

















## LIST OF SYMBOLS

-  Chat
-  Call recording
-  Voice mail
-  Call log
-  Schedule
-  Add to queue
-  Remove from queue
-  Favorite
-  Send e-mail
-  Call
-  Transfer call
-  Transfer call waiting
-  Show sideboard
-  Change height of contact list
-  Create contact
-  Switch narrow/wide mode

## VOICE MAIL

Call from Sweden: 555  
Alternatively dial:  
+46 738852555

### 1: New Messages

- 3: Advanced options
- 5: Repeat
- 7: Delete
- 8: Forward to colleague
- 9: Save

### 2: Change folder

### 3: Advanced options

- \*: Main menu

### 0: Advanced options

- 1: Greeting message
- 2: Busy message
- 3: Name
- 4: Temporary message
- 5: Password
- \*: Main menu



# QUICK GUIDE


## Softphone




## MAKING AN EXTERNAL CALL

- Dial the desired number in "Call/search" box, then press Enter.


## MAKING AN INTERNAL CALL

- Dial the desired number in "Call/search" box, then press Enter.
- Alternatively click  right of the name in the list of users.


## CALL LAST NUMBER



- Click  right of the "Call/Search" box, then click the phonesymbol for the desired number.

## ANSWERING A PHONE CALL


- Click the green  or answer using a headset.

## TRANSFER A CALL



1. During an active call press  by the colleague/queue you wish to transfer to.
2. Choose direct transfer if you wish to transfer without notification.
3. Choose monitored transfer if you wish to notify your colleague. Wait for an answer

and then press  to complete the transfer. Alternatively press  to resume the original call.

## TRANSFER CALL WAITING

- During an active call, press  by the user you wish to transfer the call to.



## HOLD CALL

1. During and active call, press .
2. Press  to resume the call.

## HOLD CALL/TOGGLE SECOND CALL

1. Hold call according to "Hold Call".
2. Dial or answer call number 2. Toggle between the calls by pressing the tabs at the top of the call manager.


## LOG IN/OUT OF QUEUE

1. Press  of the desired queue to log out.
2. Press  to log back in .


## VIEW QUEUE STATUS

- Press the name of the queue. The information will be shown in the side bar.



## ADD ANOTHER USER TO A QUEUE

- Press the name of the queue.
- Hold the pointer above the user you wish to add.
- Press  next to the name.


## CHANGE PROFILE

1. Press the profile icon to the left, above the "Call/Search" box.
2. Choose a desired profile and confirm the time.
3. End a profile ahead of time. Press  to the right of the profile name.

## SCHEDULE PROFILE

1. Press  in the top right corner.
2. Press  and then choose profile, date and time for the profile and recurrence if needed.

## CHANGE PROFILE PICTURE



1. Press your own picture under users. This will bring up more information about yourself.
2. Press  under profile picture and choose a picture.

## OUTGOING CALLER ID

Press "Number" in the menu, choose which number you wish to show as your caller ID.

- Default setting is "According to profile".

## LISTEN TO VOICE MAIL

1. Press  in the menu in the top right corner.
2. Choose the message you wish to listen to and press .
3. Alternatively dial 555 [from Sweden] or +46 738852555.