

# Desktop Soft Phone - Quick Reference Guide

## Installation on a Desktop

1. The Desktop client is available at: <https://www.access4.com.au/applications/>
2. Download the install file and then follow the installation instructions.
3. At installation you can select Outlook integration for Communicator. This provides access to contacts and click to dial from Outlook – view this at <http://bit.ly/2i3slmh>
4. Start the Communicator application.
5. Use your Access4 credentials to log in

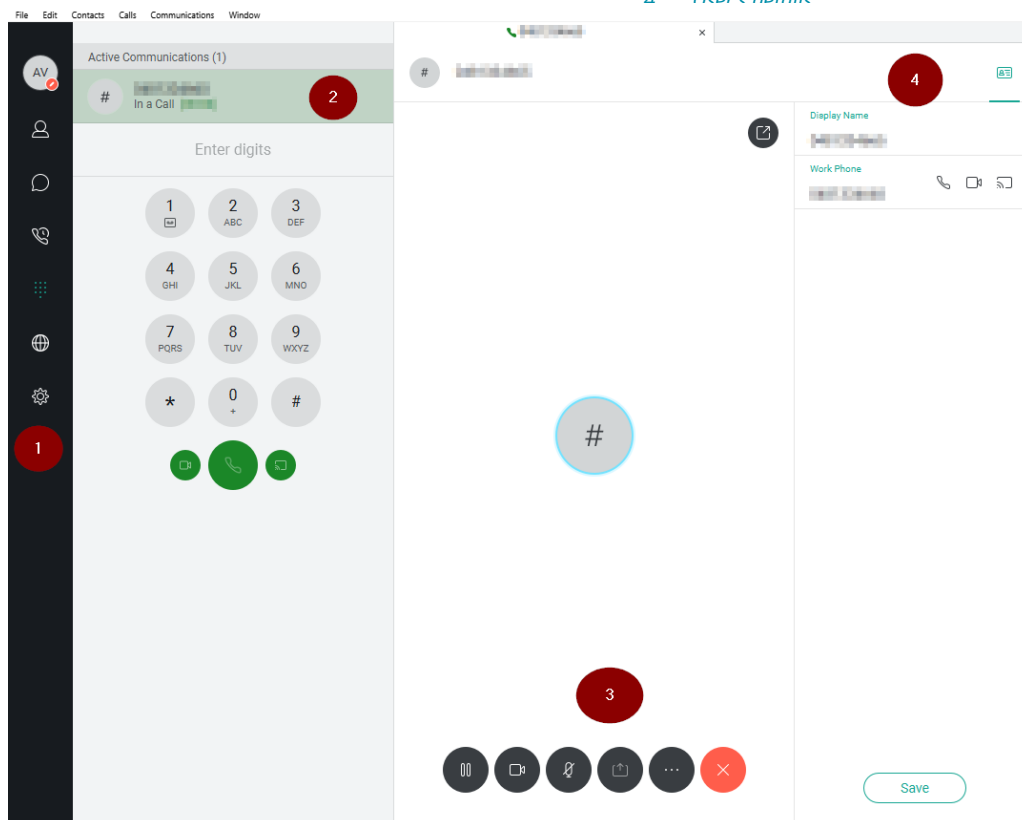
## Start and Sign In

If you have enabled automatic login (*Sign-in automatically*), then after the client starts, you automatically go to your *Contact List*. If you have not enabled automatic login, then click **OK** in the *Sign-in* window. The previously used username is automatically stored. The password can be automatically stored by your OS also.

*When you start the client for the first time, your contact list is empty. You can use the search field in directory to find people and then directly add them from the search results to populate your Contact List. You can also manually add contacts using the **Add Contact** button.*

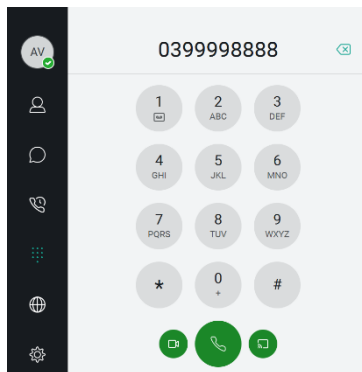
## User Interface Layout of the Desktop Client

1. Navigation bar
2. Dialpad and call options
3. Active Call options
4. User's details



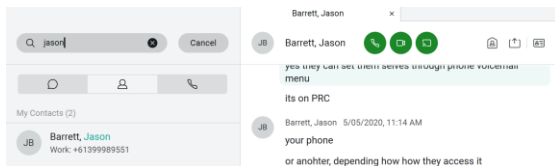
## New Call

1. Click Dial Pad Icon
2. Type or Click the numbers
3. Click handset or press enter to dial out using PC

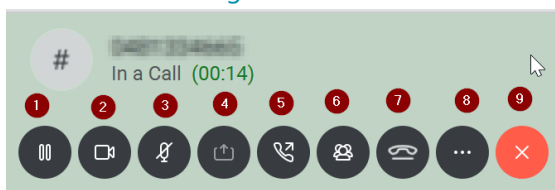


## New Call from Contact List or enterprise directory

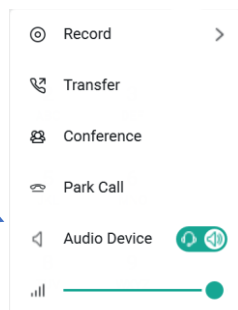
1. Click Contact Icon Or Globe
2. Search for contact
3. Double click contact to open action panel.
4. You can choose to make audio / Video call from here



## Active Call Handling



1. Hold
2. Start Video call
3. Mute your Mic
4. Share screen
5. Transfer call
6. Add people
7. Park call
8. More options
9. End call



## Transfer Call

1. Click Transfer icon
2. Enter number or name of contact
3. To blind transfer click transfer now
4. To introduce call click attended transfer,
5. Once answered complete transfer complete.

## Add People

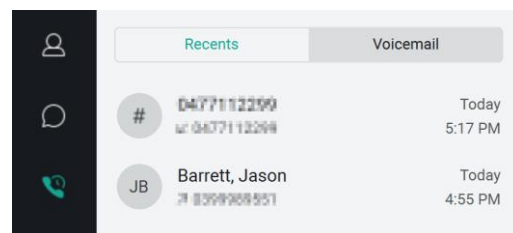
1. Click above displayed icon
2. Enter number or name of contact
3. Click Call
4. Click merge icon after call is established
5. Repeat for more people to join

## Park Call

1. Click Park icon
2. Enter extension number where you wish to park your call click Park
3. Audio Announcement will be played to confirm done

## Call History

1. Click Call History Icon
2. To Call contact double number
3. To Save number to contact right Add Contacts
4. Missed calls are highlighted in red



## Access Voicemail

1. Click Call History Icon
2. Choose Voicemail tab
3. Select voicemail you want to listen

