Get Started With Communicator!

Business and Office Editions

VoipTec LLC

Make a Call From Contact

Hover over the contact and click on phone icon. Communicator will dial that person automatically.

This will appear when you click on the phone icon.

Make a Call From Keyboard

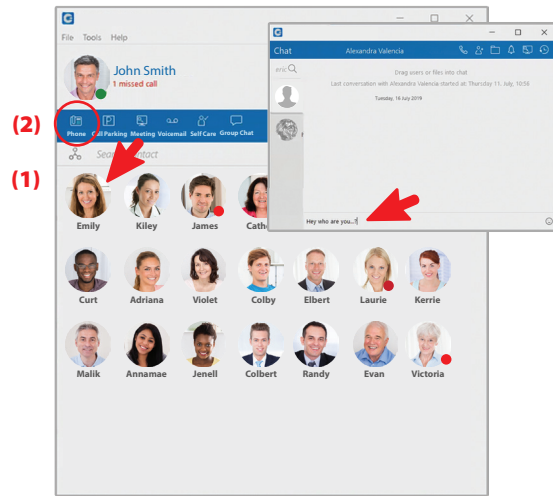(1) Click the Phone icon in the menu
(2) Dial the number in pop-up window

Automatic Callback

Right click on a contact and choose "Call On Available". Your phone will dial you when the person is available.

Call (ext: 8898)
Call with
Chat
Send SMS
Start meeting
Send file
Video call
Call On Available
Chat history
Ask for attention
Contact information
Pickup call
Send e-mail
Voicemail
Call monitor
Change alias
block
Hide
Add to favorites
Re-request subscription
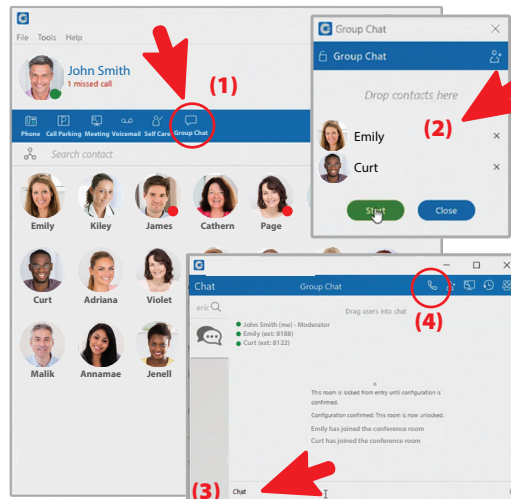
Start a Meeting

(1) Click on Phone in menu
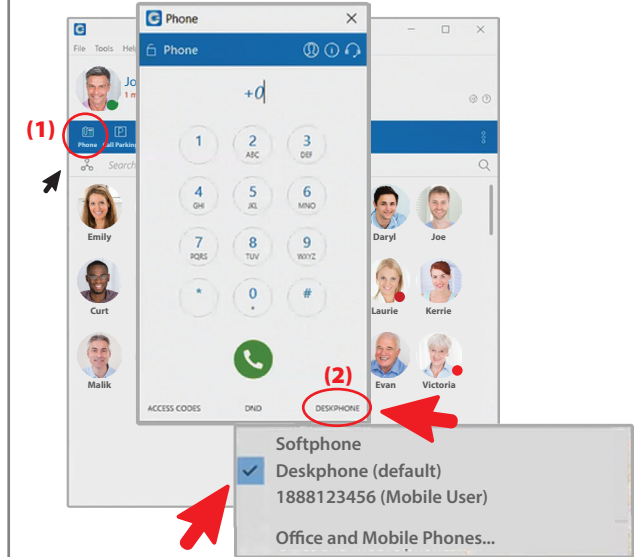(2) Dial number in pop-up phone window or drag and drop contacts onto phone screen

Start a Chat

(1) Click on a contact and click on the Chat icon. A pop-up screen will appear. Then start typing. (2) Click on Phone icon to convert to a call.

Start a Group Chat/Chat To Call

(1) Click on the "GroupChat" icon in menu (2) Drag contacts to the group chat box and click on "Start" (3) Begin typing in the group chat box (4) Convert to a conference call by clicking the phone icon
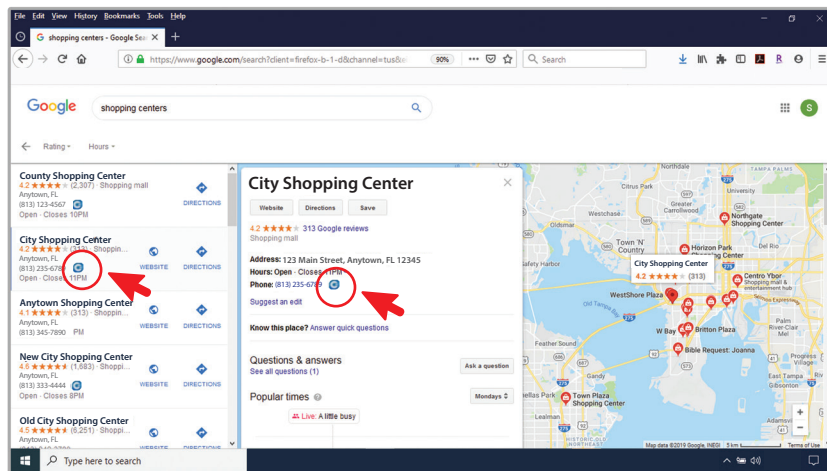
Transfer Call from Soft phone to Desk Phone

Softphone
Deskphone (default)
1888123456 (Mobile User)

Office and Mobile Phones...

(1) Click on Phone in the menu (2) At the bottom of the phone pad, click on Deskphone (3) On the dropdown menu, choose where you want your phone transferred
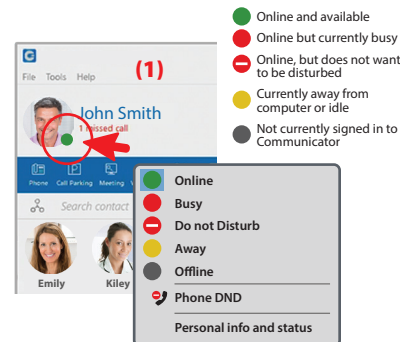
NOTE: This feature is NOT available on the Office Edition

Click and Dial From Browser

Using Google search, type in your search criteria. Next to the phone number is the Communicator icon. When you click on the icon a pop-up box will ask if you would like to make a call with your soft phone.

Change Your Status

- 🟢 Online and available
- 🔴 Online but currently busy
- ⛔ Online, but does not want to be disturbed
- 🟡 Currently away from computer or idle
- ⚫ Not currently signed in to Communicator

Online
Busy
Do not Disturb
Away
Offline
Phone DND
Personal info and status

(1) Click on the green dot on your photo (2) In the pop-up box, choose your status

1. Hide Caller ID
2. Phone registration status
3. Audio Settings

Close Window
Main Menu
Communicator Preferences
Help Page
Online presence
Communicator Toolbar
Search Field
Quick Actions Menu

Contacts Area

Access Codes Menu
Toggle DND
Set Default Device

DIRECTORY — Communicator Contacts
CONTACTS — Other Contacts
FAVORITES — Favorite Contacts
HISTORY — Call History