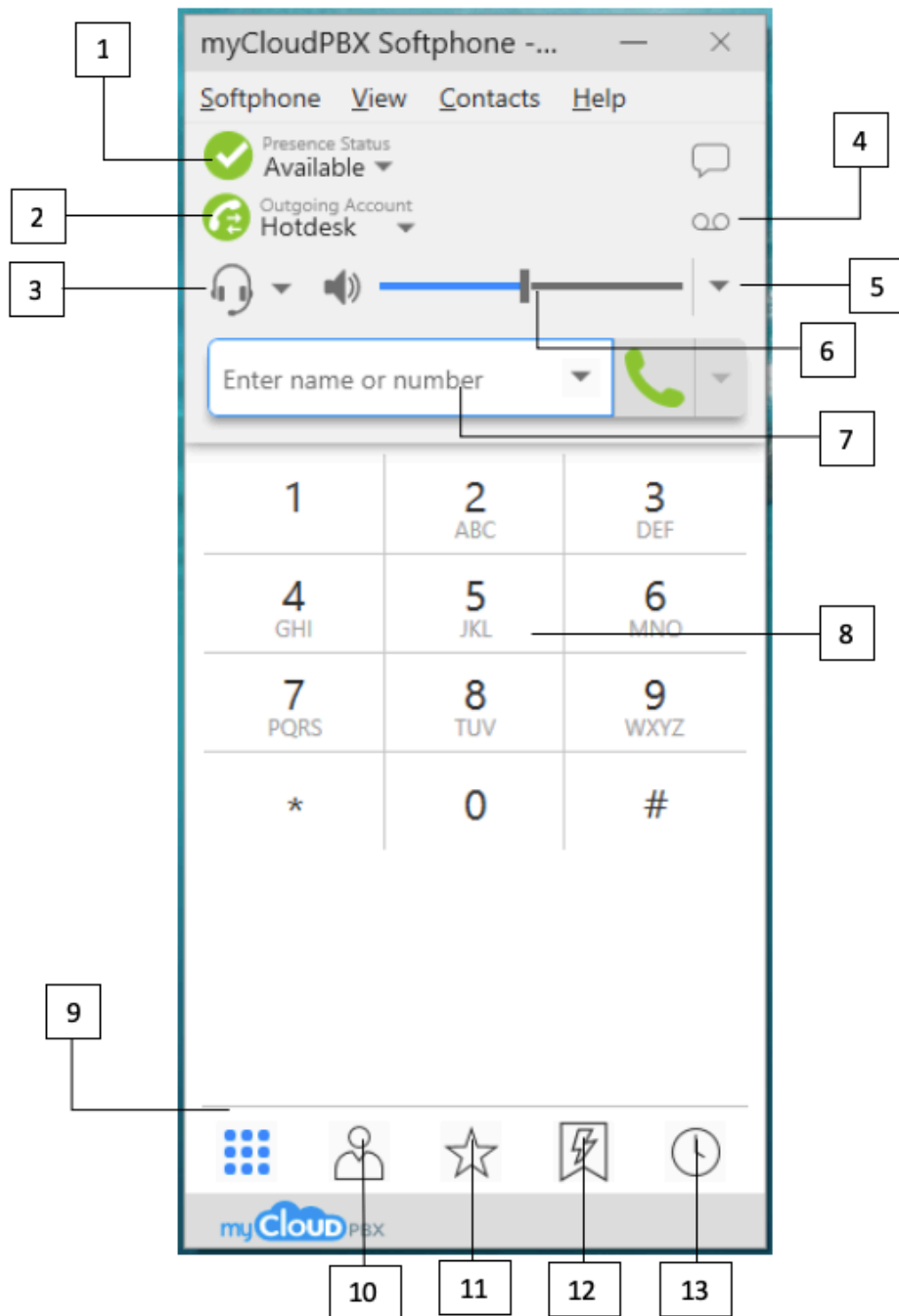


### myCloudPBX Softphone Quick Start Guide



#	Feature	Description
1	Presence Status	Shows your current status. Click to change current status.
2	Registered Account	Shows the current account. Click to change to another account if available.
3	Audio Mode	Click to change from headset to speakerphone mode.
4	Voicemail	Click to dial Voicemail.
5	Call Options	Click to access additional call options such as 'Private Caller ID'..
6	Volume Controls	Adjusts the volume.
7	Name & Number input (Caller ID Bar)	Shows caller ID of current call. Also used to enter the name or number you wish to call.
8	Keypad	Used to dial numbers. The keyboard can also be used.
9	Keypad Tab	Displays the Keypad.
10	Contacts Tab	Displays the Contact List.
11	Favourites Tab	Displays the Favourite Contacts List.
12	Notifications Tab	Displays the Notifications Tab.
13	Recent Calls Tab	Displays the Recent Call History Tab

## Answering a Call


When a call comes in, a notification will appear in the bottom right corner of the screen.

There are several options available.


- Click **Answer** to answer the call.
- Click **Video** to answer the call with audio and video through your webcam.
- Click **Decline** to reject the call.

## Making a Call

There are several ways to make an outbound call.

- Type the number you wish to dial and then click .  
(The phone will auto dial after a couple of seconds if you don't click this button)
- Click the **Recent Calls** tab and then click the number you wish to dial.
- Click the **Contacts** tab to display a list of contacts, click the name of the contact you wish to call. In the new panel, click the number you wish to dial.

## Transferring Calls

- When in an active call, click the **transfer** icon .
- Type the contact name or the extension number of the person you wish to transfer to.
- You can then click **transfer now** to commence a blind transfer or click the


dropdown menu and select **call first**  for attended transfer.

## Placing a call on Hold

To place a call on hold simply click the **pause**  icon.

When ready to speak to the caller again, click the **play**  icon.

## Conference Calls

To initiate a conference call, click the  button.


- From the menu, select **invite to Conference Call**.
- Type the name or extension number of the person you wish to call and then click **Add**.

## Voicemail


Personal voicemail can be checked by dialling **777** or by clicking the

**voicemail**  button.

You will be prompted to enter your **PIN**.

If you have voicemail, you will see the icon. 

## Adding New Contacts

- Click the **Contacts** tab, then click the  button.
  - Type a display name for the contact (example: John).
  - Select a type of phone then type its number and click **Add**.
- You can repeat this method to add multiple numbers to the contact.

## For Assistance

**Web:** [support.ecn.net.au](http://support.ecn.net.au)

**Email:** [support@ecn.net.au](mailto:support@ecn.net.au)

**PH:** 1300 790 111