EMPIRE TELECOM

# Accessing the Desktop Softphone Feature via WE Connect

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The WE Connect Desktop Softphone is an additional feature within the WE Connect Desktop App.
To use this feature, you must have the following:

1. A WE Connect account with an assigned PC/Mac Softphone license.
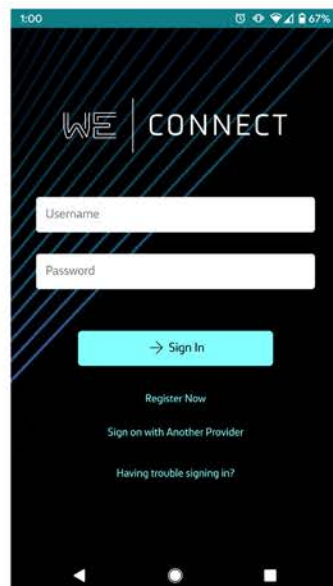
2. The WE Connect Desktop App.

Installing the WE Connect Desktop App

1. Go to the WE Connect **Downloads** page.

2. On the **OfficeSuite Desktop** tile, select **Windows** for a Microsoft Windows download, or **Mac** for an Apple download.
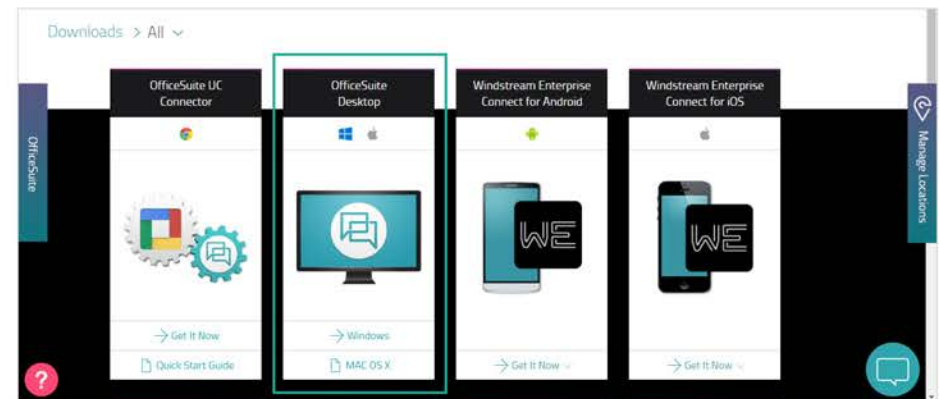
Logging into the WE Connect Desktop App

Use your WE Connect username and password to log in to the WE Connect Desktop App. If your account has Single Sign On enabled, you can sign in using the **Sign on with Another Provider** link, which will redirect you to your company's login screen.

Using the WE Connect Desktop Softphone

Once logged in, select the **softphone icon** in the top left corner. Using the WE Connect Desktop Softphone, you can make an OfficeSuite UC® call from the dial pad and contact, as well as return a call from the call history.

Dial Pad

1. Open the dial pad by selecting the **dial pad** icon.

2. Enter the number you wish to dial, then select the **green phone** button at the top right of the screen.
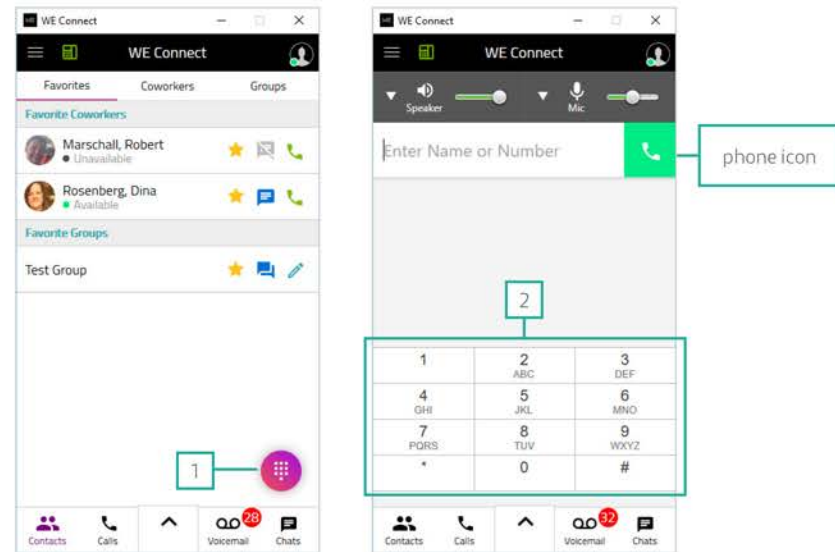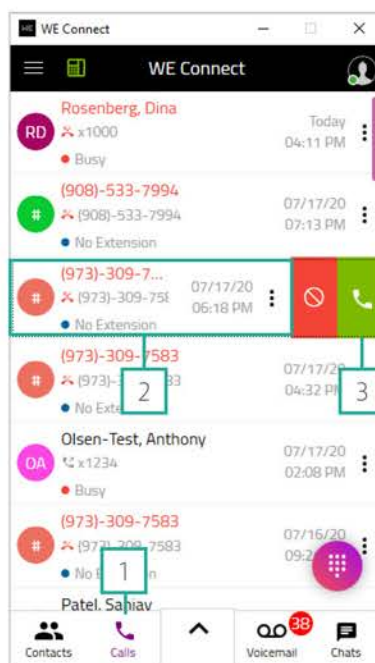
phone icon

A Contact

1. From the OfficeSuite UC Home screen, select the **Contacts** icon in the bottom left corner.

2. Select the type of contact you wish to call (e.g., Favorite, Coworkers or Groups).

3. Select the **phone** icon next to the contact to begin the call.
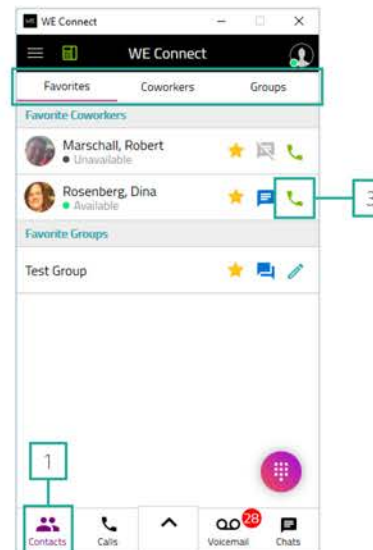
Call History

1. From the OfficeSuite UC Home screen, select the **Calls** tab.

2. Select the number you wish to call.

3. Choose the **Call** button to place a call. You can select **Block Number** to no longer receive calls from this number.

Managing a Call

Once a call begins, you will have the following options:

1. **Speaker** – Places the call on speakerphone mode.

2. **Call Volume** – Sets the volume of the call.

3. **Mic** – Turns on or off the mic. Once pressed, the icon will turn red and no audio will be sent to the other party.

4. **Mic Volume** – Determines how loud your mic volume is projected to the other party.

5. **Hold** – Places the call on hold.

6. **Transfer** – Opens a new menu for transfer call options.

7. **Add a Call** – Creates a second call, from which you can form a conference call.

8. **End Call** – Disconnects the call with the other party.
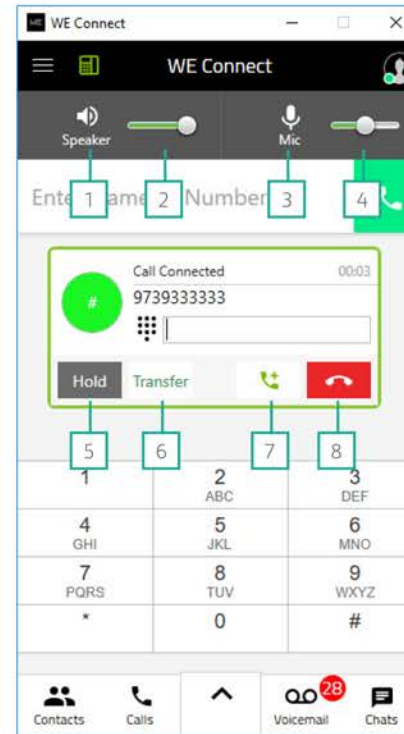
Transferring a Call

There are two types of call transfers: Blind Transfer (transfer now) and Warm Transfer (call first). A blind transfer is a transfer that is completed without talking to the third party. A warm transfer is when you connect with the party you are transferring the call to prior to completing the transfer.

Blind Transfer

1. Start your call with the first party, and then select the **Transfer** icon.

2. Type the name or number you want to transfer to in the **Enter Name** or **Number** textbox.

3. Select the **drop-down** arrow.

4. Select **Transfer Now**.
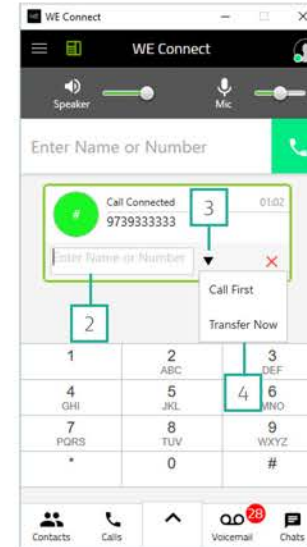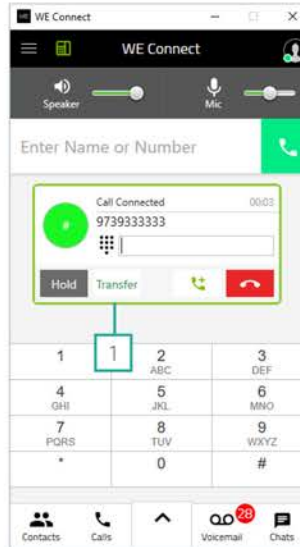
Warm Transfer

1. Start your call with the first party, and then select the **Transfer** icon.

2. Type the name or number you want to transfer to in the **Enter Name** or **Number** textbox.

3. Select the **drop-down** arrow.

4. Select the **Call First** button.

5. The second call will begin, placing the first call on hold. Select the **Transfer** button to complete the call.
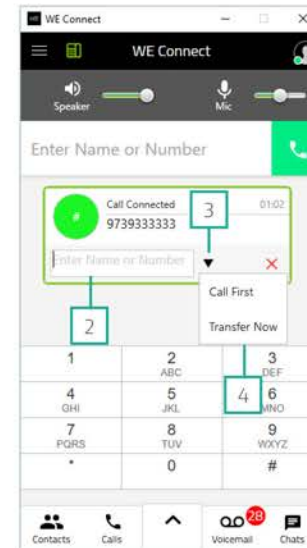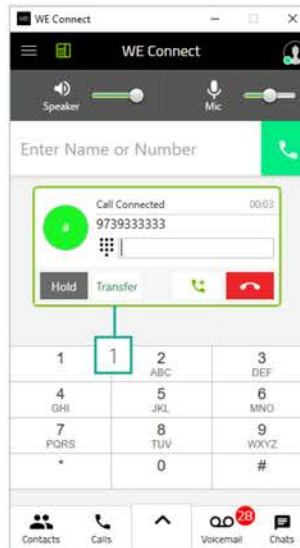
Checking Your Voicemail

1. On the OfficeSuite UC Home screen, select the **Voicemail** tab.

2. You will have the following options for your Voicemail selection:

   1. Play

   2. Call back

   3. Message back the user

   4. Delete

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