V-CX APPLICATION (WINDOWS)

Work from anywhere with V-CX, our easy-to-use cloud communications app

CONTENTS

I. GETTING STARTED

Download app & log in

You will **receive an email** that will contain 1) a **link to download the app**, 2) your **user name** (which is your email addres) and 3) your **password**. You will be prompted to change your password on your first login to something secure and memorable.

Find your new pin

Your **PIN** which is used for logging into your deskphone and some Portals **will now be different**. Your new pin can be found in the V-CX App. Go to My V-CX, then **Profile** and you will see your **new PIN displayed**.

II. OVERVIEW OF INTERFACE

Dialpad
Used for dialling numbers and answering calls

Address book
All contacts: internal, external &favourites

Call History
View recent and missed calls,

My V-CX
Access voicemail, greeting and pin
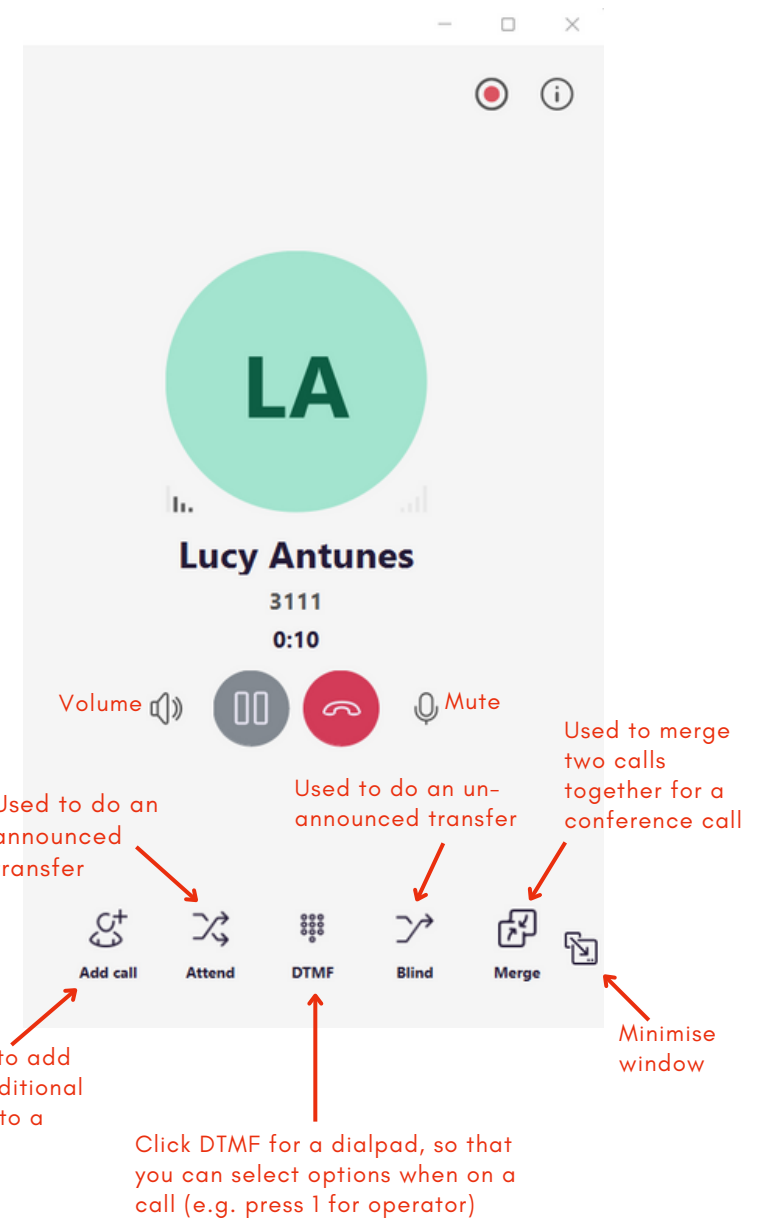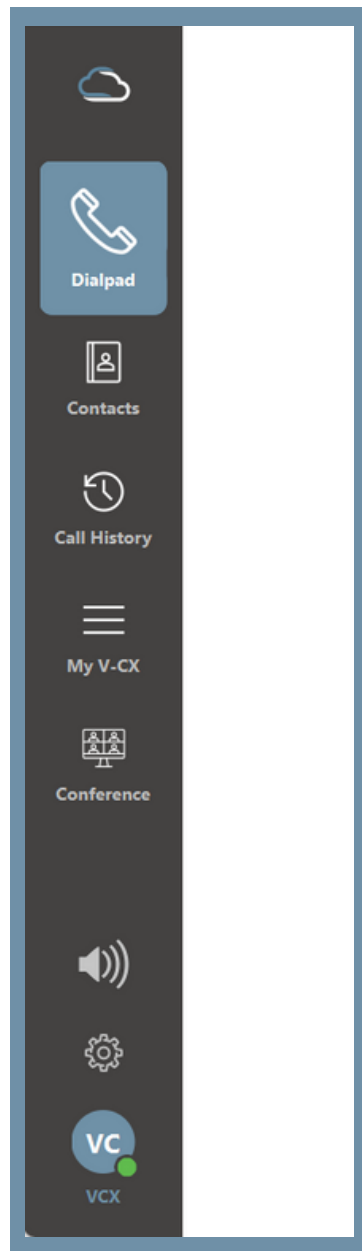
Confernece
Create a video conference

Do not disturb
Turn off or on

Settings
Access settings such as ring tone, volume, etc.

Presence
Shows if you are logged in/available

Dialpad

Contacts

Call History

My V-CX

Conference

VCX

LA

Lucy Antunes
3111
0:10

Volume

Mute

Add call   Attend   DTMF   Blind   Merge

Used to do an announced transfer

Used to do an un-announced transfer

Used to merge two calls together for a conference call

Minimise window

Used to add an additional party to a call

Click DTMF for a dialpad, so that you can select options when on a call (e.g. press 1 for operator)
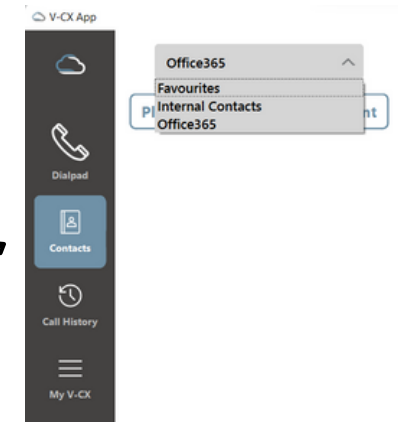
III. ADDRESS BOOK & CONTACTS

Types of contacts

- **Favourites:** select favourties by clicking the 'pin' symbol in the contact record

- **Internal contacts:** these should be automatically populated

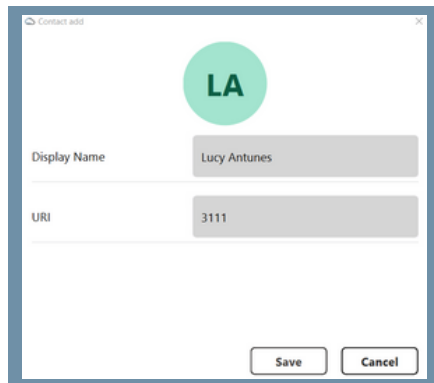- **Office 365:** these are contacts that you import from Office

Click contacts and you will see a drop down menu with the three contact options. Selct the contact list you want to see.

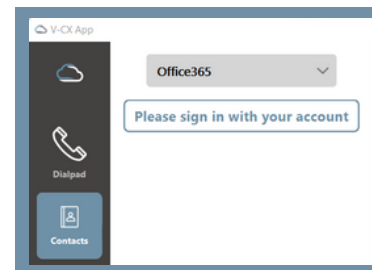### How to make a contact a 'Favourite'
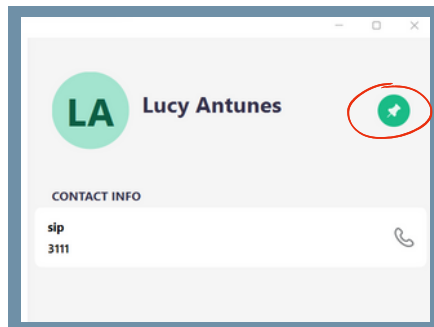
1) Click on the contact to open their contact record, and click on the little **'pin' symbol**.
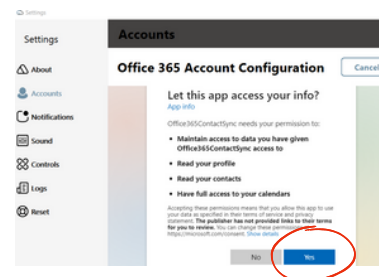
2) Press **Save**. You will then see the contact appear in your Favourites list.

How to import contacts from Microsoft 365

1) V-CX will prompt you to **sign in to your Microsoft Office account**. Click on the button above, which will open a new window for Settings.

2) Enter your Microsoft Office user name & password, then press **Yes** (above). Your contacts will then be imported. You can close the Settings window.

3) To log out of Microsoft Office, click on the **Settings** icon, which will open up the Settings window. Then click **Account** from the lefthand menu.
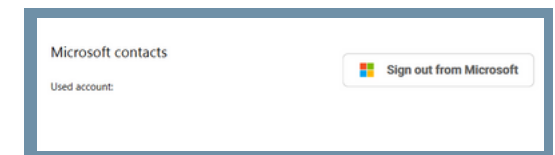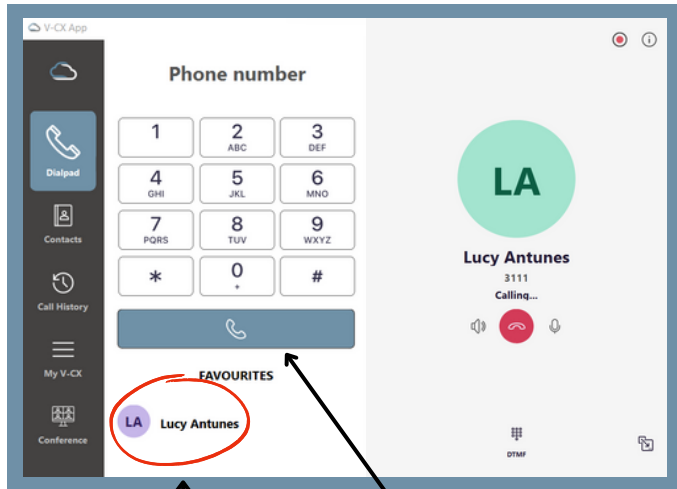
4) Click the **Sign out from Microsoft** button. You will then be signed out from Microsoft Office and your contacts will no longer be accessible in the V-CX app.

IV. HOW TO MAKE A CALL

There are several ways to make a call. You can call someone through the Dialpad, Contact lists or Call History.
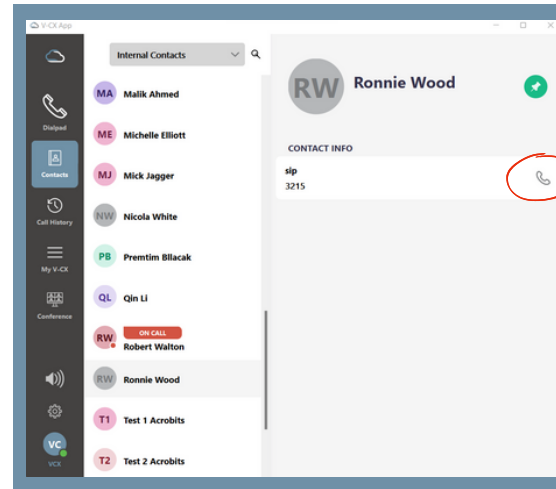
Option 1: Dialpad

Select **Dialpad** in the lefthand menu, and **type the number** in. Then press the **blue call button**.
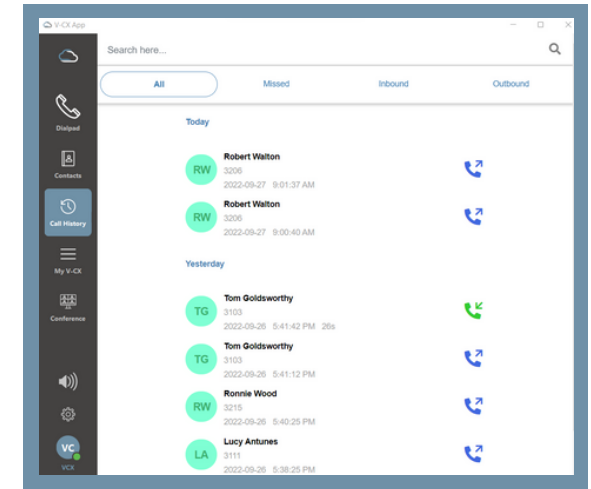
Alternatively, **click the contact you wish to call** from the Favourites displayed.

Option 2: Contacts

Select **Contacts** in the lefthand menu. Choose a contat from the list. Click the l**ittle phone symbol** circled above.
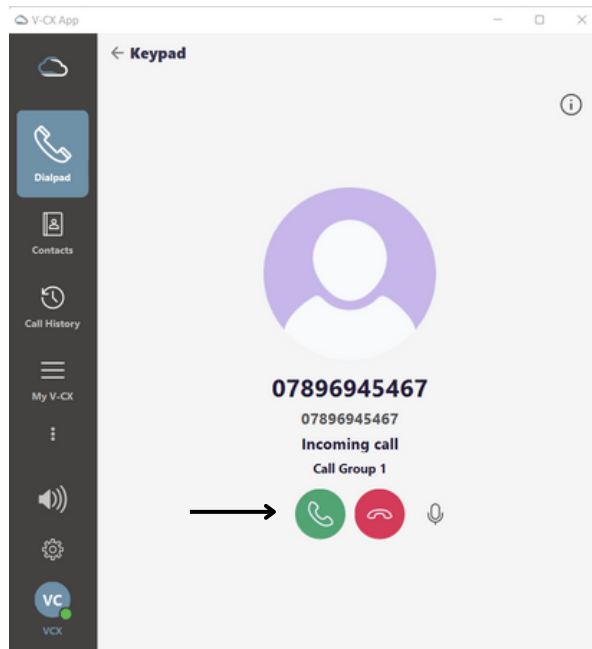
Option 3: Call History

Select **Call History** from the lefthand menu. Click the **phone icon** associated with the contact you wish to call. A pop-up window may appear asking you which application to use. If this occurs, select the **V-CX app** from the list. Your call will commence.
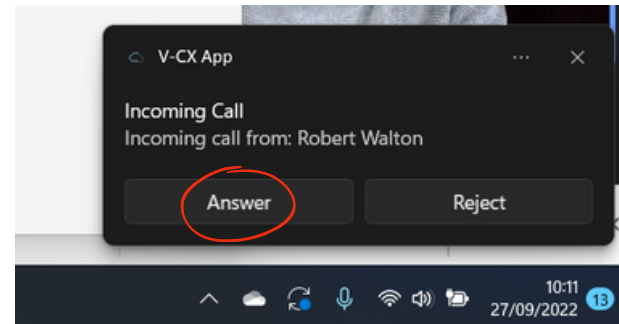
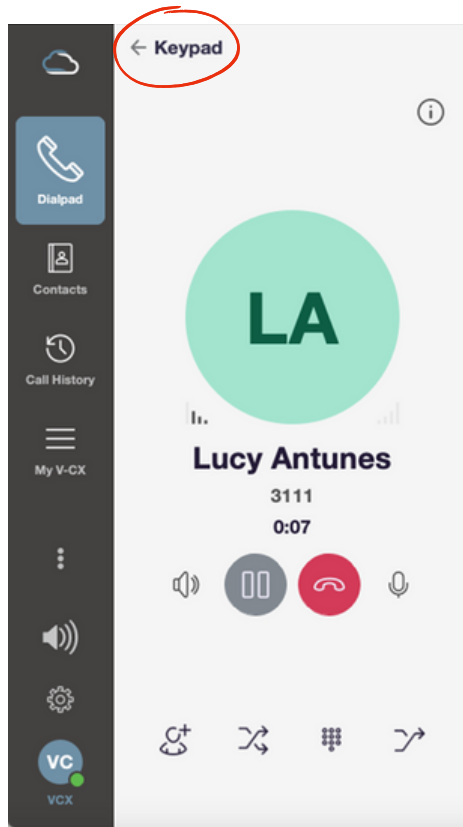# V. HOW TO ANSWER A CALL

Option 1

Press the **green button** to answer an incoming call.
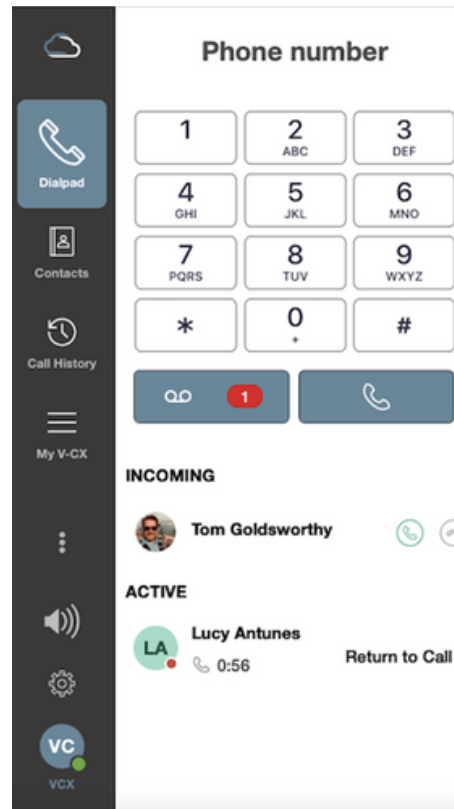
Option 2

Windows may provide a pop-up desktop notification for calls. You may also answer this way by pressing **Answer**.

VI. HANDLING MULTIPLE CALLS

When you are on a call, VCX will display the active call screen.

If you receive a 2nd call, you will hear a gentle audio tone to alert you to the call. To view details of the call click on the words 'Keypad' at the top.
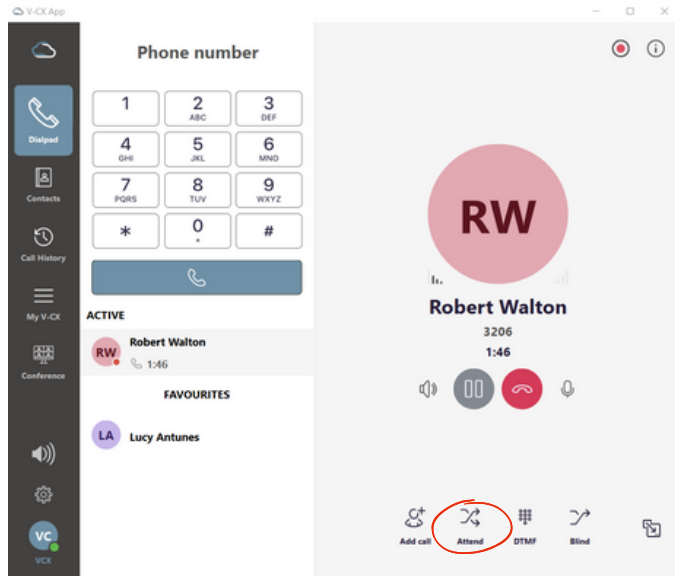
This will bring up the home screen showing details of the 2nd caller. Simply click the 2nd call to take this call. This will automatically place the 1st caller on hold.
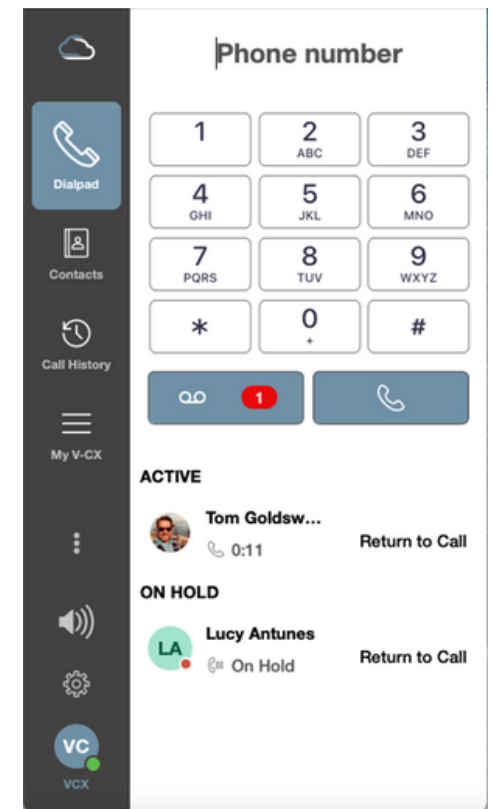
You can now toggle between calls by clicking on the relevant call.
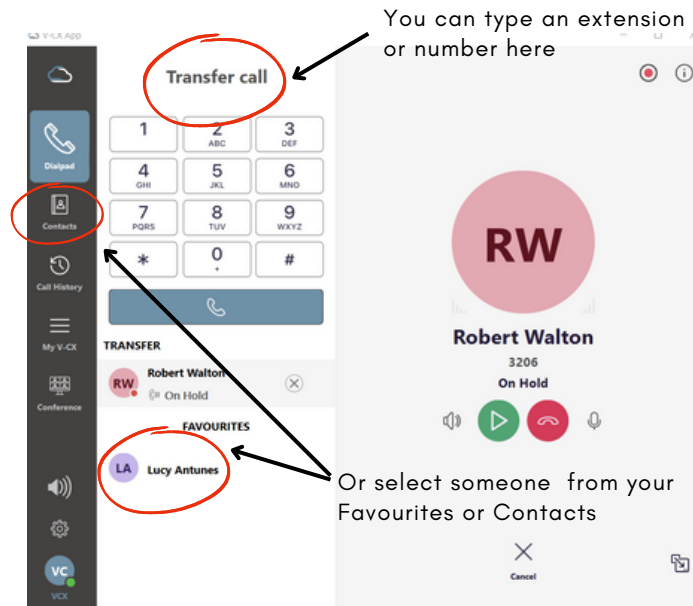
VII. HOW TO TRANSFER A CALL

From a call that you want to transfer, press 'Attend'

1) Either initiate or answer a call. To transfer the call, click on the **Attend** transfer button, circled above.

The call will then be on hold.

Call to the person you want to transfer to

You can type an extension or number here

Or select someone from your Favourites or Contacts

2) You will need to initiate a call to the person you want to transfer the call to. You can do this by typing their number or extension in the area above the dial pad that says **Transfer Call**, and then press the blue call button. Or you can select the person you would like to transfer the call too from your **Favourites** or **Contact Lists** and call them.
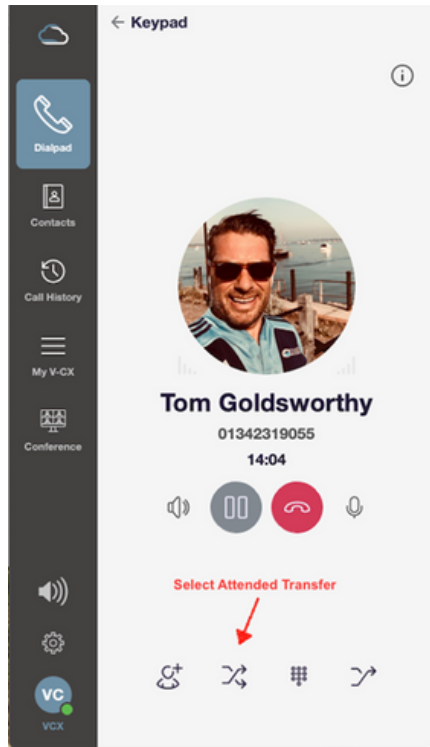
A call to the person you want to transfer the call to will now be initiated.

Connect the 2 calls
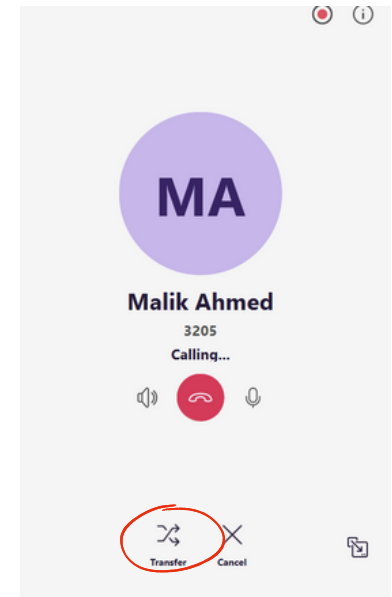
3) When the person picks up, you can tell them who you have on the line. The person you are transferring can not hear you. To then connect the two parties, press the **Transfer** symbol at the bottom of the call window. This will end the call for you but the other two parties will be connected.
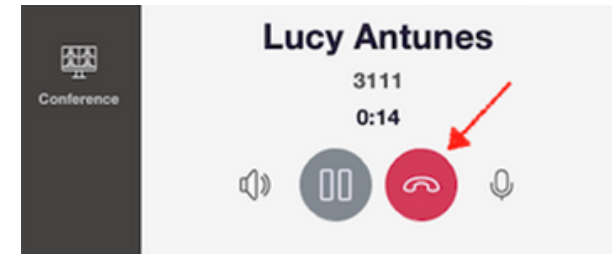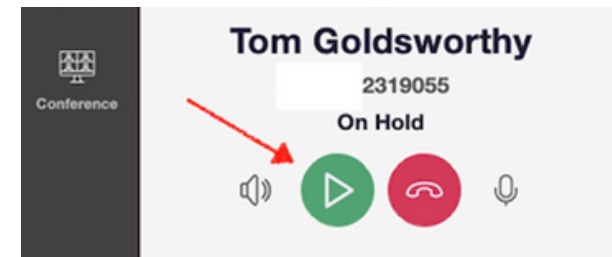
VIII. HOW TO CANCEL A TRANSFER

1) Select the Attended Transfer icon to begin the call transfer.
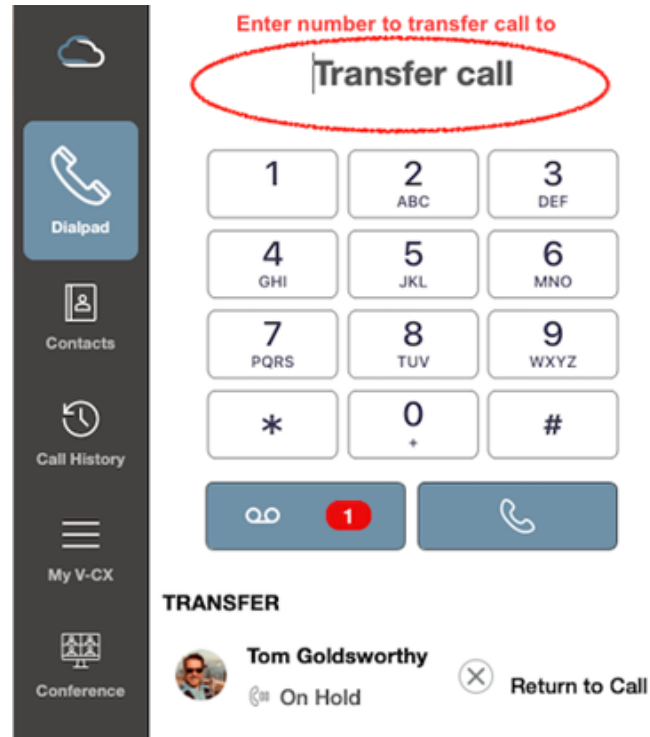
2) Enter a number to transfer the call to, or select a contact from Contacts. This will initiate a call to that person while your original call is on hold.

3) If they are unable or do not wish to take the call, then hang up by selecting the red button.
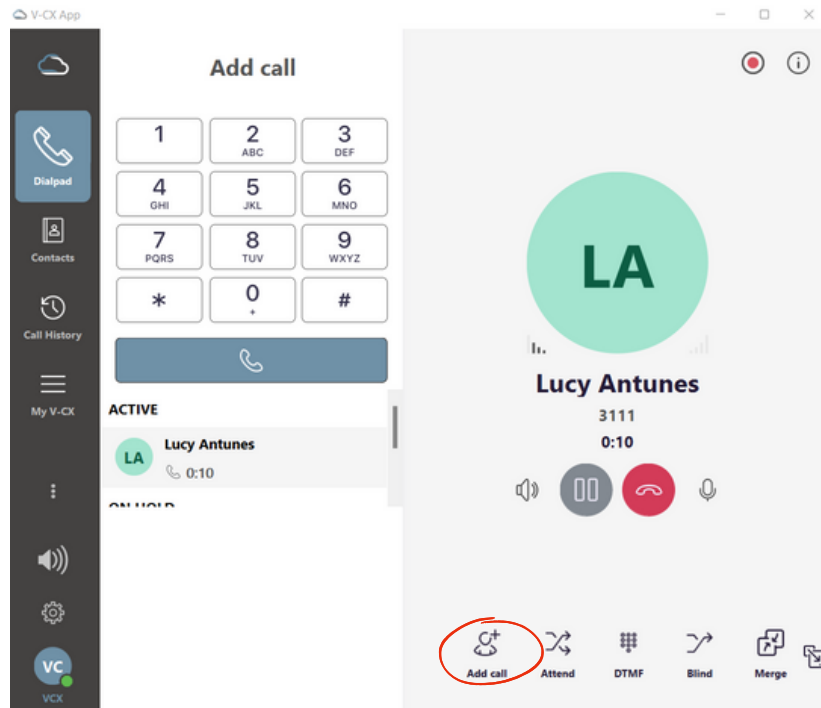

4) This will return you to the original call. Select the green 'play' icon to take the call back off hold.
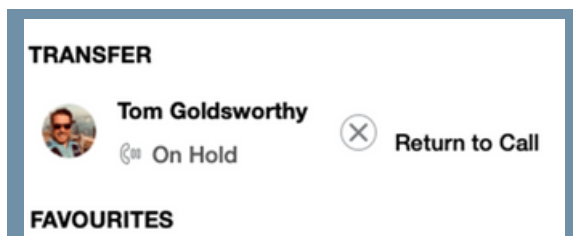
IX. HOW TO CONFERENCE SOMEONE IN

From a call, press 'Add call' and call the new party

Then merge the two calls together

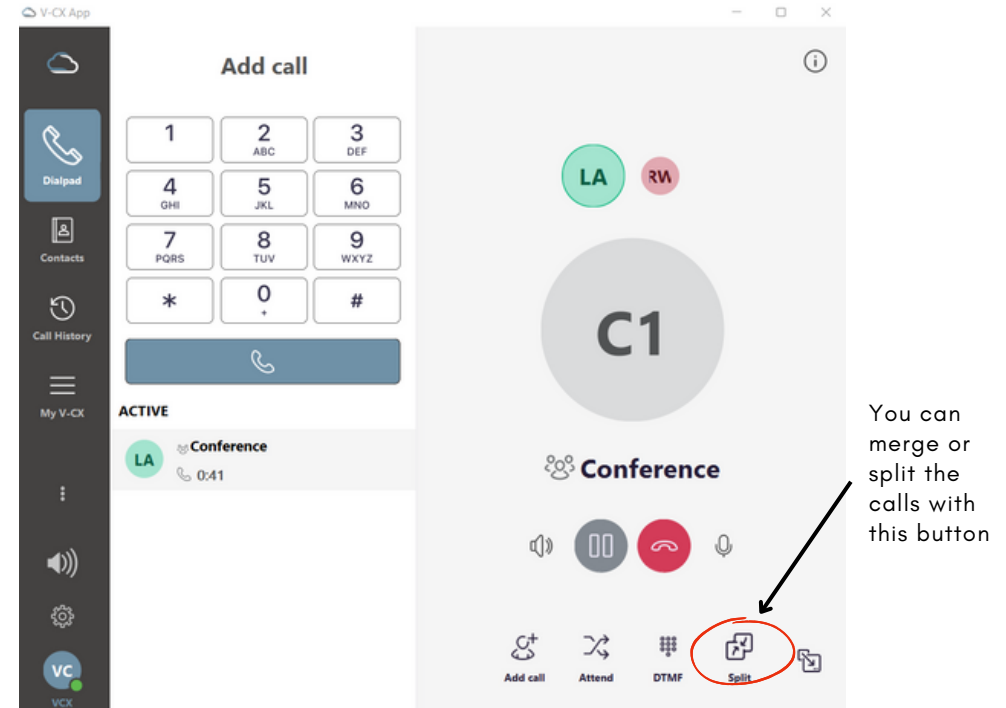You can merge or split the calls with this button

1) To conference someone in, click the **Add call** button.

This will put your call on hold.

2) You then need to **initiate a call with the new party**. Do this by typing the number or extension where it says **Add call** above the dialpad, or by using your Favorites or Contact Lists.

3) Once the new party has answered, you can then **merge the two calls** by pressing the **Merge calls** symbol (circled above). This same button will also split the calls if you need to do that.

Repeat this process to add additional people to the conference call.