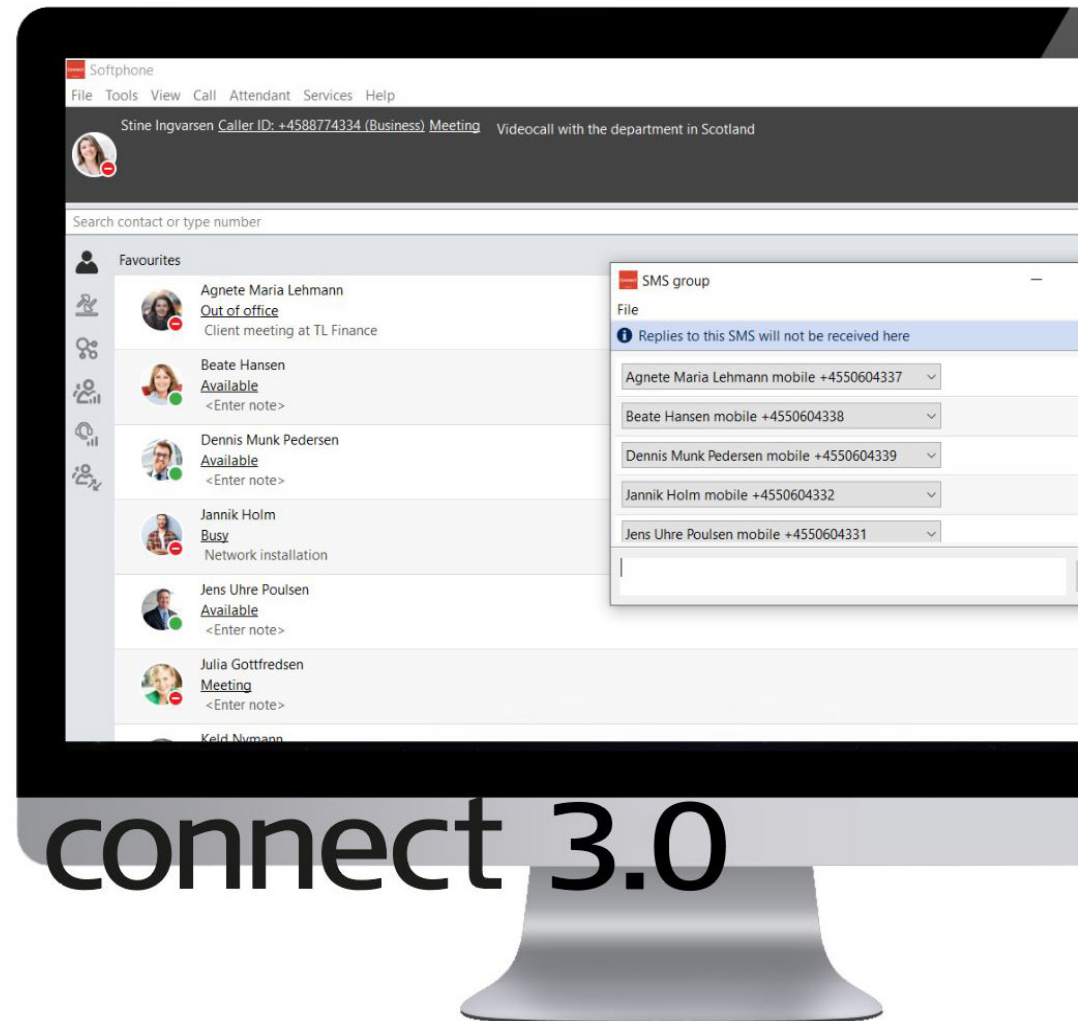


## Quickguide

Connect 3.0 PC & MAC Client  
English



# Information

This guide describes the basic features of the Connect 3.0 Client.

Please note that there may be functionalities described in this guide, which are not available on your Client, as some features are licensed.

If you have questions about the Client, feel free to contact us or the administrator of your telephone system.

This guide is interactive, which means you can click on the links in the sidebar and come to the page. If you click on “See videoexample” on the pages, you come to a videoguide that shows you the featured function.

Kind regards,

ipvision Support  
Skodsborgvej 305 D  
DK-2850 Nærum

**Opening hours:**

Monday - Thursday 8:00-16:00

Friday 8:00-15:30

+45 88 88 77 77

[support@ipvision.dk](mailto:support@ipvision.dk)

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Seen with Attendant view.

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**Change activity**

**Search bar**

**Active calls**

**A-CD-Groups**

**Audio control**

**Change outgoing unit**

**Booked MS Outlook meetings\*\*\***

**Softphone**  
File Tools View Call Attendant Services Help  
Stine Ingvarsen Caller.ID: +4588777334 (Business) Available <Enter note>

**Search contact or type number**

**Favourites**

1. Agnete Maria Lehmann Available <Enter note>
2. Beate Hansen Do not disturb <Enter note>
3. Dennis Munk Pedersen <Enter note>
4. Janmik Holm Available <Enter note>
5. Jens Ulve Rousen Available <Enter note>
6. Julia Gottfredsen Meeting <Enter note>
7. Keld Nymann Available <Enter note>
8. Luis Perez Available <Enter note>
9. Sophie Chima Jørgensen Available <Enter note>

**Local calls**

88887787 Ongoing 00:00:04

Move this call to: Mobile

**Remote calls**

Beate Hansen	callPark@marketing.ipvision.dk	Parked
beh@marketing.ipvision.dk	External	Parked by Stine Ingvarsen
Internal		

**Groups**

Main number [0 3/4]	Technical Support [0 2/2]	Customer Service [0 3/4]	Sales [0 2/3]
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**Connect**

**Softphone status:** Available <Enter note>

**Contactperson status:**

- Available
- Unavailable
- In call

**Booked MS Outlook meetings\*\*\***

**Groups:** Main number [0 3/4], Technical Support [0 2/2], Customer Service [0 3/4], Sales [0 2/3]

**Search bar**

**Active calls**

**A-CD-Groups**

**Audio control**

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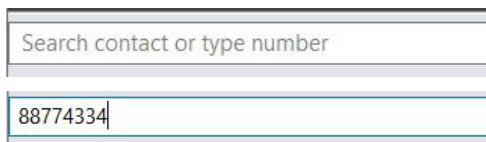
**Book meetings**

See video example

## Make call

You can make a call in several ways:

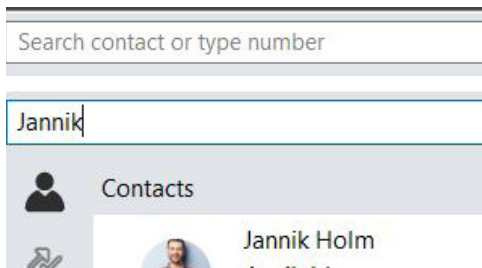
1. Write the number in the search bar and press enter.



Search contact or type number

88774334

2. Search after the person in the search bar and press enter.



Search contact or type number

Jannik

Contacts

Jannik Holm

3. Click on the litte telephone icon next to the contact.



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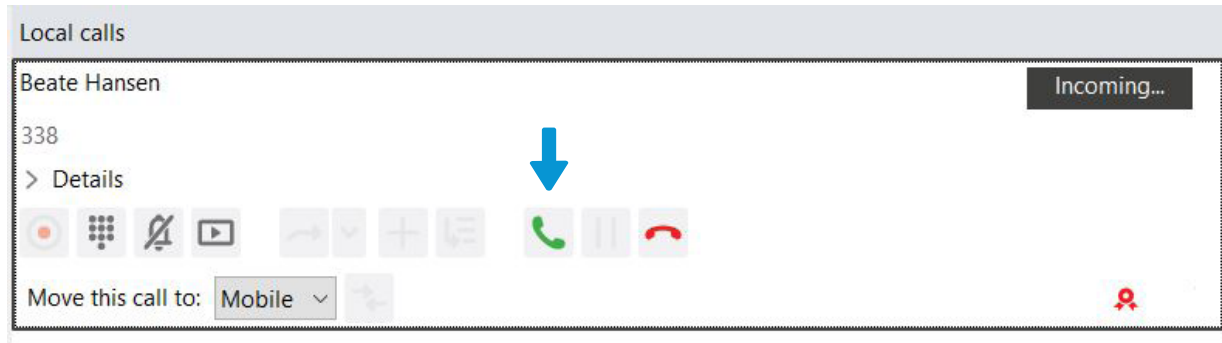
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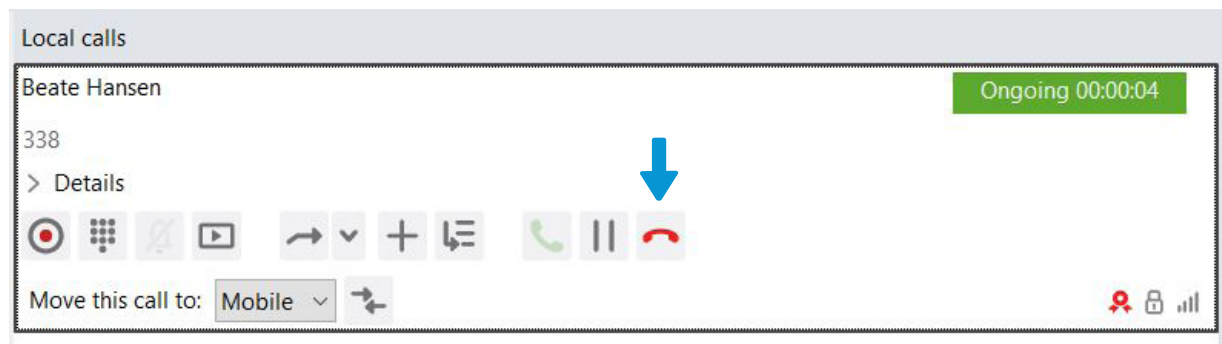
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# Answer and hang up call

You answer a call by clicking on the green telephone or by using the shortcut ctrl + A.



To hang up a call you click on the red telephone. You can also use the shortcut ctrl + H.



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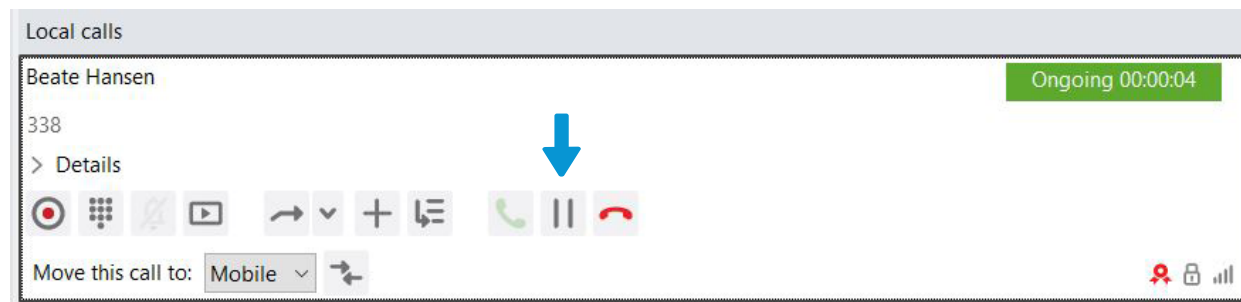
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## Hold call

If you need to talk to a colleague physically, or you want to transfer a call with presentation, you can hold the call.

Click on the hold icon.



When you want to continue the call, you press the play-icon.



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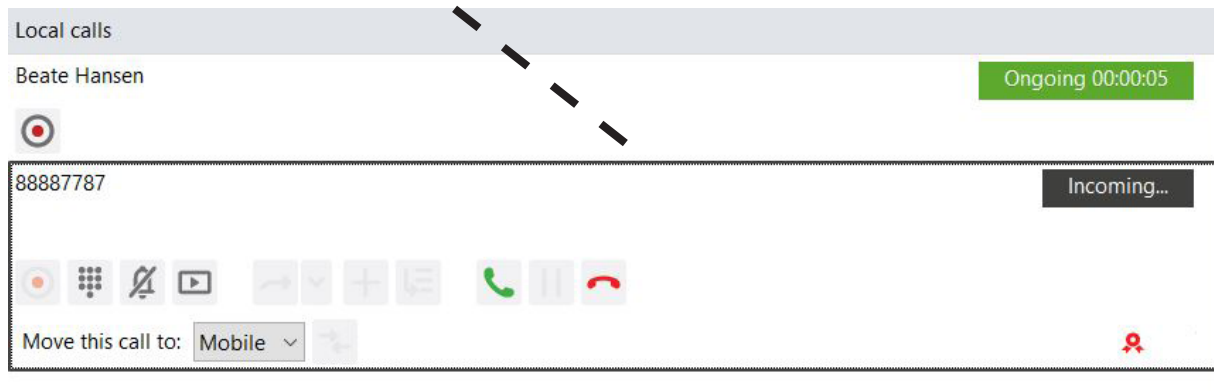
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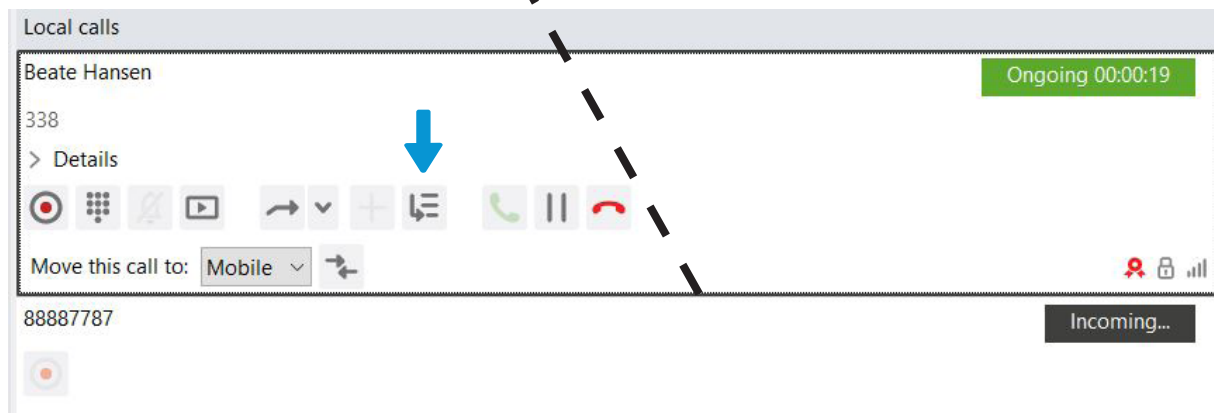
## Park call

If you already talk to a person, and you for example just received another call, which is very important to answer, you can park the call. All parked calls are visible to the all members of the ACD-group.

1. When the other person is calling, this call is automatically highlighted.



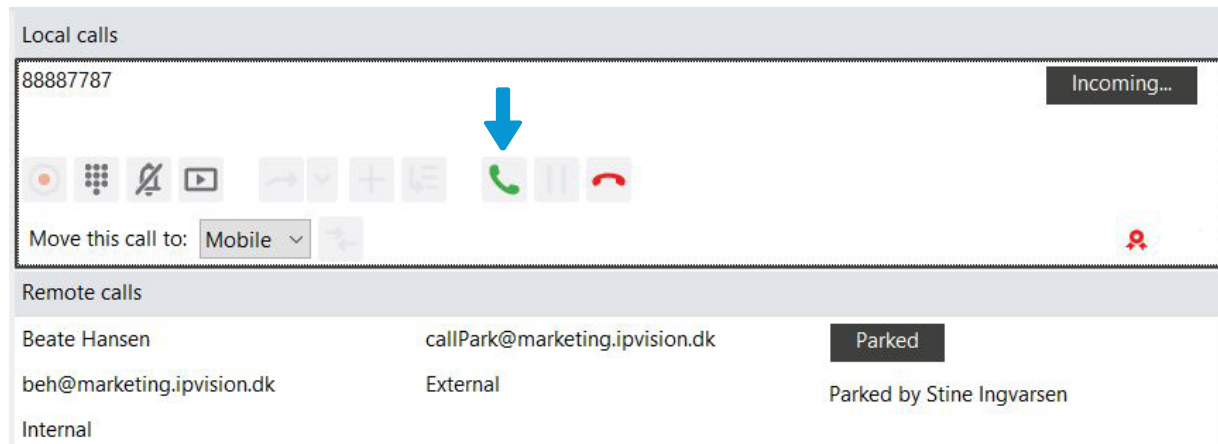
2. Choose the call from Beate Hansen, so it is highlighted. Click on "Park Call".



See video example

## Park call

3. Now the call is parked. Click on the green phone button to answer the new call. When you are finished you hang up the call.



4. To take the parked call again, you click on the telephone icon in the right corner.



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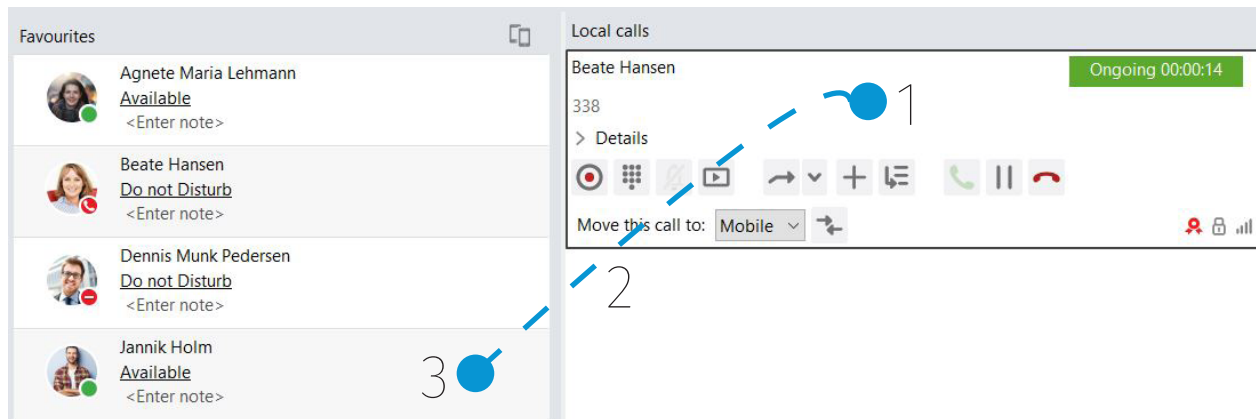


See videoexample

## Transfer call without presentation

If you want to transfer a call without presenting the call to the recipient, you can drag the call to the receiver.

1. Click somewhere on the active call (in the white area).
2. Hold down the mouse while you move the mouse towards the contact, you want to transfer the call to.
3. When you stand on the contact, you let go of the mouse.



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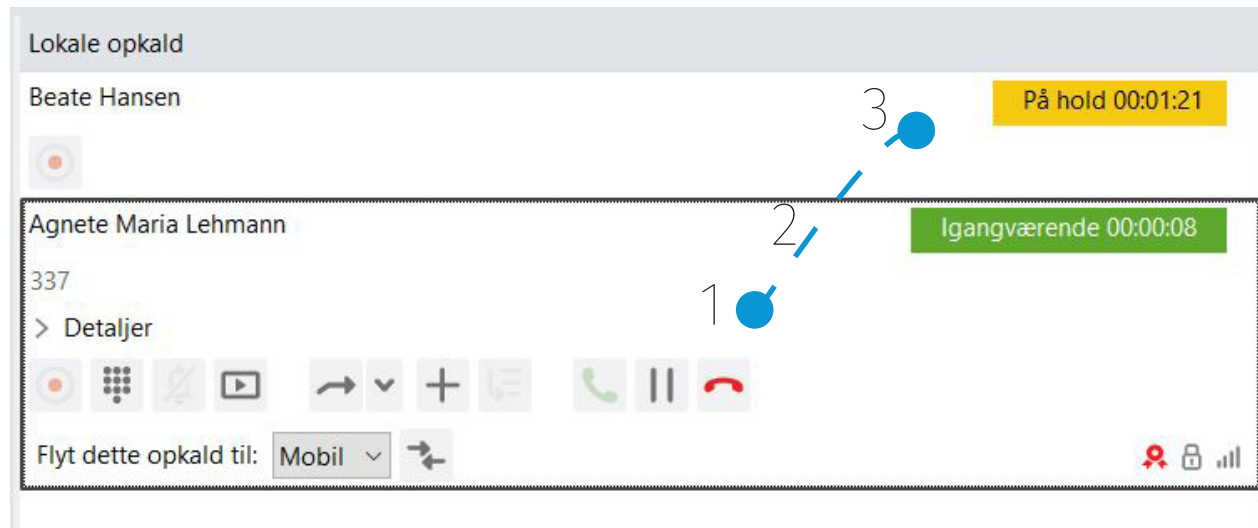
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## Transfer with presentation

1. Begin by calling the person, you want to transfer the call to. The active call is automatically put on hold.



2. When you have told the person, what the call is about, you drag the first call to person by following these steps:

1. Click somewhere on the active call (in the white area).
2. Hold down the mouse while you move the mouse up to the call.
3. When you stand on the call, you let go of the mouse.

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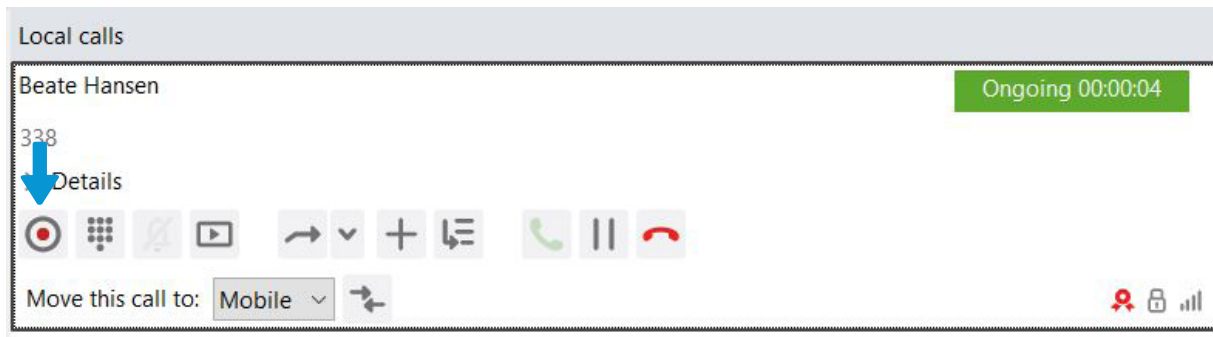
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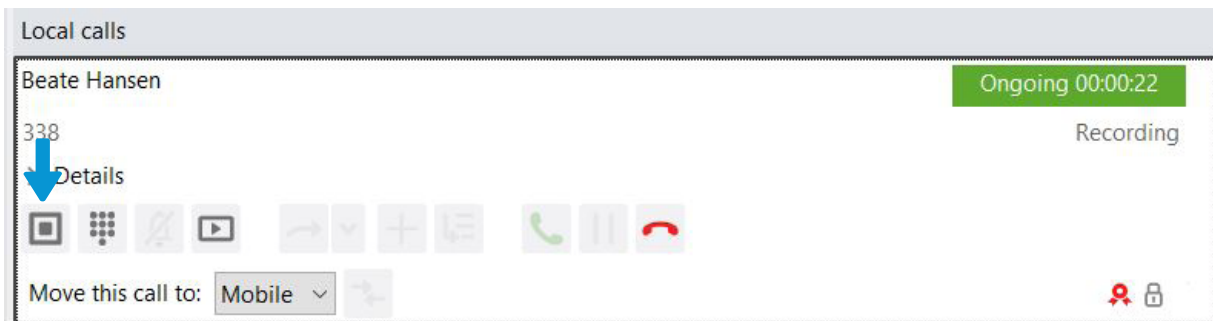
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## Voice Recording

You can record the conversations, if you have chosen Voice Recording. If you want to record the call, you press the red button.



You can also stop recording the conversation by clicking on the "Stop recording"- icon.



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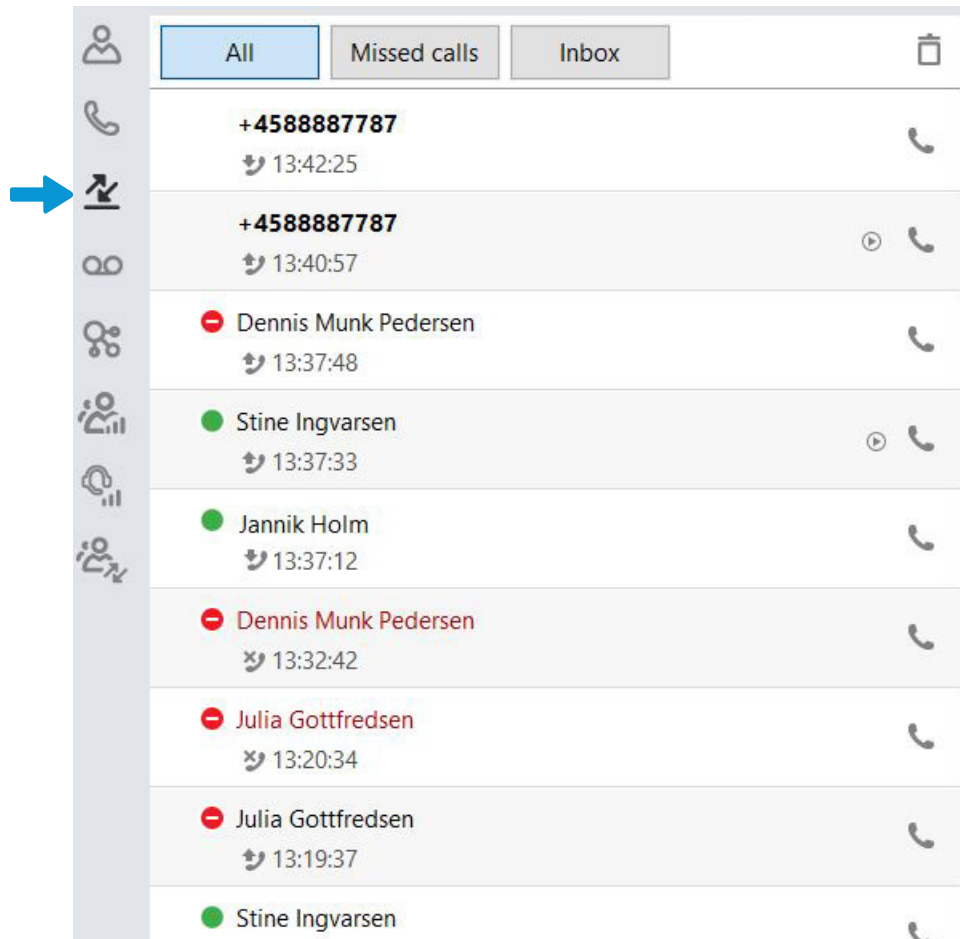
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## Call Log

In the Log you can see all your ingoing, outgoing and missed calls. You can also see your inbox, where your recorded conversations are.



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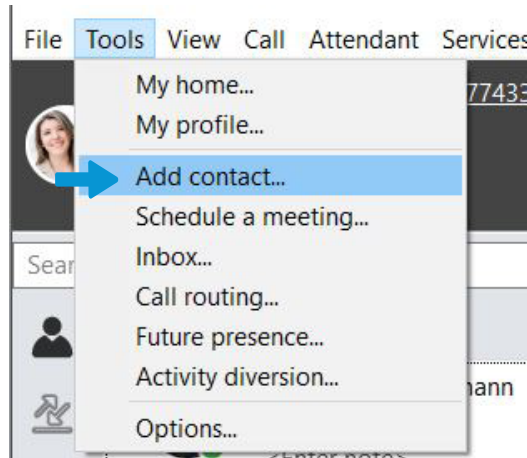
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# Add contact

You add a new contact by choosing “Tools” and “Add contact”.



Fill out the fields.

## Contact categories

**Contact** - a normal contact who you can search for and call.

**Favorite contact** - The contacts will appear in your contact list.

**VIP contact** – You can make special call rules for the person. For example if the person should be able to call you, even if you are in a not available activity.

**Blocked contact** – The person cannot contact you.

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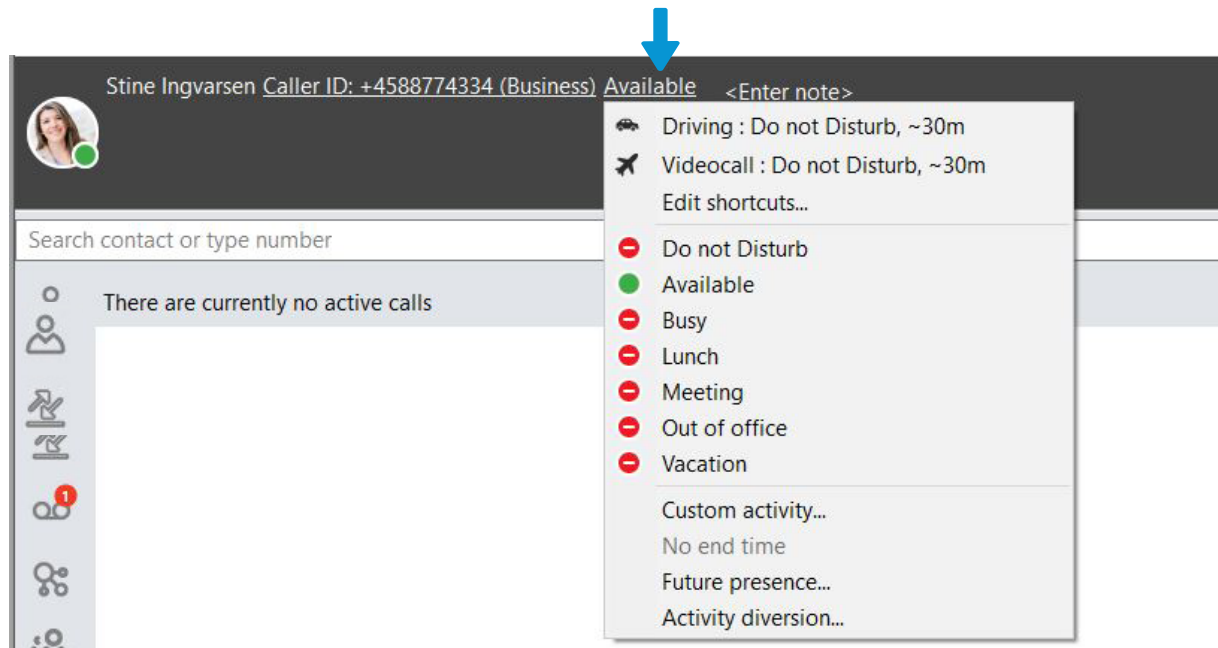
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## Change status

If you want to change your status, you click on your current status in the view with your own information. Then choose from the drop-down menu.



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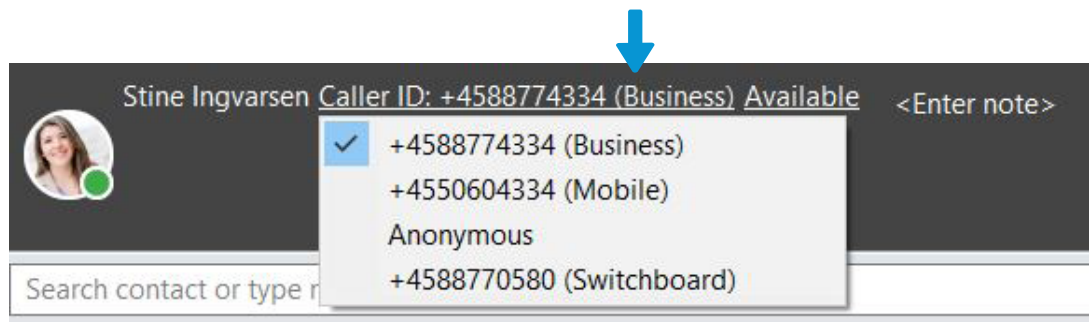
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# Change outgoing number

If you want to change your number which is shown when you make outgoing calls, you click on your number in the status field.



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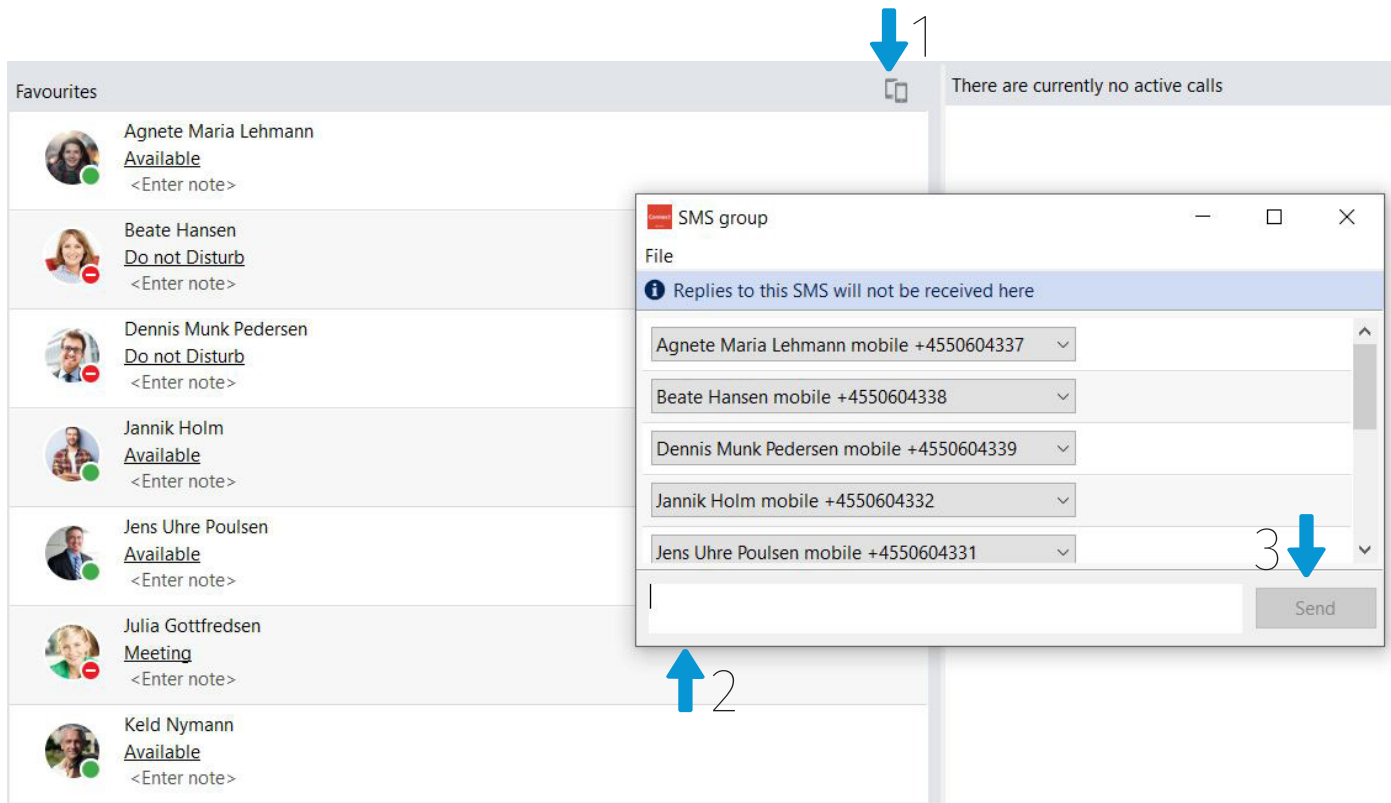
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## Group message

1. Click on the icon with the two mobilephones.



2. Write the message in the white field.

3. Press "Send".

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# Logging in and out of ACD Groups

You log in and out of ACD Groups in the bottom on the Client.

Groups			
Main number [0 3/4]	Technical Support [0 2/2]	Customer Service [0 3/4]	Sales [0 2/3]
Logged out	Logged in	Logged out	Logged out

Click on the ACD Group, you want to log in/out to. If the group is blue, it means that you are logged in. If the group is gray, it means you are logged out.

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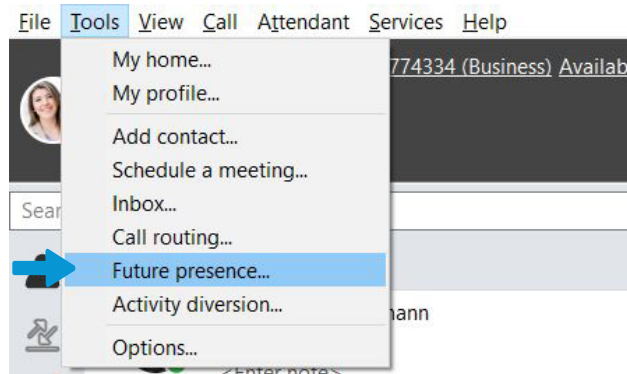
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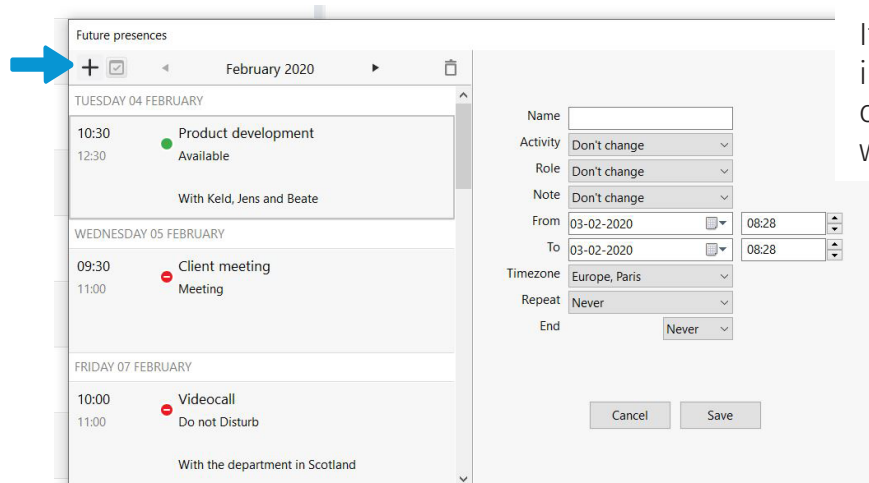
See videoexample

## Calender

You can see your calender under “Future presence”. You can access this under “Tools” and “Future presence”.



Here you see your calender. Click on + to add a new presence. Fill out the details and click “Save”.



If you have the Exchange integration, your Outlook calender will be synchronized with your Client.

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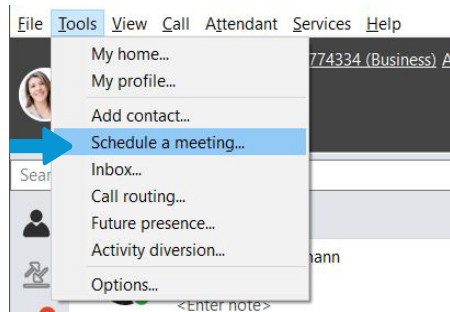
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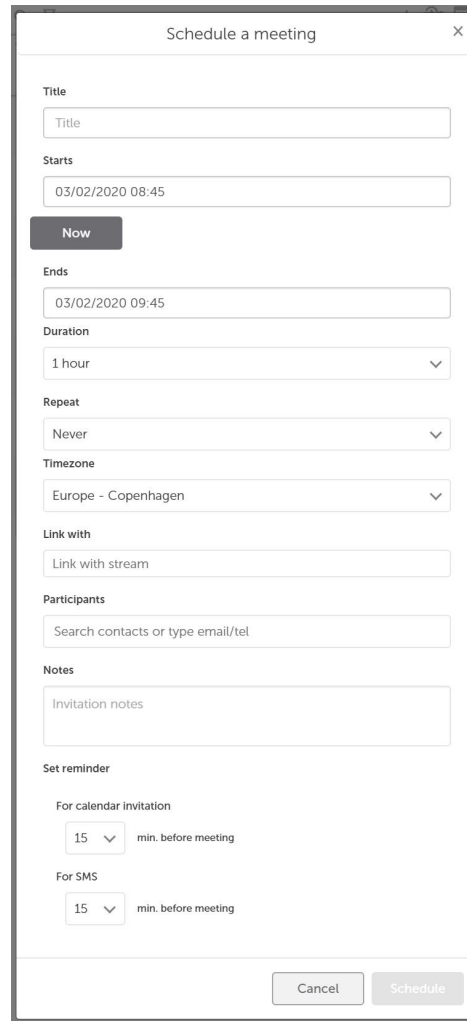
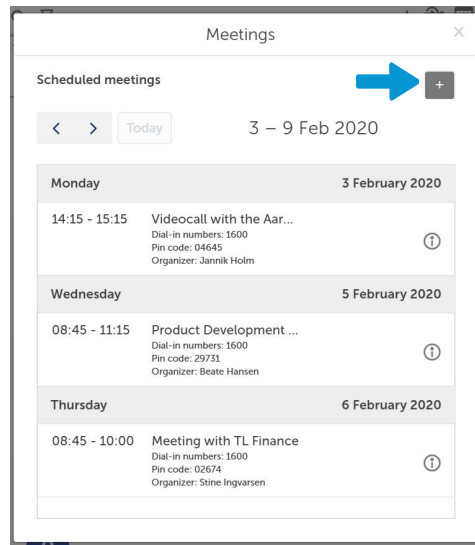
See video example

## Book meetings (Require Collaboration)

You can quickly and easily book meetings in the Client - including audio- and videomeetings. Begin by clicking on "Schedule a meeting" under "Tools". You can also do it from Collaboration.



Here you see your planned meetings. Click on + to add a new. Fill out the details.



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