



# Desktop Invoco UC Softphone - Quick Start Guide

*If you have any questions or need further assistance please contact the support team.*

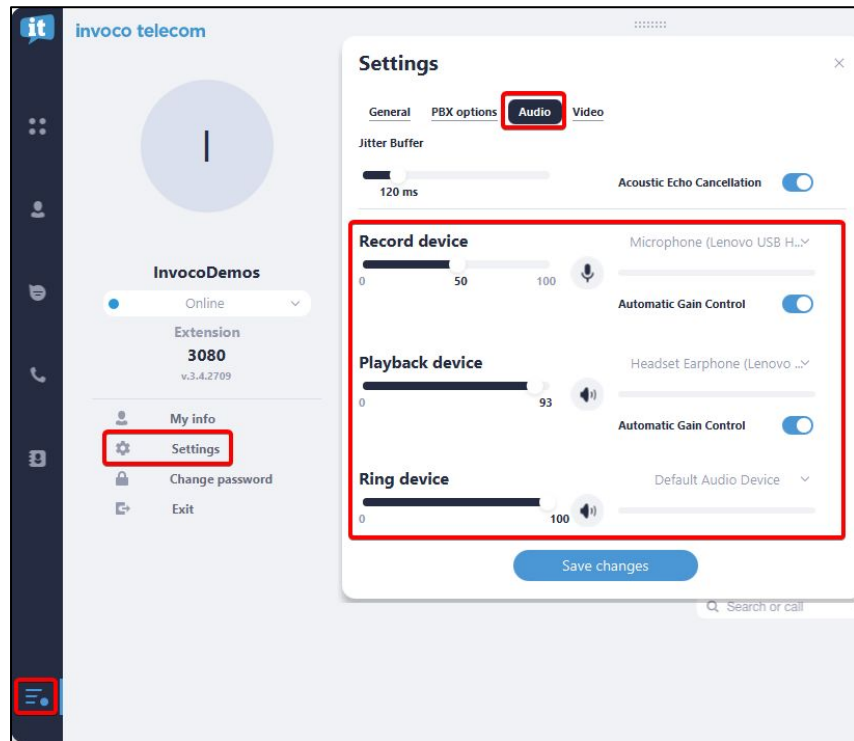
**01527 306 001**  
***support@invoco.net***

## **Page Selection**

- 1) Audio Settings**
- 2) Status**
- 3) Contacts**
- 4) Users**
- 5) Making a Call**
- 6) Call Transfer**

# Check your Audio settings

Navigate to **Settings > Audio** to view your audio devices.



**Acoustic Echo Cancellation** - this will help to **eliminate background noise**.

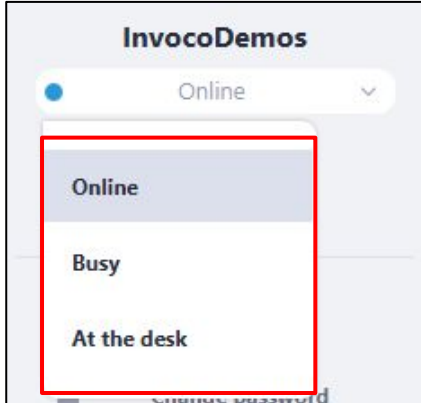
**Record Device** - this is the **microphone** that the softphone will use.  
*A headset is preferable here.*

**Playback Device** - this is the **speakers** that the softphone will use.  
*A headset is preferable here.*

**Ring Device** - this is what the softphone will use to play the '**ringtone**' whilst you receive a call.  
*External speakers may be preferred here.*

**You can adjust the volume levels manually, default is usually fine.**

# Setting your Status

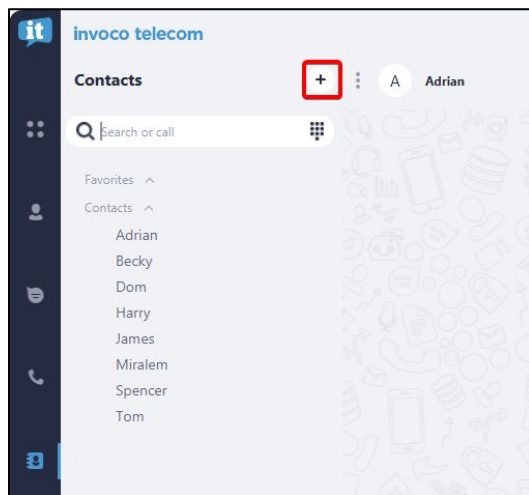


**Online** - You are available and ready to receive calls.

**Busy** - You are busy and will not receive calls, comparable to a 'Do Not Disturb' mode.

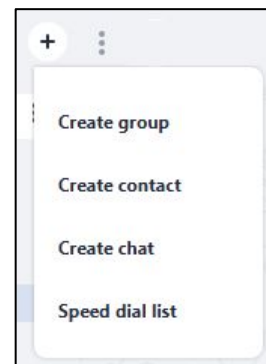
**At the desk** - If you are logged in via both mobile and desktop app, this will prioritise inbound calls to ring your desktop FIRST before the mobile app.

# Adding Contacts

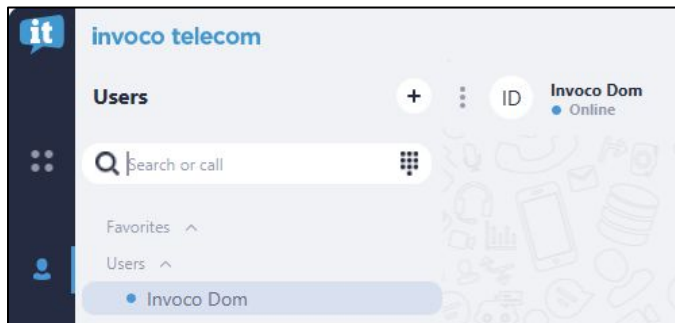


Contacts added here are intended to be for people who aren't using the softphone, i.e external contacts.

You can create groups to add contacts into to make life easier, for suppliers or partners, etc.

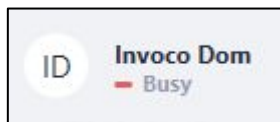


# Users



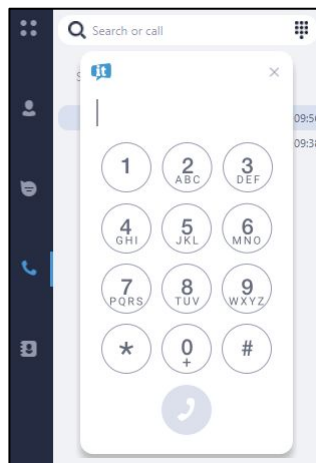
Other users as part of your softphone group will appear under the Users section.

You can call, instant message and view the status' from here.



- Dominic is Busy, and will not receive calls here.

# Making a Call / Call Options



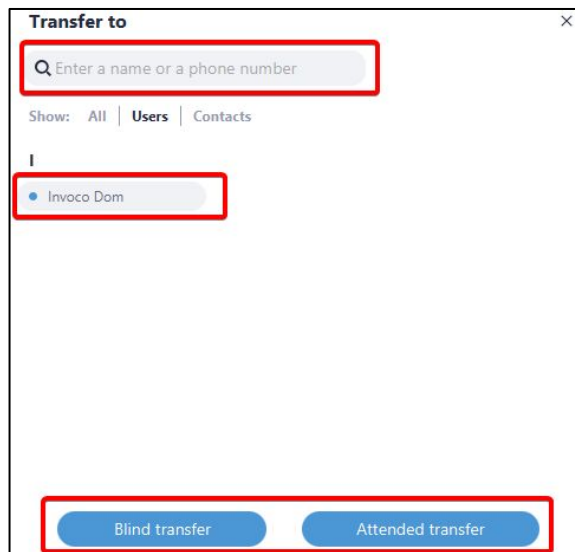
To start a call, either type the number in on the calls page  
OR press the dialpad icon to bring up a dial pad.

Whilst on a call, you will have several options..  
Here's a key to what they are:



- Dialpad
- Local Call Recording
- Call Hold
- Call Transfer
- Mute Microphone
- Other (Including call conference)
- End Call

# Call Transfer



You have several options to Call Transfer, both who you are transferring to and what type of transfer.

**Transfer To:** You can enter a user or contact name, or manually enter a telephone number.

## Transfer Types

**Blind Transfer** - this will transfer the call straight to the other user.

**Attended Transfer** - this will call the user you are transferring to beforehand, so you can check they are available or want to take the call, etc.