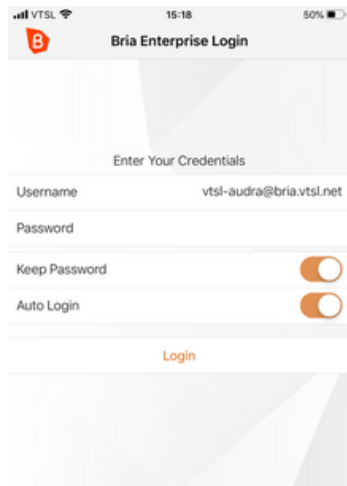


VTSL SOFT CLIENT

Use your iOS or Android mobile, tablet or computer just like your office phone with the VTSL Soft Client app.

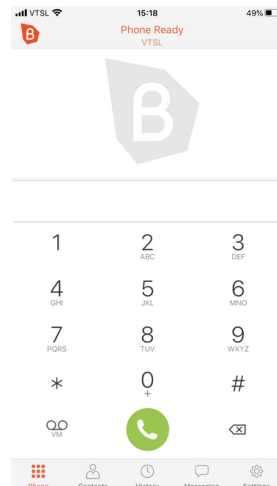
With VTSL's Soft Client app, employees are able to make and receive calls from their mobile as if they were in the office. The employee's office number is displayed as the caller ID, and calls to their desktop phone come through to their mobile.

GETTING STARTED



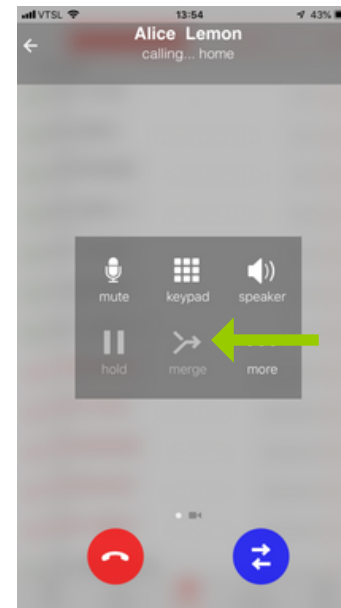
LOG-IN:

VTSL will send you an email with a link to download the app, and log-in details. Once downloaded, open the app and enter the log-in details.



MAKE A CALL:

To make a call, simply press 'Phone' and dial a number, or press 'Contacts' and select a contact you wish to call.

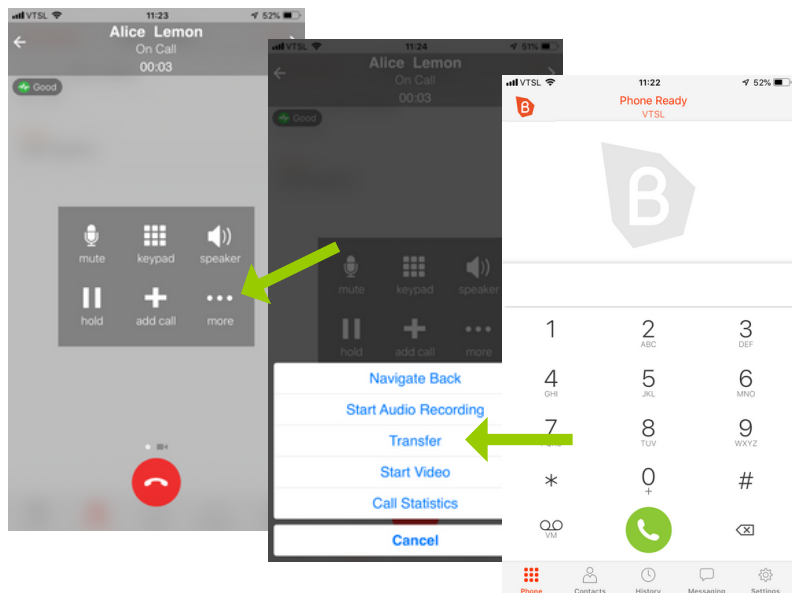


3-WAY CONFERENCE CALL:

Mobile: When on a call, press the + button. Search for the number or dial, then press the 'merge' button as shown. All 3 people now on the call.

Desktop: When on a call, press the 'more' button. Select 'Invite to conference call'. Search for the contact or dial, then select 'Add'. All 3 people now on the call.





UNANNOUNCED CALL TRANSFER:

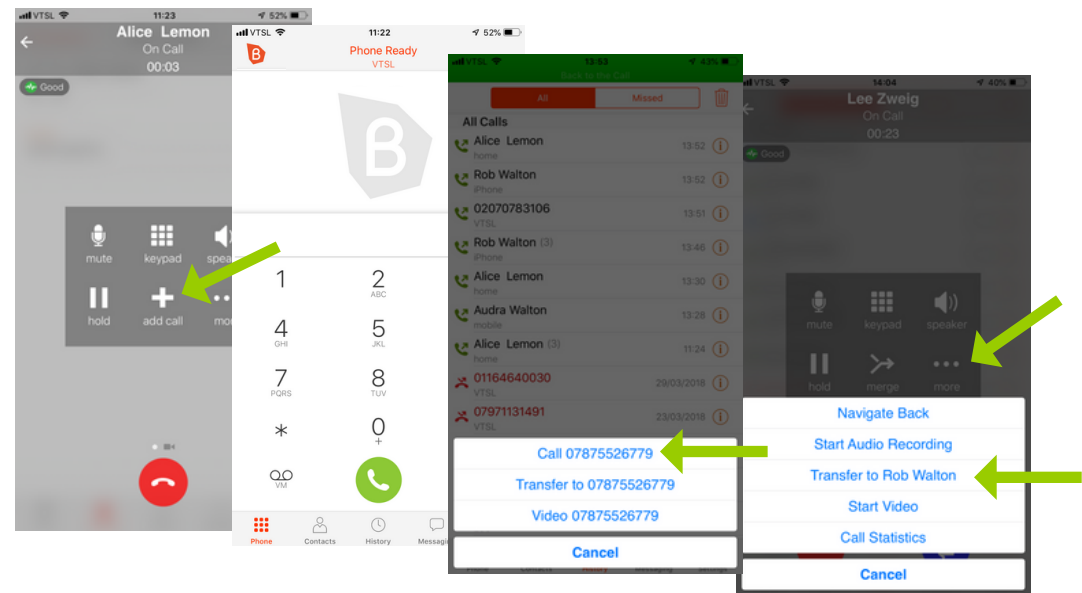
When on a call, press the 'more' button. Select 'Transfer', search for the number using the keypad, or dial. Press the green button to complete.

IMPORTING CONTACTS:

Sync contacts from your corporate address book (i.e. Office 365, Google Contacts, etc.). For internal calls, ensure your corporate address book includes extension numbers.

Mobile: Simply ensure your mobile is logged into your corporate (Office 365, Google, etc) account, and that contact sharing is enabled.

Desktop: Click on Contacts and select Import Contacts from the drop down. In the pop up window, select the appropriate location (i.e. Outlook, Exchange Account, Mac Address Book). Select Start Import.



ANNOUNCED CALL TRANSFER:

Press the '+ add call' button. You can then select a number or dial. Then call the number. This will place the original call on hold and you can speak to the new party to announce the transfer. To complete the transfer, press the 'more' button, then select 'Transfer to ____' from the menu.

SWITCHING BETWEEN SOFT PHONE & DESK PHONE:

Transfer call from soft phone to desk phone:

Firstly, please ensure you have a park button on your desk phone.

*This can be added on the administrator portal. When on a call, press the 'more' button. Select 'Transfer to'. Dial *95X (X is the park location and can be 1-9, allowing for multiple calls to be parked at once). Then, on your desk phone, press the park key followed by 'X' (the park location selected earlier).*

Transfer call from desk phone to soft phone:

*Again, please ensure you have a park button on your desk phone first. When on a call, press the park button. Then enter a park location (1-9). To retrieve the call on your mobile, dial *96X. X is the park location.*



ACCESSING VOICEMAIL ON VTSL SOFT CLIENT

ACCESSING PERSONAL VOICEMAIL:

- Press the voicemail icon in Bria 
- Enter your voicemail passcode and follow the prompts to listen to messages or customise your greeting

ACCESSING GROUP VOICEMAIL:

To action this you will need to know the extension of the call group that you wish to access voicemail / greetings for

- Dial *98
- You will hear a recorded prompt asking you to press * if you are not calling from your own phone
- Press*
- Enter in the extension number of the call group
- Follow the voice prompts to listen to messages or customise your greeting and listen to messages
- Please note you will need to have voicemail to email notifications set up to alert you when a message has been left

