VTSL
Hosted Communications

VTSL SOFT CLIENT - WINDOWS

Use your computer just like your office phone with the VTSL Soft Client app.

FUNCTIONS

Note: Screenshare and Messages available soon.
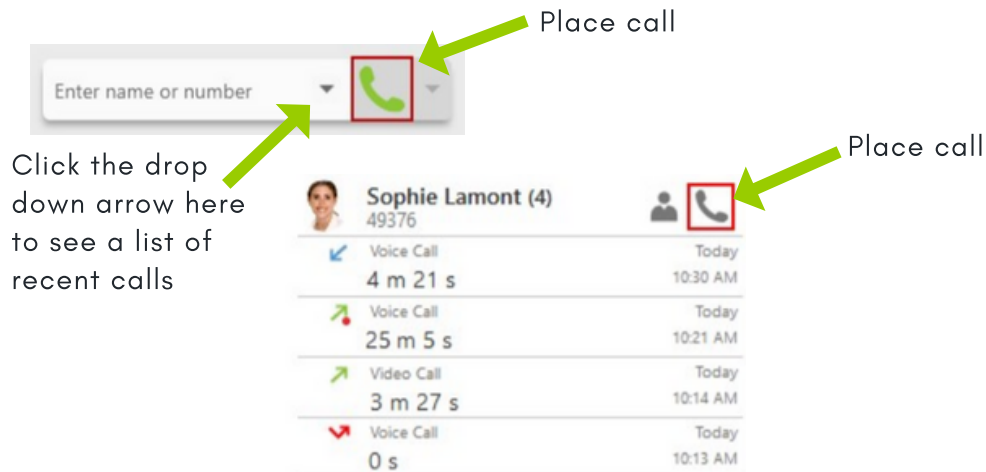

COMPACT VIEW

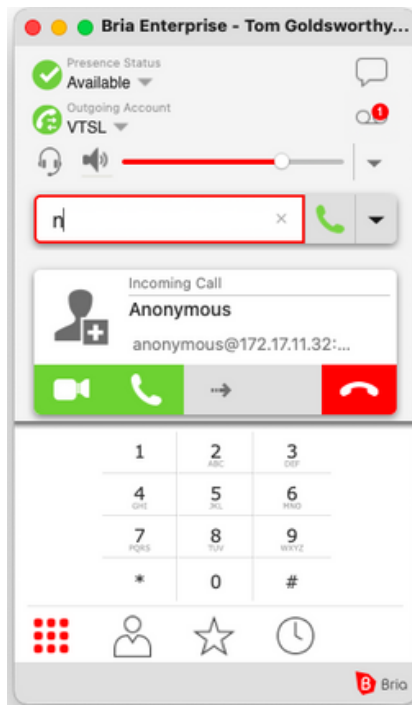To switch to Compact view, hide all the Resources using the View menu.

MAKING A CALL

Place calls in Bria Enterprise from the dialler, Contacts, Favourites, Directory (if available), History, or Messages. Click the phone symbol.

Place call

Click the drop down arrow here to see a list of recent calls

Place call

ANSWERING A CALL

Press the green phone symbol to answer a call.

CALL TRANSFER

To transfer a call unannounced, press the [icon] transfer button and then enter the number or extension.

To do an announced transfer, where you speak to the person you are transferring the call to first, press the [icon] transfer button, enter the number or extension, and then click the arrow so that you can select 'Call First'.
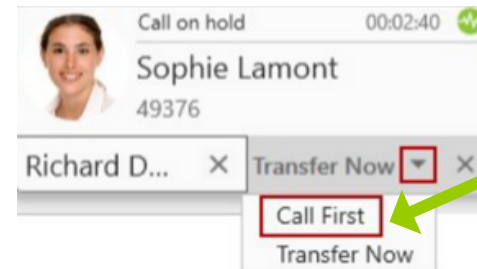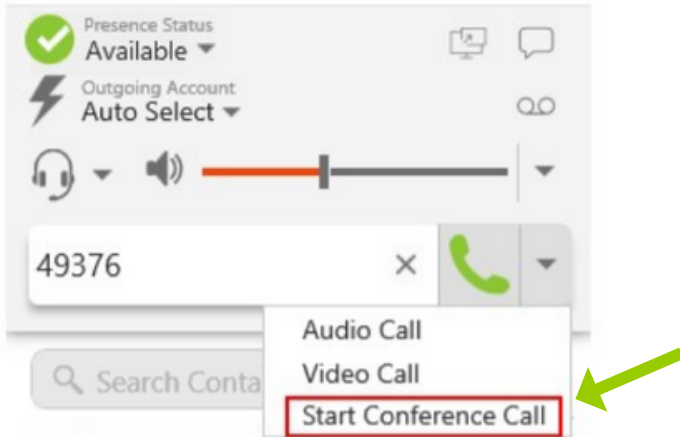
When the target answers, you may speak to the target, and then press 'Transfer Now' when you are ready to transfer the call.
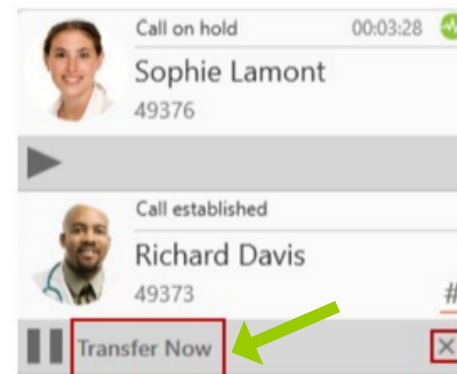
CONFERENCE CALL

Enter the name or number of the first person in your conference call.

Click the 'More Options' drop down arrow, and select 'Start Conference Call'. Bria will then connect the first participant.

Enter another name or number and click 'Add'. Bria will then start a three-way conference call.

To add more participants, click 'More Options' for handling this call and click 'Invite to Conference Call'.
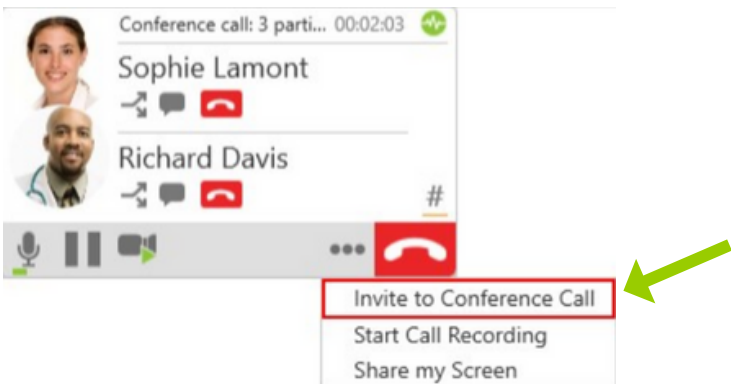
TO ENABLE OUTLOOK INTEGRATION

Open Preferences on the Softphone menu.

Click Enable Outlook integration in the Application panel.

Restart Microsoft Outlook.

VOICEMAIL

When a voicemail has been left, the badge icon will appear showing the number of new messages – click on the icon and this will take you to your voicemail box. Enter your extension and voicemail PIN to listen to the messages.