




### LAUNCHING OFFICELINK

- Double-click OfficeLink icon on desktop 
- Type in password, if requested

### MAKING CALLS


- Click  or 
- Pick up the desk phone when it rings
- Dial the number

### ANSWERING CALLS


**Auto-answer enabled**

- Pick up the desk phone when it rings

**Auto-answer disabled**

- Pick up the desk phone when it rings
- Click  and speak

### TRANSFERRING CALLS

- Click 
- Dial the number
- Click  after first ring or announce call then click 



### COPY & PASTE DIALING

- From any Windows application, highlight the required telephone number
- Right-click and select Copy
- Position the mouse in the OfficeLink yellow call display area, right-click and select Paste


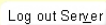
The number is dialed

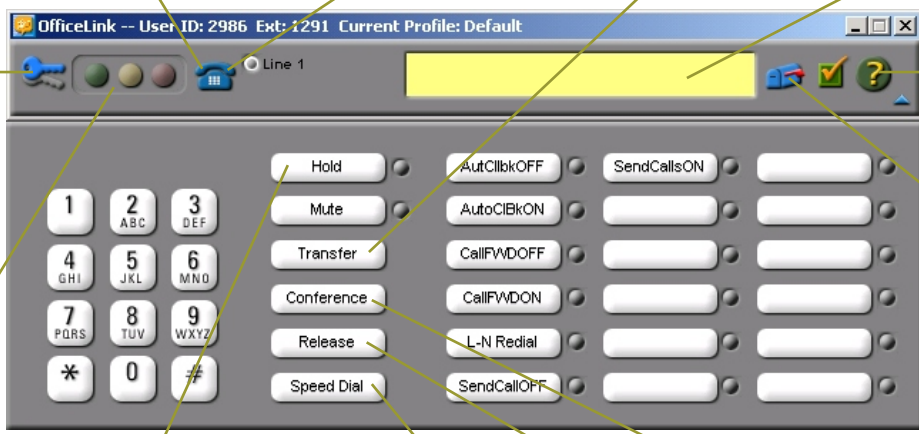
### LOGGING IN/OUT

**Logging In to Server**


- Click 
- Click 

**Logging Out of Server**

- Click 
- Click 





### GETTING HELP


- Click  to open online Help

### ACD FUNCTIONS


**Logging In**

- Click 
- Click 



**Change Status from Stoplight**

- Click  to change ACD status:
  - Green = Available
  - Yellow = Wrap Up
  - Red = Unavailable

**Change Status from System Tray**

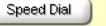
- Right-click  in system tray
- Select the Status or Log In/Out function required

### PLACING CALLS ON HOLD

- Click 
- Click the flashing  to retrieve the call

### USING SPEED DIAL




**Speed Dialing**

- Click 
- Click the button you want to dial

**Adding Numbers**



- Click 
- Click an empty button
- Enter name and number
- Click OK to save

### ENDING CALLS


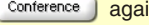
- Click  or 
- Right-click the OfficeLink toolbar and select Disconnect Voice
- When  turns blue, hang up your desk phone.

### RETRIEVING VOICE MAIL

When you have new voice messages, the flag on the mailbox icon goes up. To get messages:

- Click once on the mailbox icon 
- or
- Double-click the mailbox icon in the Windows system tray 

### CONFERENCE CALLING

- Establish a call and click 
- Dial number of second party
- Click  again to connect all parties or repeat steps to add other parties

# Your Configuration

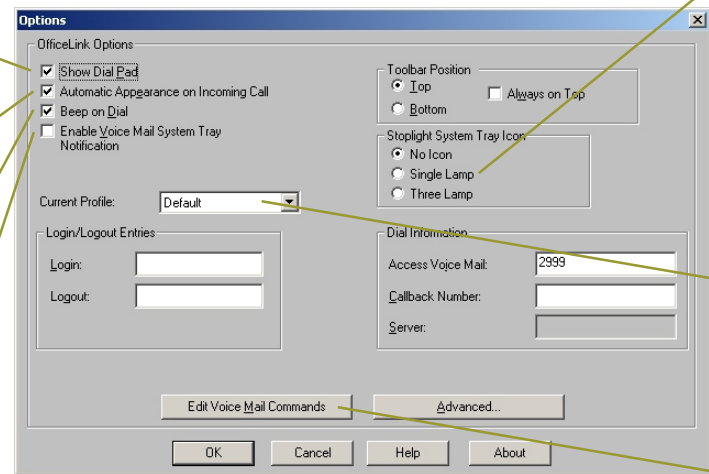
Click  to customize OfficeLink

To see the dial pad each time you log in, select this option.

If you want OfficeLink (if minimized) to appear on top of all other applications when you receive a call, select this option.

To hear indicator beeps from your computer as you dial numbers, select this option.

To display the Voice Mail icon in the Windows system tray when you have unheard voice messages, select this option.



Select Single Lamp or Three Lamp to enable the ACD Stoplight icon in the Windows system tray.

## PROFILES

- Selecting a Profile**
- Select the correct profile from the drop-down list
- Adding a New Profile**
- Click Advanced button
  - Click Profiles button
  - Type Profile name
  - Enter callback phone number
  - Enter 5 for Number of Rings
  - Select Per Call Connection Type
  - Enter 1 for Callback Attempts

## VOICE MAIL SETUP

- Click to change voice mail settings
- Enter the button label(s) in the left column
- Enter the corresponding sequence in the right column

# Shortcut Menu

Right-click the OfficeLink softphone to access additional features.

- CALL LOG**
- Select Call Log
  - Scroll up and down to view calls
  - Double-click a number to make a call

- TELEPHONE BOOK**
- Select Telephone Book
  - Enter the first few letters of the name of the person you wish to call
  - Double-click their number to dial or
  - Use the scroll bars to find the contact
  - Double-click to select a contact and dial the number



- SWITCHING TO VOIP/VOICE**
- Select Use Phone/Use VoIP

- SOFTWARE APPEARANCE**
- Select Skins
  - Select the required skin from the list
  - Make sure that the Windows Settings support the selected skin

- USING OFFICELINK WITHOUT A PC**
- Select Switch to AutoClient Mode