




Smart UC Softphone for MAC Quick Reference Guide

Search for Contacts

-  **Call** - will call using your computer
-  **Call from Phone** - call will be made using your desk phone
-  **Video** - The call will be made on your computer and include Video

How to Search for Contacts

- Select the **Search and Dial** field
- Enter the search criteria

How to Make a Call to a Contact

- Search for the contact
- Click on the contact
- From the bottom to the screen click the type of call you would like to make, Call, Call from Phone or Video Phone



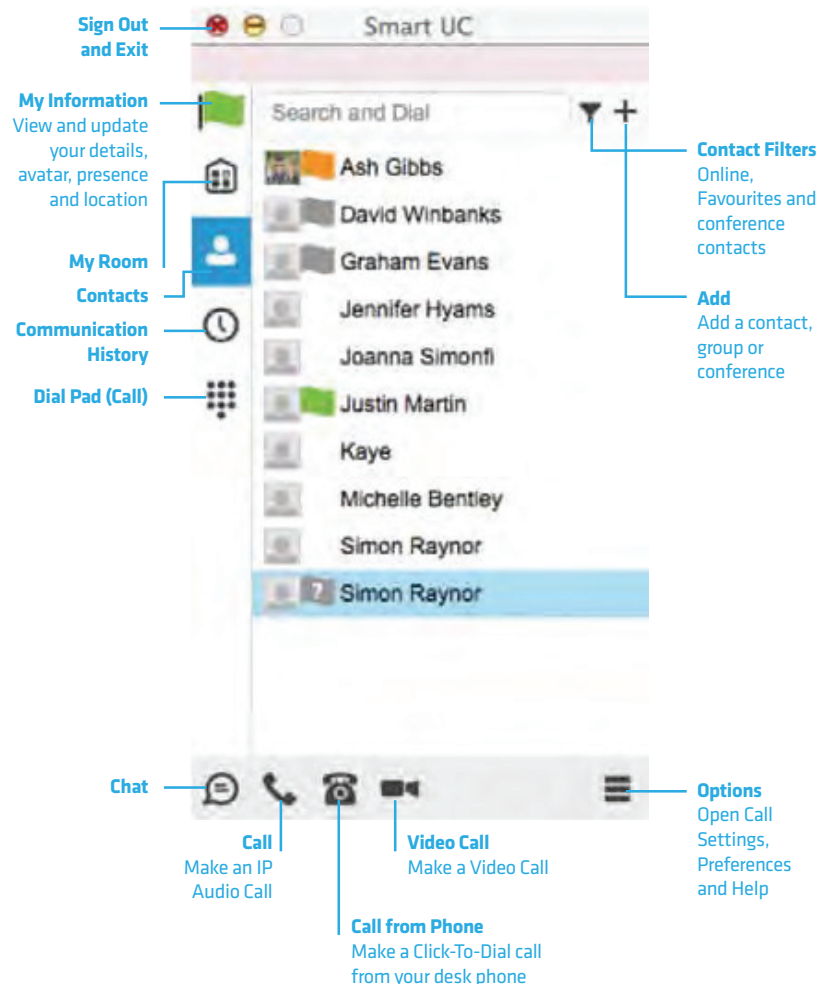
How to Make a Call to an Ad Hoc Number

To dial a number not listed in your contacts:

- Enter the number in the **Search and Dial** field (you can use copy and paste)
- Click the type of call you would like to make at the bottom of the screen

How to Transfer a Call

- While on a call, Click on **Options**
- Select **Transfer Call**
- Enter the name or number of the party the call is to be transferred to
- Click **Transfer Now**



How to Start a Conference Call

- While on a call, tap on the **Options**
- Select **Conference**
- Enter the number or name of the new party to be added
- Click **Add**
- The call will display as a group communication

How to Start a Chat

- Select a contact
- Click on **Chat**
- Type in the chat message and press enter to send

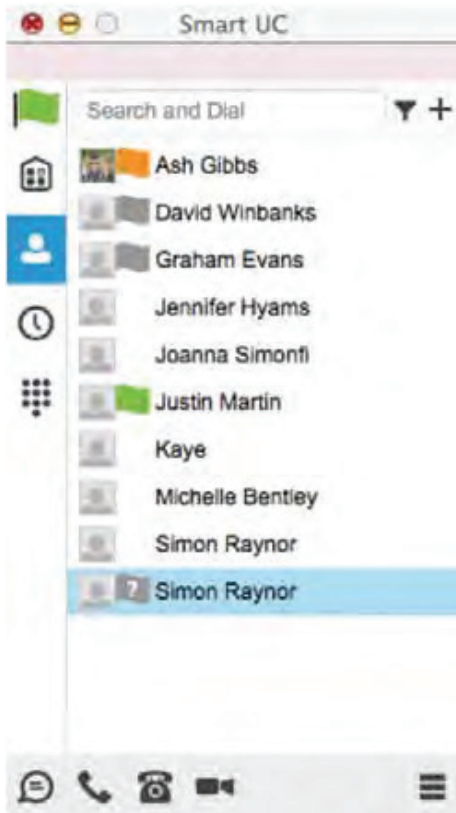
What is My Room

My Room (desktop sharing, conferencing, and chat combined), you need to manually enter your desktop sharing credentials, your conferencing number, and your PIN in the **Options - Preferences - Credentials window**

Hide Number


When the Hide Number feature is enabled your number is hidden from the called party. Calls to colleagues at your business site will still see your number displayed.

- Click **Options**, then **Call Settings**
- Select **Hide Number**
- Check **Enable to hide number**
- Click **X** to close the window



Call Forward

The Forward Calls feature automatically forwards incoming calls (from your business phone) to an alternate phone number that is configured.


- Click **Options**, then **Call Settings**
- Select **Forward Calls**
- Identify which type of forwarding to be enabled and click **Edit**  for your selection
- Check **Enable Service**
- Enter a phone number for incoming calls to be forwarded to
- Click **Save**
- Tap **X** to close the window

When enabled Forward Always will take precedence over any other feature.

Remote Office

Remote Office allows a user to assign any other landline or mobile phone number as your business phone number and have outgoing calls billed to your business number.

To enable Remote Office:

- Click **Options**, then **Call Settings**
- Select **Remote Office**
- Click the **Edit** icon 
- Check **Enable service** and enter the remote office number in the phone number field
- The screen will display the changes
- Click **X** to close the window

Do Not Disturb

When activated all calls will be blocked.

- Click **Options**, then **Call Settings**
- Select **Do Not Disturb**
- Check **Enable** to activate
- Click **X** to close the window

Simultaneous Ring Personal

Simultaneous Ring Personal feature allows up to 10 phone numbers to be defined. All numbers defined will ring at the same time as your primary business phone number.

- Click **Options**, then **Call Settings**
- Select **Simultaneous Ring Personal**
- Check the **Enabled** checkbox
- If required, check **Do not ring my Simultaneous Ring Numbers if I am already on a call**
- If required, check the **Answer confirmation required** checkbox to ensure that the call will be connected to a live party
- Enter the Phone number and scroll down to click **OK**
- Click **X** to close the window

Simultaneous Ringing is evoked before Remote Office so that all secondary destinations will ring at the same time as the Remote Office

Commander Anywhere

Commander Anywhere allows users to enable their mobile phone to behave as if the phones were an extension of the telephony exchange.

To configure:

- Click **Options**, then **Call Settings**
- Select **Commander Anywhere**
- Click **Add New Location**
- Enter the number for the new location and click **Save**. Add more locations if needed. Click **Edit** to configure the location:
 - o **Diversion Inhibitor** – Stops calls being forwarded to your mobile voicemail or other location if set
 - o **Answer Confirmation** – Prompts for a key to be pressed when you answer
 - o **Call Control** – Determines that call control options are to be performed by the Commander Anywhere location device rather than your desk phone settings
- Click **Save**
- Check the box to enable **Alert all enabled locations for Click-To-Dial**
- Check the **Enabled** check box to activate Commander Anywhere
- Click **X** to close the window