



Advanced IT Services



Useful Guides

SOFT PHONE GUIDE



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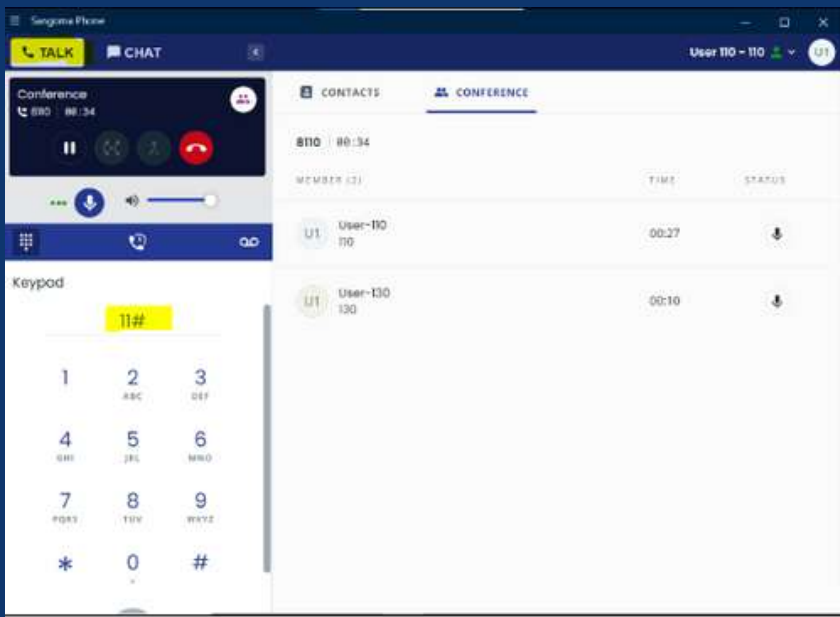


Crown
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USER GUIDE



Join a conference



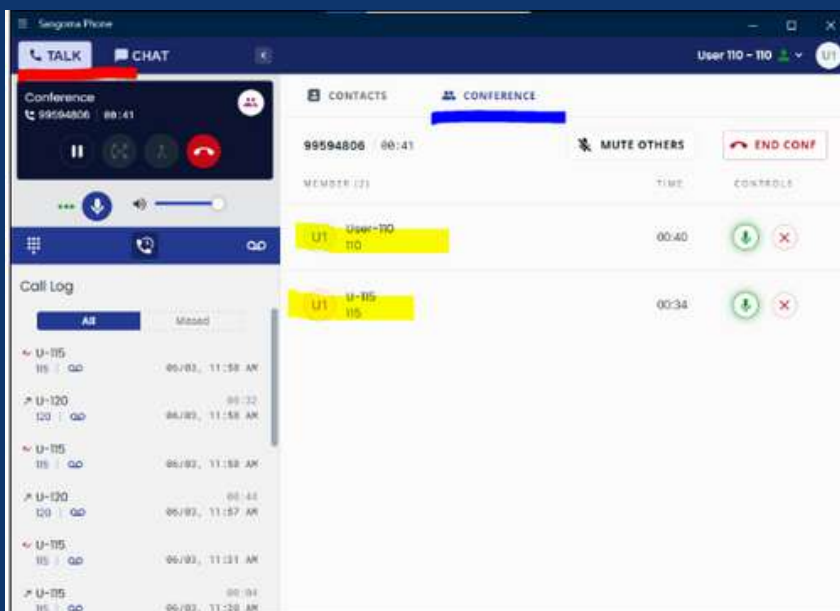
A user can start a conference by merging calls, see page 4.

A user can join a conference by dialling the conference number and conference pin (either admin pin or user pin) if asked.

The user joining the conference by entering the Admin Pin will have additional controls.

For example, admins can mute, unmute, kick out a user from the conference or end the conference.

See active users



To view who is active on the conference call, press the Talk page (underlined in red), Then press the conference tab (underlined in blue).

Below, it will list all active users in the conference.

The user who initiated the conference will have admin control of the call.

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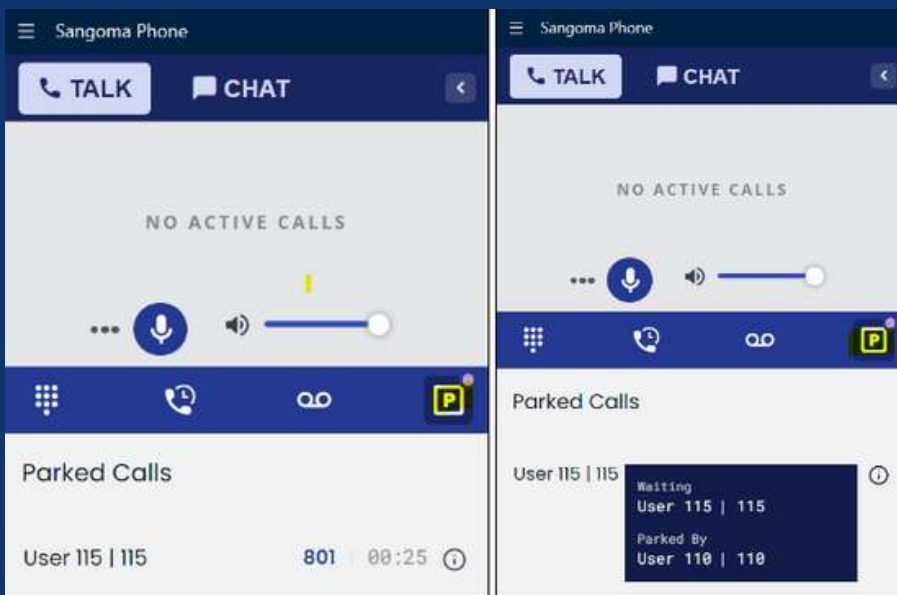
Park a call



When a call is answered on the soft phone software, the user can park the call using the 3 dots (underlined in red) and then pressing the **PARK** button.

The call will then be placed into an empty slot in the **PARK** section (bottom right)

Retrieve a parked call



The parked calls of the user will be listed in the **PARKING TAB** (highlighted).

The user can retrieve any of the parked calls by clicking on the parked lot number

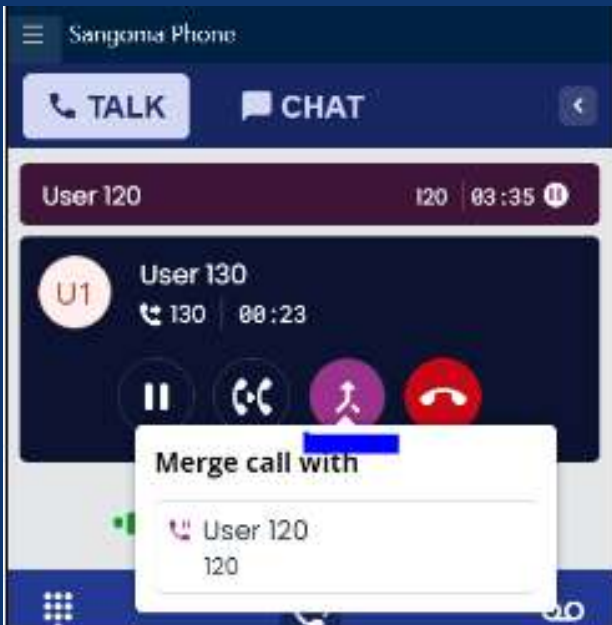
USER GUIDE



Merge calls



Dial the first number, once they have picked up, put the call on hold using the **PAUSE BUTTON** (underlined in blue).



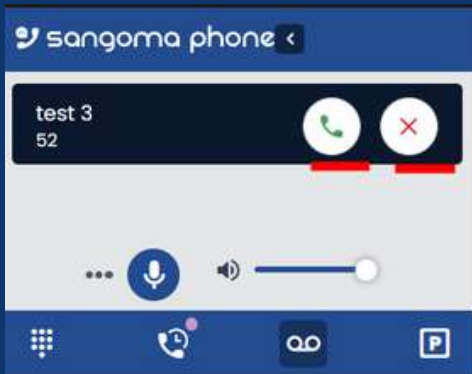
Once you have put the first caller on hold, dial the second number you would like the merge this with.

Once the call has been answered, press the **MERGE** button (underlined in blue) and then press the user you would like to merge the call with.

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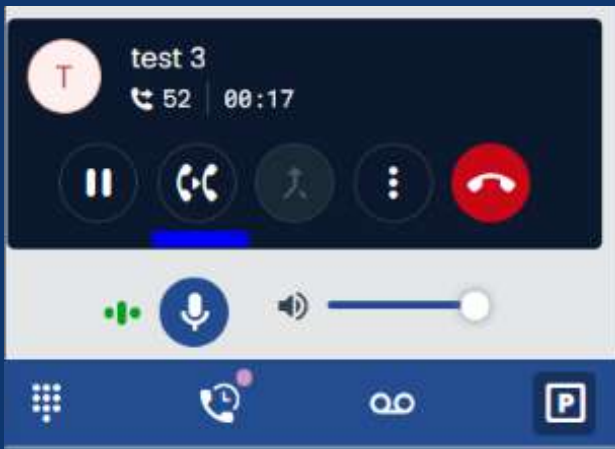
Answering a call



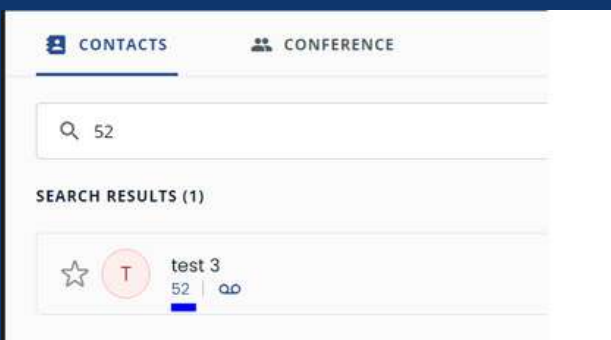
When someone is calling you, your soft phone will look like this. You can either accept or reject the call using the buttons underlined in red

Transfer calls

Blind Transfer



Whilst on the phone, press the **TRANSFER** button (Picture 1, underlined in blue), type in the extension number they require, press on the extension number (Picture 2 below, underlined in blue)



Once you have pressed the **EXTENSION NUMBER** you would like to blind transfer to, your call with the customer will end automatically.

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Transfer calls Announced transfer

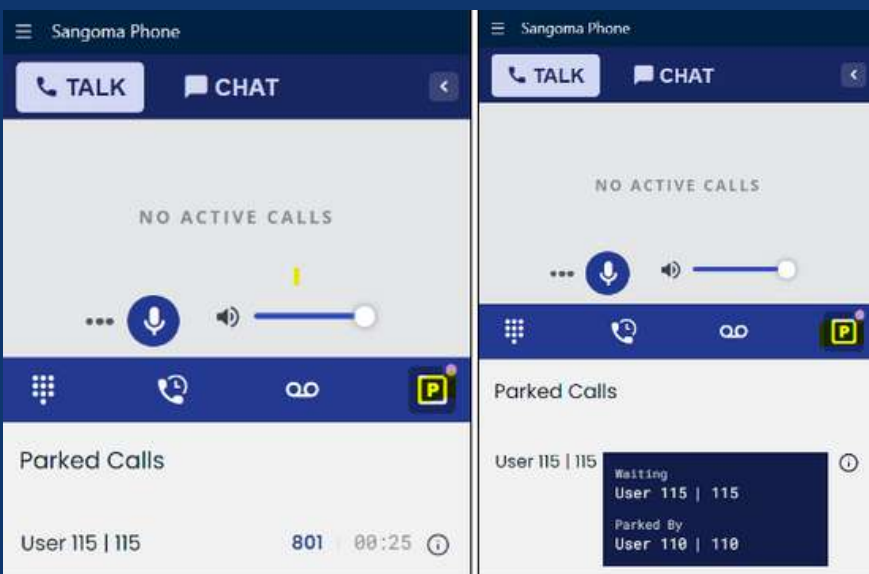


Firstly, park the call. The user can park the call using the 3 dots (underlined in red) and then pressing the **PARK** button.

The call will then be placed into an empty slot in the **PARK** section (bottom right)



Call the contact you would like to announce the transfer to. Once they have agreed, hang up



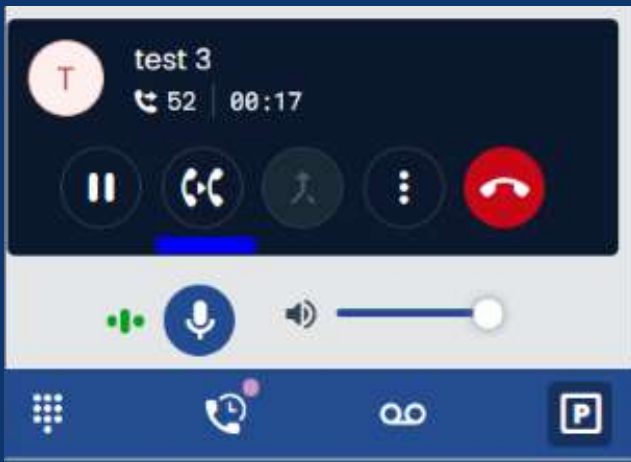
Retrieve the parked call from the highlighted icon

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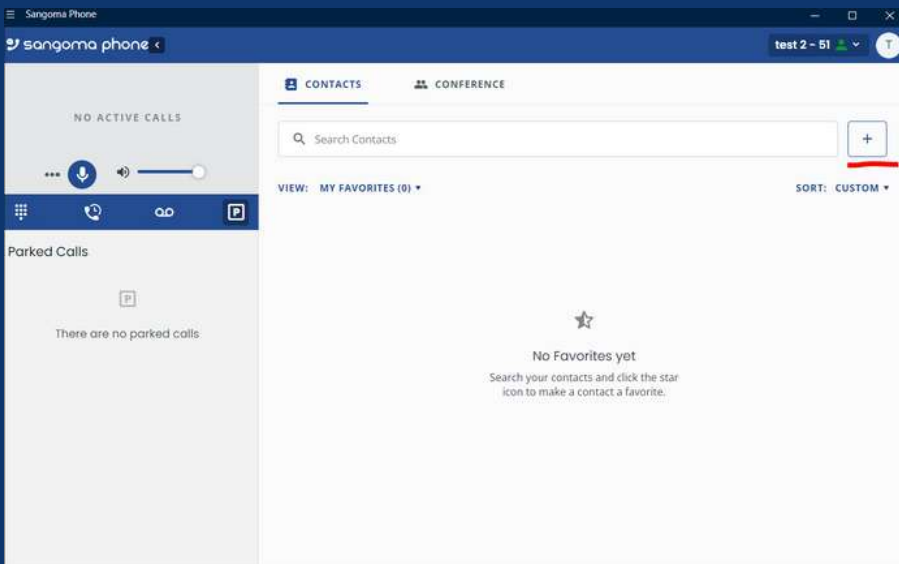
Transfer calls

Announced transfer



Once you are back on the phone with the customer, press the transfer button and complete "blind transfer" steps

Add contacts



From the main screen, press the + button to create a new contact

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Add contacts

Would you like to add this number to an existing contact or create a new contact?

ADD TO EXISTING

CREATE NEW

Here, you can add a number to an existing contact or create a new contact

Create New External Contact

First name

AIT - Emily

Last name

Springett

Default



Label

Business



Number

52

☆ Favorite



BACK

CANCEL

SAVE

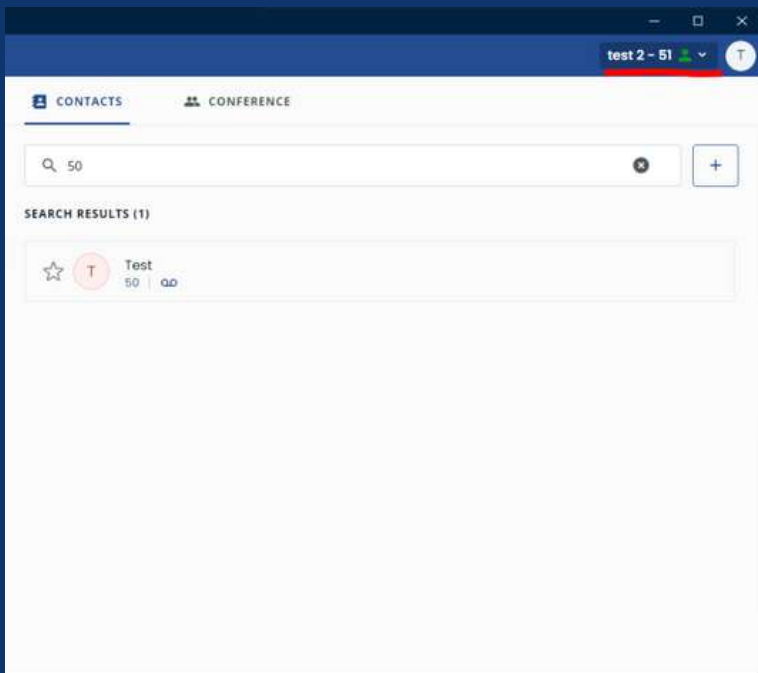
The new contact form looks like this, you can add a contact to your favourites by clicking on the star button.

Once you have filled in the form, press save. You can now find them in your contacts list by name or number

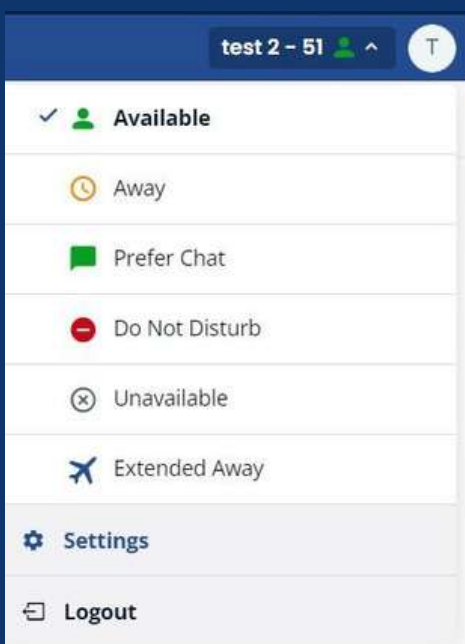
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Status



To view or change your availability status, press the drop down bar in the top right hand corner of the phone



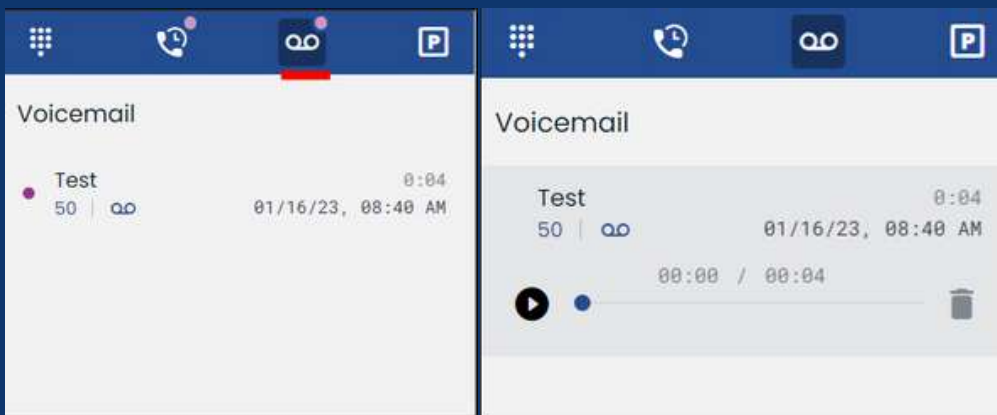
From the drop down bar, it will show you 6 options. You can set your availability status to any that apply

This will show next to your name for other users to see

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Voicemail

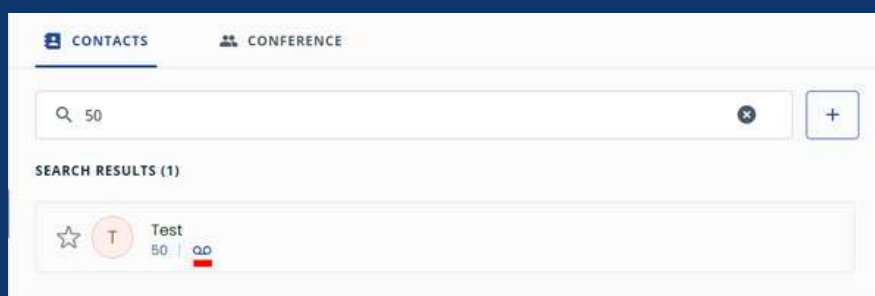


You will get a notification icon to show when you have a new voicemail, by clicking the voicemail icon all your voicemails will appear.

If you would like to listen to a voicemail, click on the one you'd like to listen to and a play button will appear.



Alternatively, dial *98 and press the call button.

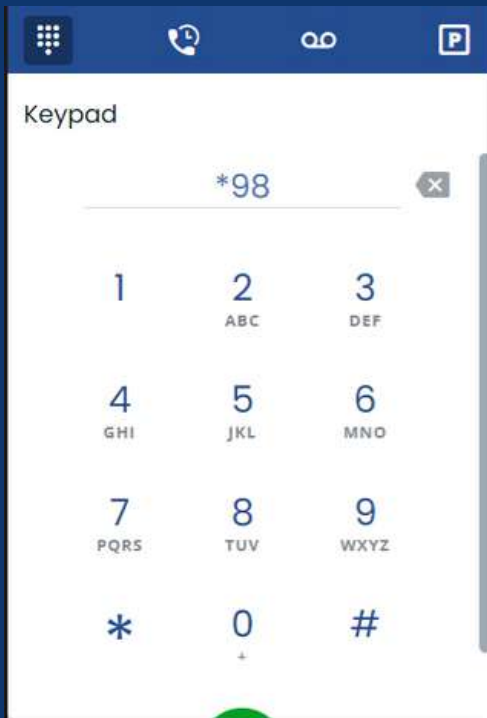


To leave someone a voicemail, enter the users extension into the search bar and press the voicemail button (underlined in red)

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Voicemail Personalisation



To personalise your voicemail, dial *98 to access your mailbox

Here, it will say "mailbox", enter your extension number. It will then ask you for your password, which is your extension number.

From here it will guide you through your voicemail set up through voice commands

USER GUIDE



Q&A

Q. What is parking a call?

A. Parking a call is essentially putting a caller on hold in a queue, this way you can park multiple calls at once and choose which call to take off hold

Q. What is a blind transfer?

A. A blind transfer is when the caller asks to be put through to an extension, and you do so without announcing the transfer first

Q. What is an announced transfer?

A. An announced transfer is when you call the extension to let the user know you are transferring a call to them by telling them who is calling and what the call is regarding

Q. What is a merged call?

A. A merged call is similar to a transfer, but you remain on the phone with both parties.