



# 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](mailto: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 answering an auto-attendant or selecting voicemail options. This **Dialpad** is not the default but can be selected by pressing the purple **Keypad Button** in the active call window.

## 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.

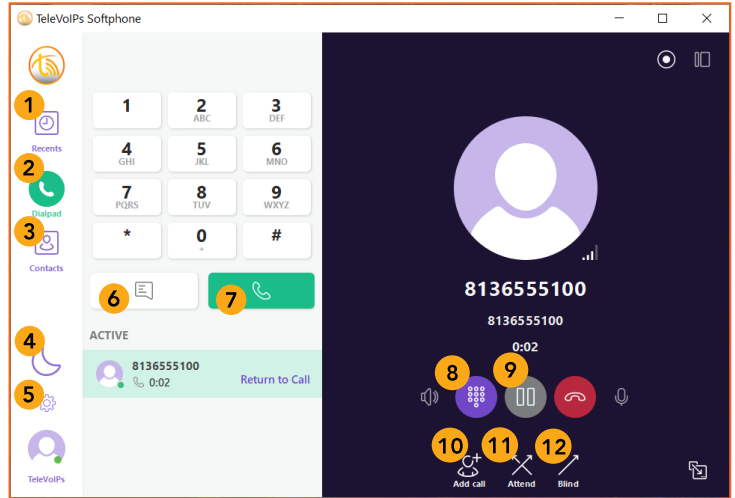
## Settings

### 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 have a purple circle around it.

### 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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## Recents

The **Recents** 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 **Recents** tab. You can also click on the icon to save the number as a contact in your softphone.

## Contacts

### Work Contacts

The **Work Contacts** section of 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*. When adding a **Quick Dial**, you can turn on the Presence (on-call/off-call) for extensions in your own phone network by pressing the button to the right of *Enable BLF*.

### Create Park Keys

Following the same steps above, for the extension numbers use 71, 72, 73, etc. 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.\*\*