

GUIDE — IP TELEPHONY

Communicator on your desktop

Your softphone: overview and user guide

Communicator turns your computer into a full business phone: calls, chat, conferences, voicemail and presence, all in a single application.

Key features

Voice calls

Make and receive calls right from the application: transfer, hold and call history included.

Instant messaging

Chat in real time with your colleagues, one-on-one or in group conversations.

Video conferencing

Host virtual meetings: invite participants, share your screen, collaborate from anywhere.

Integrated address book

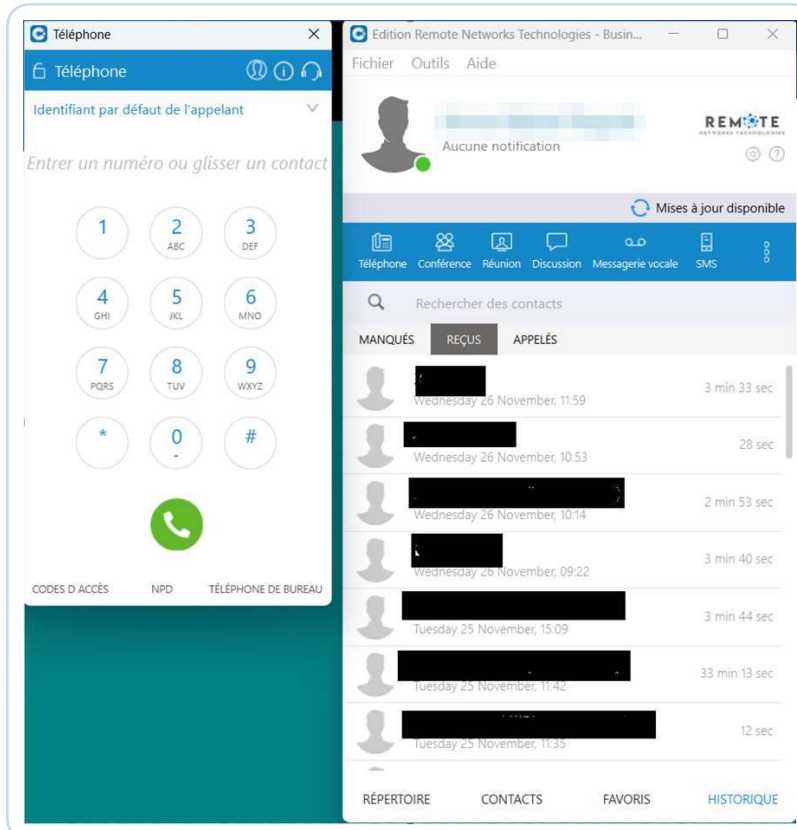
Search and call your business contacts directly from the application.

Presence status

Show your availability — Available, Busy, Away — to all your colleagues.

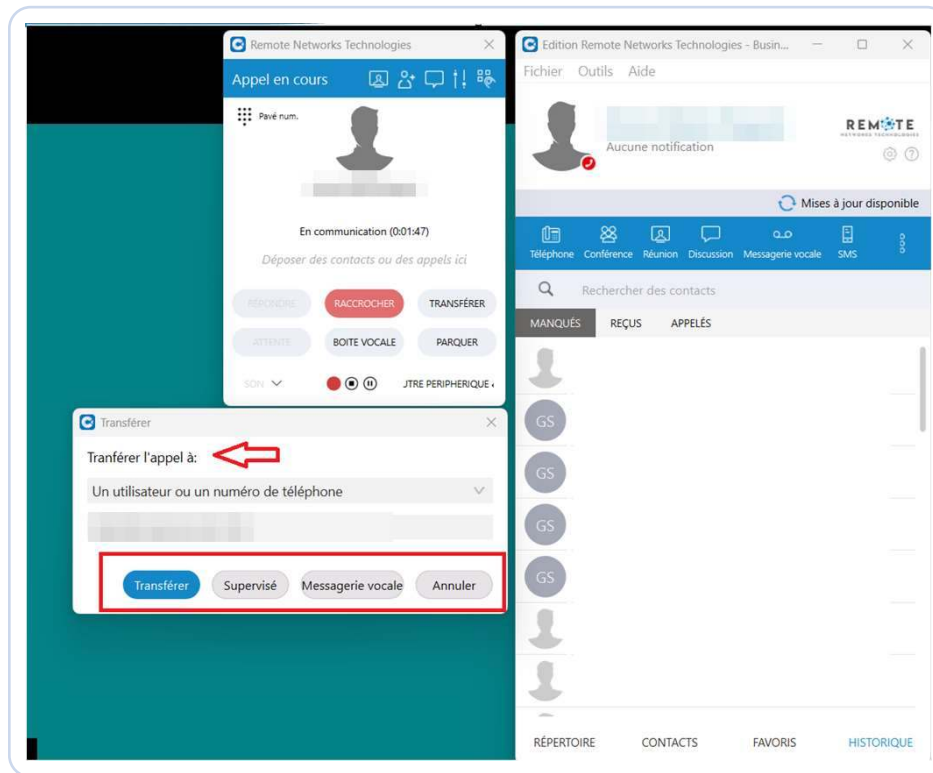
1 Making a call

- Open the call window by clicking the Phone button in the toolbar.
- Dial the number using the on-screen keypad or your keyboard.
- Click the (green) call button to place the call.



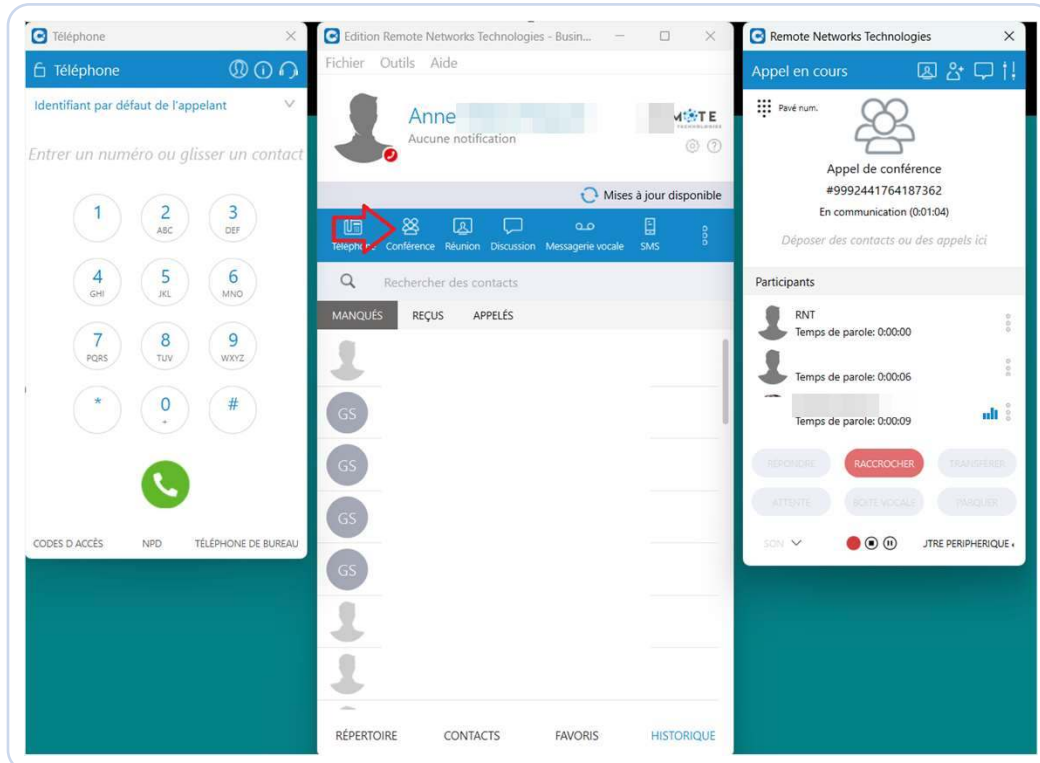
2 During a call — transfers

- Blind transfer: type the number and transfer the call directly to it.
- Transfer to another active call: with two or more active calls, transfer calls from one to the other.
- Drag-and-drop transfer: drop the active call onto the desired contact in your contact list.
- Transfer to a call park: positions 701, 702 or 703.



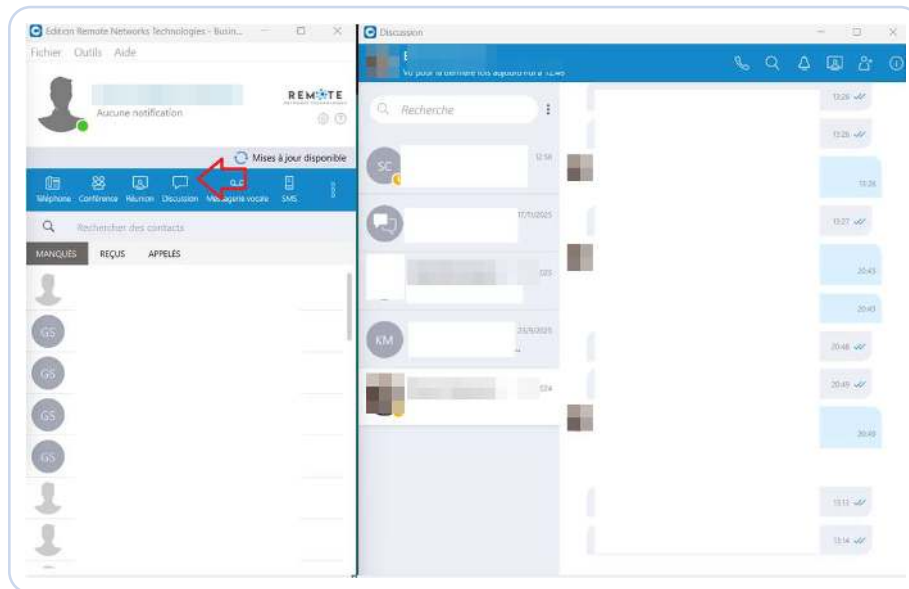
3 Conference

- The + sign lets you invite a contact using their landline or mobile number.
- Select a box to choose the conference room.
- Click Start to launch the voice conference, then Close to end it.



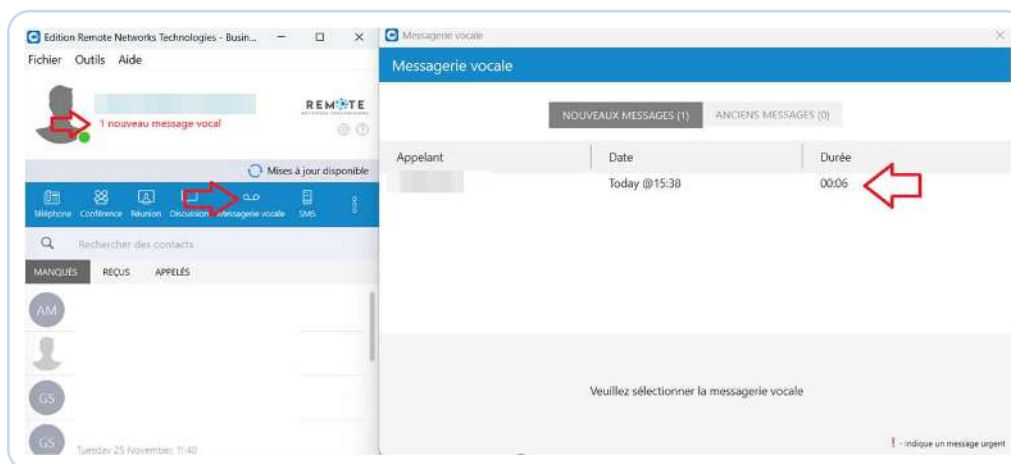
4 Chat

- The Chat icon gives you unified messaging across the desktop and mobile apps.
- One-on-one or group conversations with synchronized history: your messages follow you from one device to another.



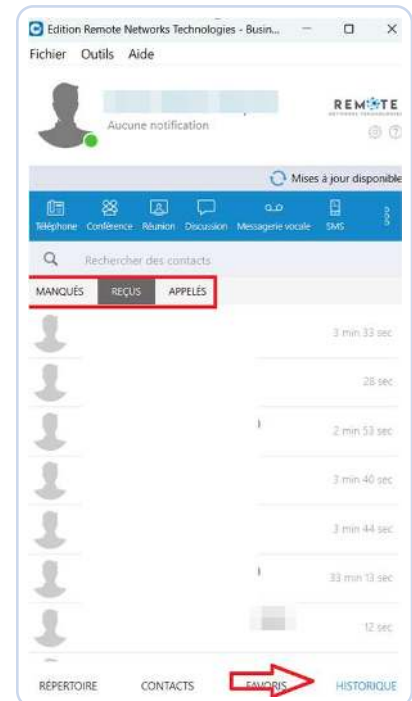
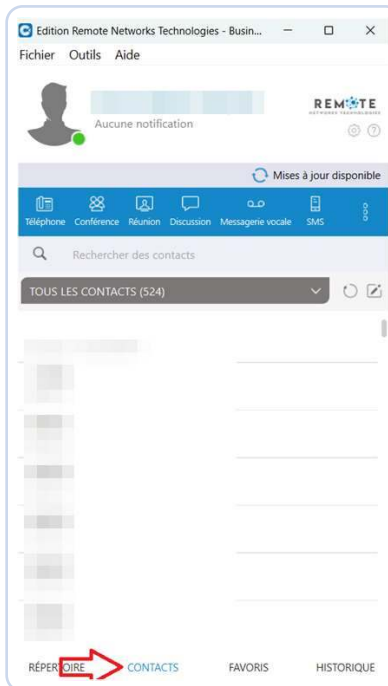
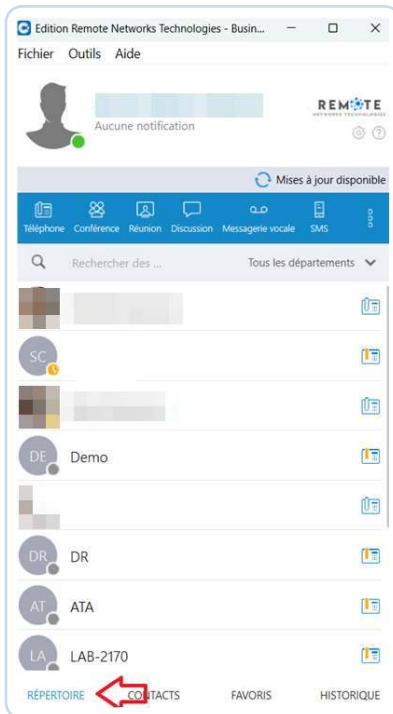
5 Voicemail

- The Voicemail icon lets you manage your voicemail interactively.
- Play, delete, move and download the messages you have received.
- Use the toolbar icons to: call back, move, save, play and delete.



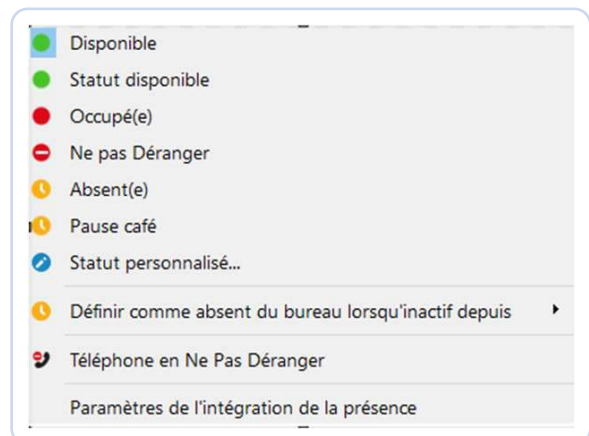
6 Directory, contacts and history

- The tabs at the bottom of the window give you access to your colleagues' directory (with their presence), all your contacts, your favourites and your history — missed, received and dialed calls.



7 Presence

- Communicator keeps your presence synchronized across all your devices.
- Click the status icon under your avatar to choose: Available, Busy, Do Not Disturb, Away, Coffee Break or a custom status.



Need help? Our team is here 24/7.

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