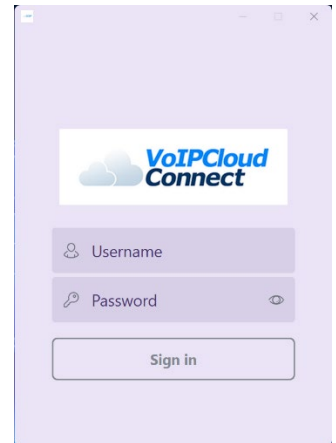# User Guide for VoIP CloudConnect for Windows (v9.0.10.0)

1. **Log-In Screen**

The log in screen will look like this (See picture to the right)
You must input your username and password that were provided by whomever manages the VoIP account.

2. **Setup Wizard**

The first thing you will see when you log in will be the setup Wizard
It will ask you to make VoIP CloudConnect the default calling program
Once you hit next, you will finish the setup.
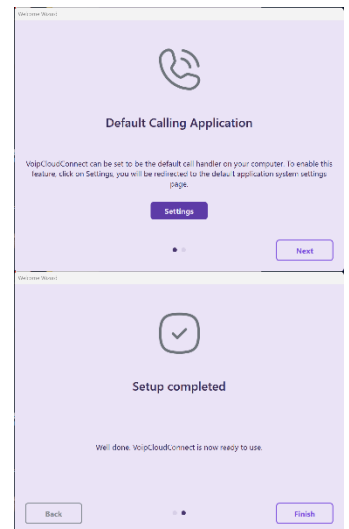
3. **Dial Pad**

Once the Setup is complete, you will see the Dial Pad. The default view is
The dial pad, and from there you can navigate to distinct functions and
Settings within the VCC Desktop application.
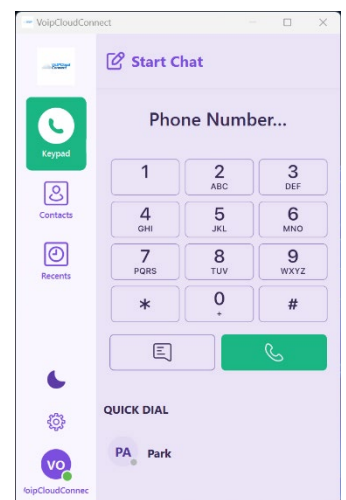
4. Preferences

Preferences allow you to 'customize' your VCC Desktop application to Your liking. They are located by clicking the cog wheel on the lower-left Side of the application window.
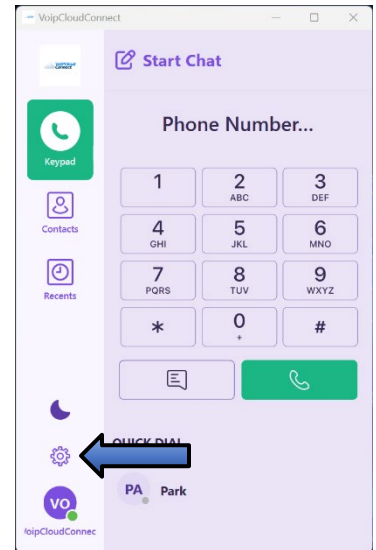

5. Sound

On the "Sound" tab, you will find various volume settings.
The default settings are usually good, but if need-be, you can modify any of the values you see here to your liking. You may change the volume as well as various other quality settings.
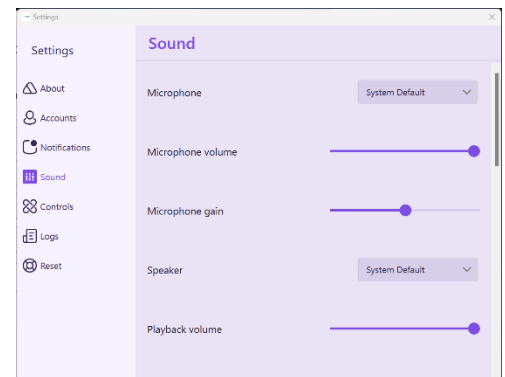

6. Notifications

This tab lets you set your individual preferences for ringtones and text tones. By default, they are set so that calls with VoIP CloudConnect have a different ringtone than what is configured by default for personal calls.
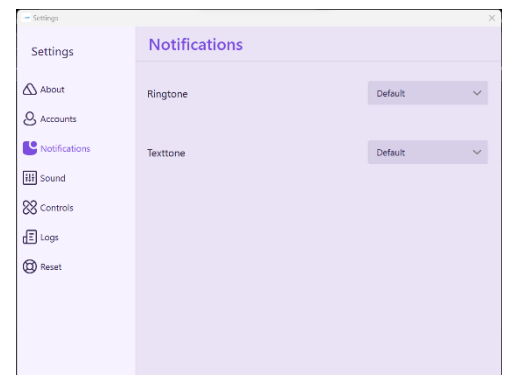

7. Controls

This tab allows you to change the launch behavior, SIP Logging, Your preferred language, as well as a few other options specific to the VoIP CloudConnect windows application.
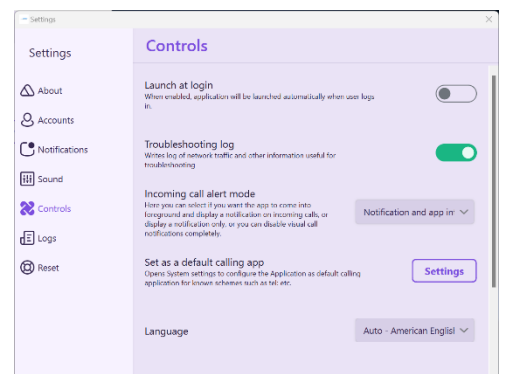
8. Do Not Disturb

When you have decided that you no longer need to receive calls, you may Enable Do Not Disturb by clicking the moon logo on the lower left-hand side of the application window. Once themoon is filled in, that means the Do Not Disturb is enabled.
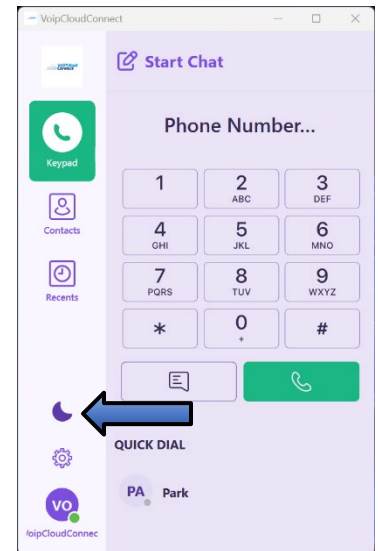
9. Quickdial and BLF

In this tab, you may add or edit your quickdials that reside within or outside of your organization. If the user is within the organization, enabling Busy Lamp Field or "BLF" will show if that individual is on the phone.

IT IS RECOMMENDED: Ask the service department to add BLFs or Speed Dials to your Quickdial list**.**
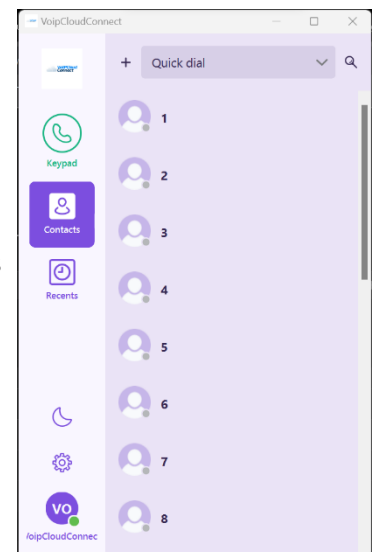
10. Syncing Office365 Address Book

If you click the "Contacts" button, this will give you a couple of choices. You can choose your Address Book (if you chose to import) and Office 365. To import the Office 365 contacts first you must click Sign in. This will bring you to a Microsoft Office 365 login screen. Once logged in you should then see your Office 365 contact information.
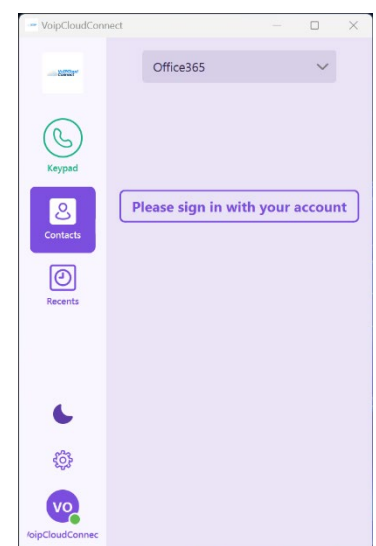
11. Retrieving Voicemail

The tape reel icon on the dialpad screen will notify you if you have any voicemail messages available for listening. Click the tape reel, which will dial into your voicemail box, and the system will prompt you for your pin. Follow the prompts to listen to your messages.

12. Active Call Screen

The active call screen provides both a top menu of basic functions such as controlling microphone, speakers and camera. It also offers call control capabilities such as making dialpad active to enter DTMF prompts; putting current call on hold; transfer a call; add a third person (extension or external number); or make a warm transfer to a third person.
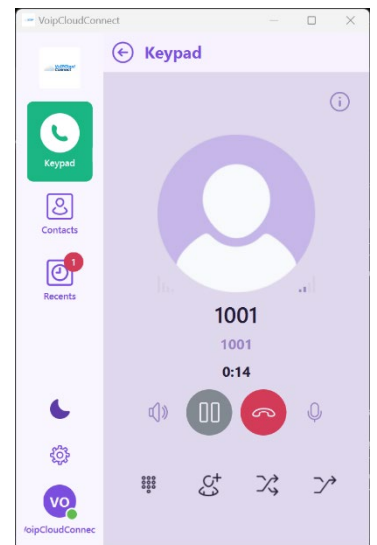
13. Transferring a Call

Blind/Unattended Transfer

On the Active Call Screen, to perform a "blind" transfer. You must first select "transfer" then, when the dialpad appears, type the extension you would like to transfer to, and hit dial. This will send the call to the designated extension and the transfer has been completed.

Note: If you would like to transfer a call directly into someone's voicemail without ringing their phone, while on the active call hit transfer, press *98[extension], and hit dial
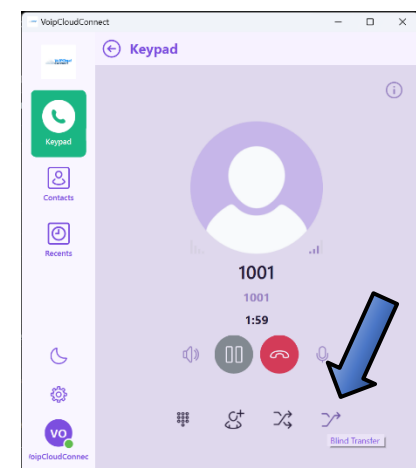
Attended/Supervised Transfer

While on the Active Call Screen, to perform an "attended" transfer, you must first select "att. Transfer".
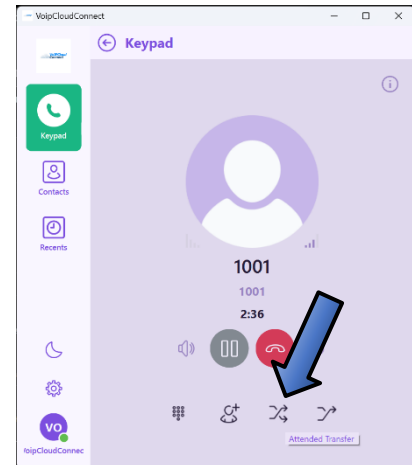
This will put the current call on hold and bring up the On Hold screen where you will choose the dialpad to dial the extension that you want to transfer the call to. Alternatively, you can go to the contacts list and choose a quick dial.
Once you hit the Green Dial button or quickdial, VCC will connect you with the extension to allow you to speak with the person before confirming they want you to complete the transfer.
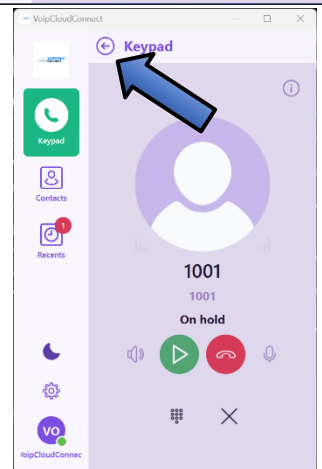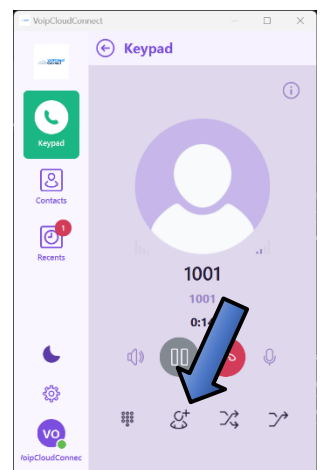
To complete the transfer, press the Transfer Call button located below the Call information.
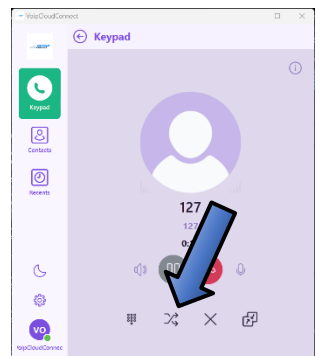
14. 3-Way Calling

To create a 3-way call, you must hit the "add call" button.

This will now bring up the dialpad where you will dial the extension or external number you would like to bridge onto the call. You must then hit the dial button at the bottom to dial the number. Or alternatively, you can hit the Contacts list and choose from there.

To merge the calls, you must hit the "Merge Calls" button below the call Information. This will then join the calls together in a 3-way call.

To split the call, you can hit the "Split Call" button to choose one person from the 3 way call to continue speaking with. The other call is ended.

15. Call History

If you click on the "Recents" tab, as you may expect there is a list of your recent inbound or outbound calls and messages.
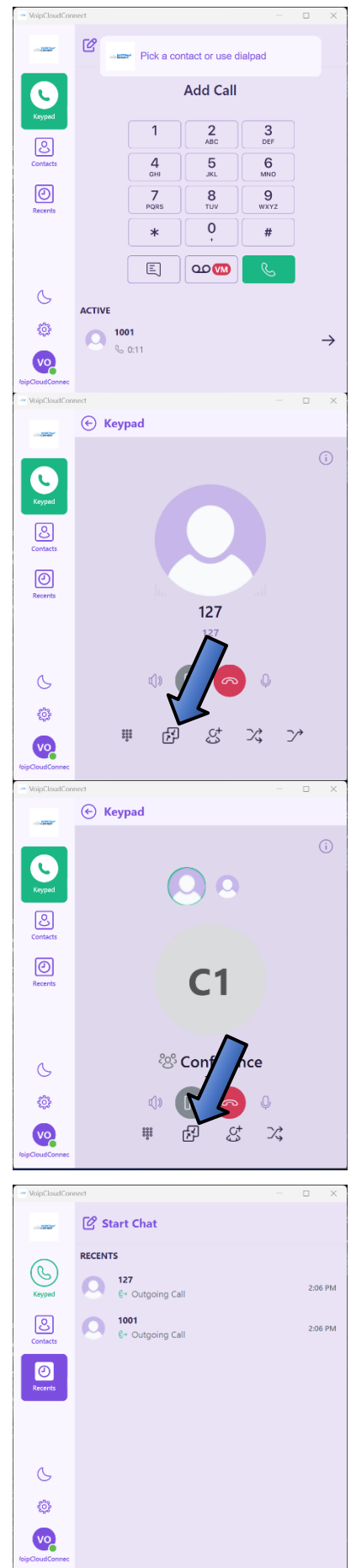
16. SMS Messages and Internal Messaging

There are a couple of ways you can send a message via the VoIP CloudConnect Desktop application.

    a. Type the number in you wish to message and hit the message Button below the dialpad.
    b. Choose from your contacts, click the contact, click the message button
    c. From the recents menu, you can click on the contact and chat.