

Soft Phone - Quick Reference Guide

Installation on a Desktop

1. The Desktop client is available at: www.access4.com.au
2. Double-click on *Access4 Communicator* 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 Access4 Communicator application.
5. Use your Access4 credentials to log in

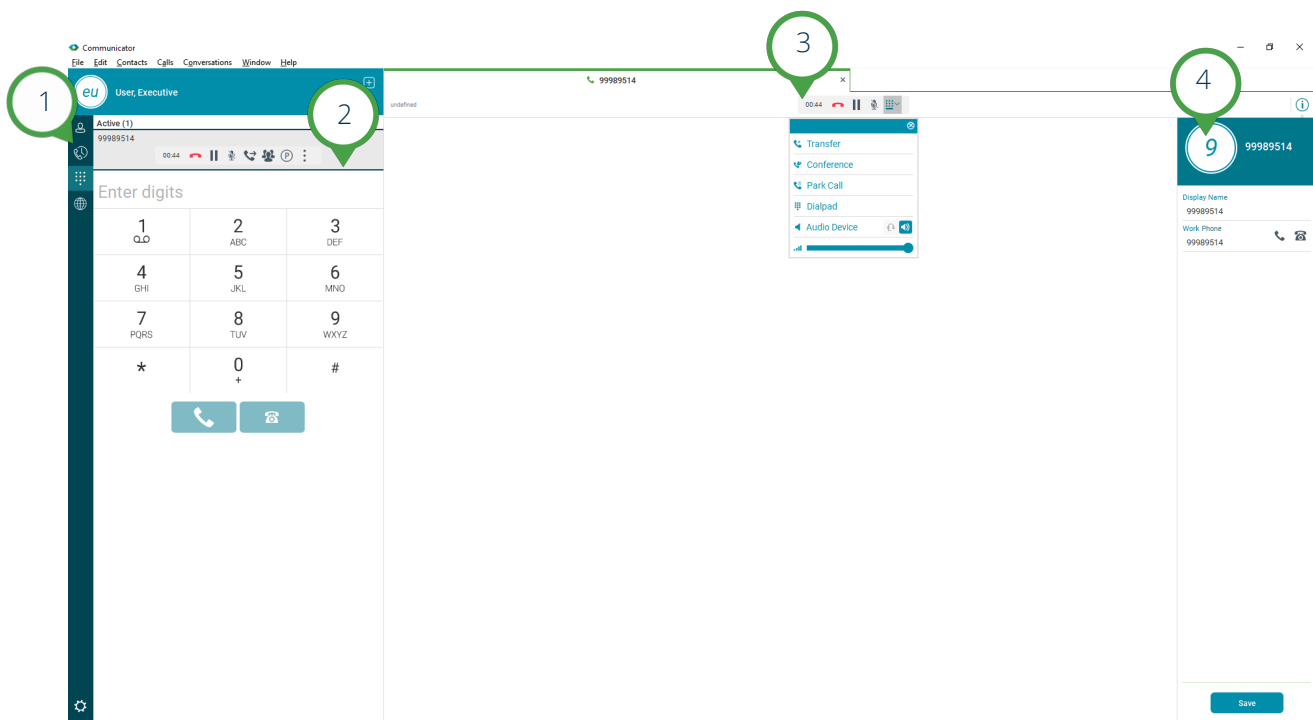
Start and Sign In

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 user name is automatically remembered. The password can be automatically remembered as well.

*When you start the client for the first time, your contact list is empty. You can use the search field 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.*

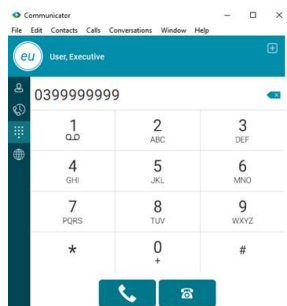
User Interface Layout of the Desktop Client

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



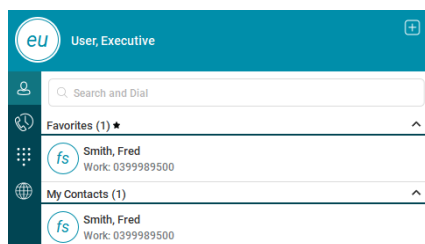
New Call

1. Click Dial Pad Icon
2. Type or Click the numbers
3. Click handset to dial out using PC
4. or Phone to use desk phone



New Call from Contact List or enterprise directory

1. Click Contact Icon Or Globe
2. Search for contact
3. Double click contact to call



Active Call Handling



1. Click to Hang up
2. Click to Hold/Unhold call
3. Mute your Mic
4. Transfer
5. Conference
6. Park
7. Additional functions

Access Voicemail

1. Click Call History Icon
2. Recording to the Right of the handset
3. Select voicemail you want to listen

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.

Conference Call

1. Click Conference icon
2. Enter number or name of contact
3. Click Call
4. Click merge icon
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 are highlighted in red

