contacts.

Create Park Keys

Following the **Quick Dial** instructions, use 71, 72, 73, etc. for the extensions and turn on *Enable BLF* (this shows if a parking spot is in use). You may park an active call by transferring it to one of these parking lot extensions.

Park

Park a Call

To park a call, follow the steps to **Blind Transfer**, but instead of dialing an extension, dial the parking lot you wish to send the call to (71, 72, 73, etc.) Then, hit the **Call Button** to park the call.

Answer a Parked Call

To pick up a parked call, dial the lot they are in (71, 72, 73, etc.) and press the **Call Button**.

It is recommended to create shortcuts for these parking spots using the **Quick Dial tab. These **Quick Dials** can be used to see what spot a call is parked in and either park or pick up a call.**

Contact us at: 813.655.5100, Option 2 or support@televoips.com

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Office 365 Contact Sync

Sign into your Office 365
Under the **Contacts** tab, click Office365. Click "Please sign in with your account". Click the "Sign in with Microsoft" button.

Follow the prompts to log into your Microsoft Office365 account.

***Please note if you do not know your credentials or have trouble logging in, you'll need to contact your Microsoft-licensed reseller or provider for assistance and support.*

At the end of the login process, select "Stay Signed In."

View Office 365 Contacts
Return to the Contacts tab and click any contact to access their Office365 information or place a call to them.

Contact us at: 813.655.5100, Option 2 or support@televoips.com