

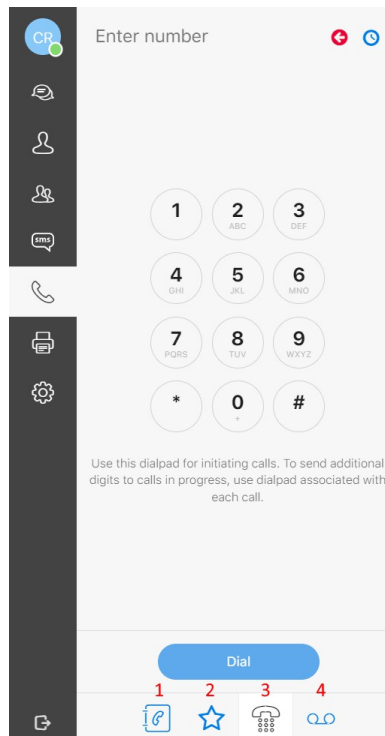
# Desktop Connect Application (Windows) Telephony Use Guide

To use the Telephony features, select the phone/handset icon on the left hand side.



You will be presented with the screen below with the following options presented at the bottom:

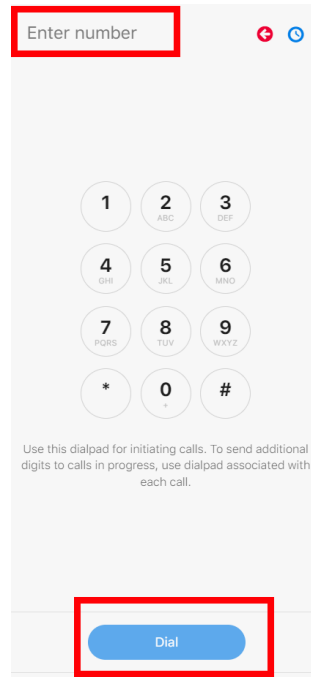
1. Call History
2. Favorite Contacts
3. Dialpad
4. Voicemail



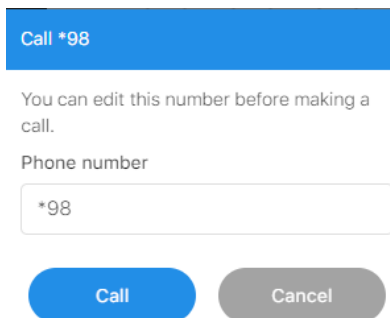
1. Call History: This will show you your call history.
2. Favorite Contacts: This will show your favorite contacts. This feature may be disabled depending on PBX settings.
3. Dialpad: This is your softphone dialer. You will make and handle calls from this area.
4. Voicemail: This will show you any new or existing voicemail messages in your mailbox. You have various options for your voicemails by right clicking the individual voicemail message.

## Initiating a Call:

After selecting the Dialpad enter the number that you would like to call in the Enter number field at the top. You can do this by dialing the number with your mouse, your keyboard, or pasting in a number. Once this is done, press enter or click on the Dial button on the bottom. By default, you will be presented with an pop up to verify the number and edit it.



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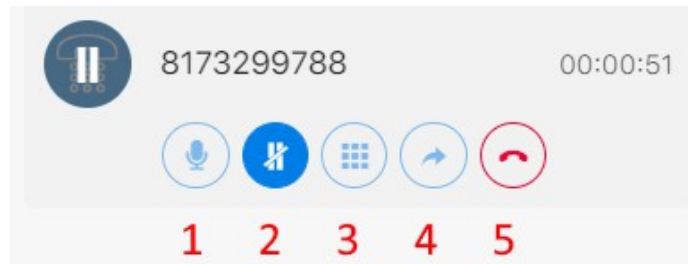
This can be disabled under the Settings (Gear Icon) / Call Settings section. To change, select Call Immediately and Save the settings.

### Other calling settings

On click-to-call

- Allow phone number editing
- Call immediately

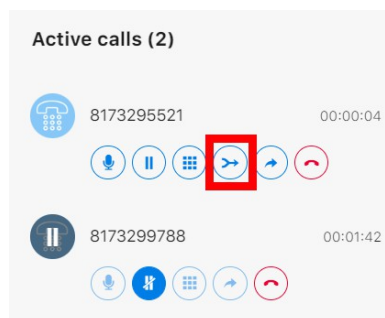
When you are on a call, the following will be displayed at the top of the Dialpad. Each call you are on will be displayed and have options presented for each.



1. Mute/Unmute
2. Pause (Hold) Call/Pickup Paused (Held) Call
3. Dialpad for ongoing call. This is used to send additional digits to the call in progress for any dialing requirements for that call. **The larger dialpad is only used to initiate calls.**
4. Transfer call. You can transfer a call you are on to another extension or to an external number if needed. Once you select this option, you will get a pop up to enter the number you wish to transfer to. You can forward that call once the number is entered, or cancel the transfer from this popup.
5. End Call. This will end the call.

### Conference Calling:

Initiate your first call and place the caller on hold with the Pause (Hold) Call button. Make a secondary call as you would the first. You will then be showing both calls in your Telephony Dialer. Once you are ready to Conference the call, press the Merge Call button. This will merge the current call with the call on Hold.



To split the merged call, press the merge icon again. Note: When you press this button to split the call it will place the other caller on hold, leaving you on the call that you pressed the button on.