

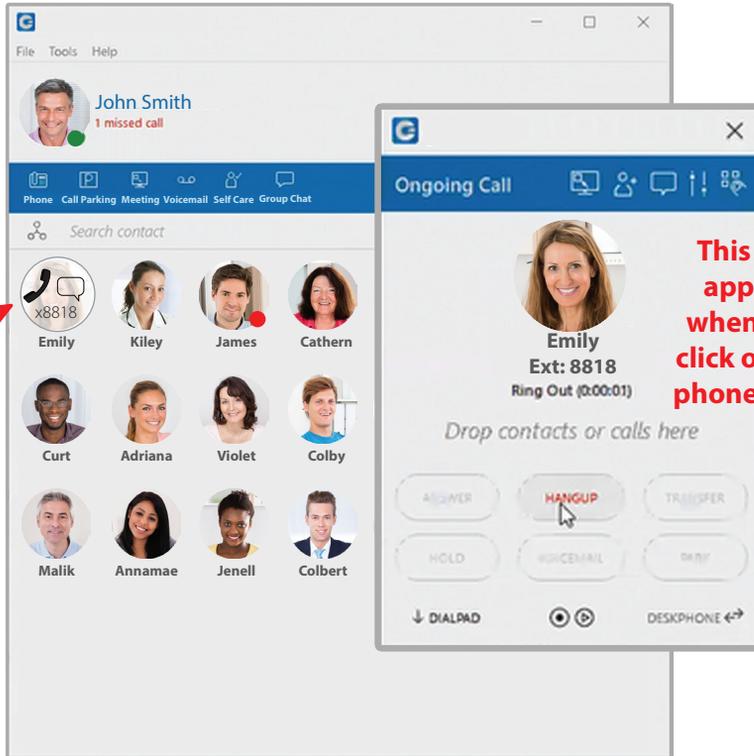


# Get Started With Communicator!

*Business and Office Editions*

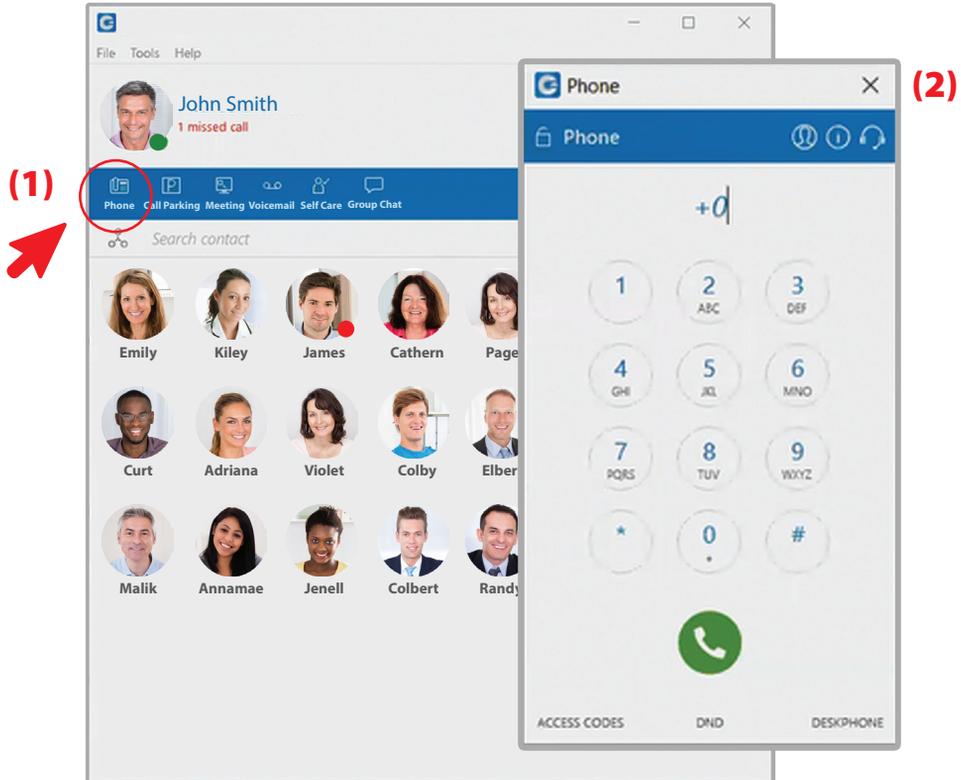
**voice** **NEXT**  
*your next phone company*

# Make a Call From Contact



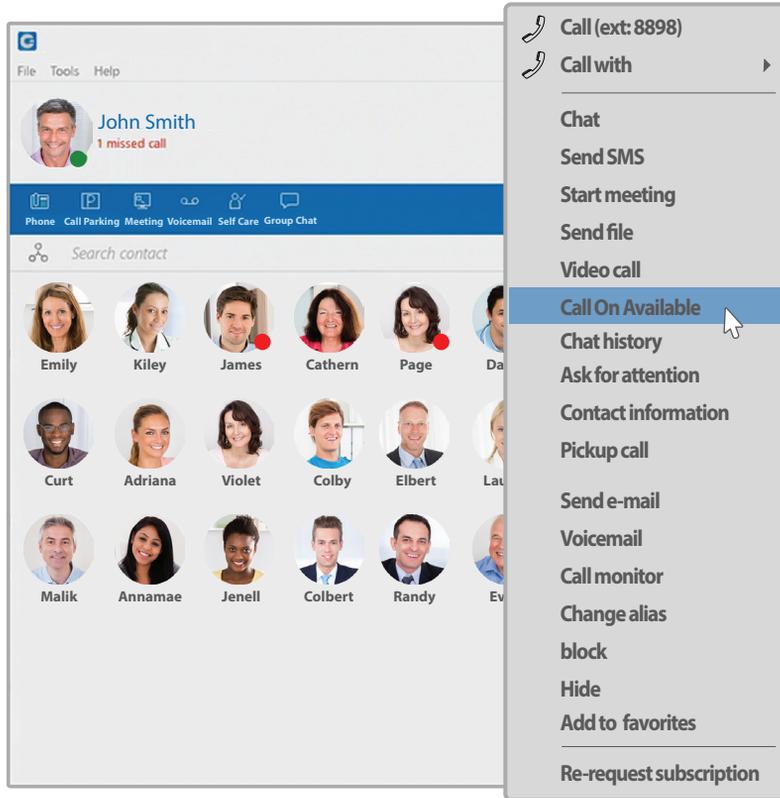
Hover over the contact and click on phone icon. Communicator will dial that person automatically.

# Make a Call From Keyboard



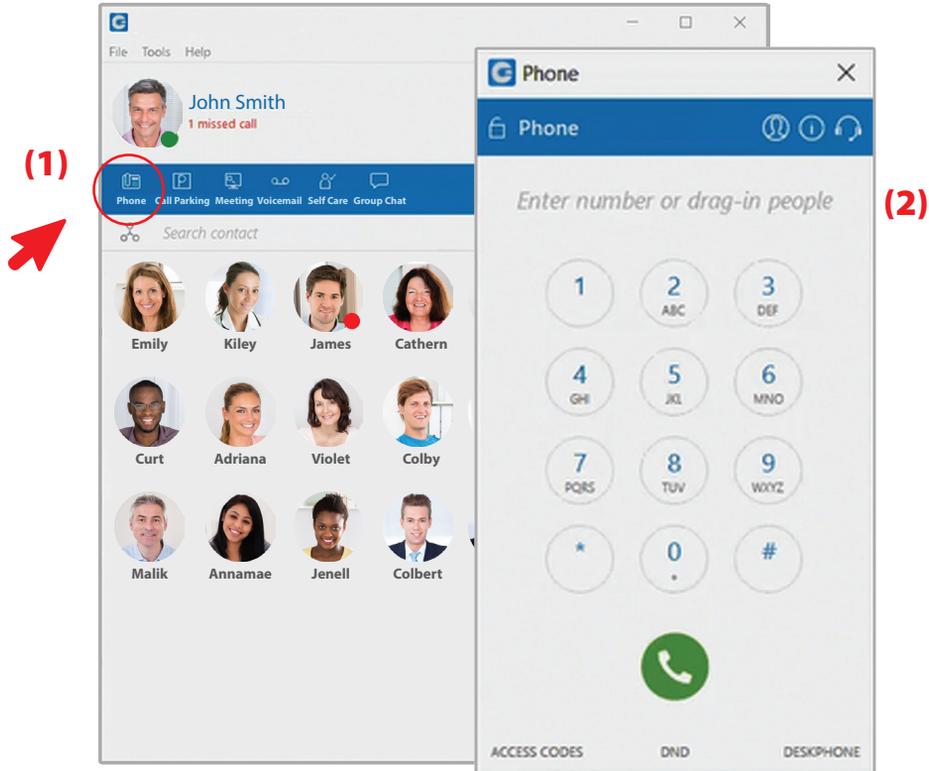
- (1) Click the Phone icon in the menu
- (2) Dial the number in pop-up window

# Automatic Callback



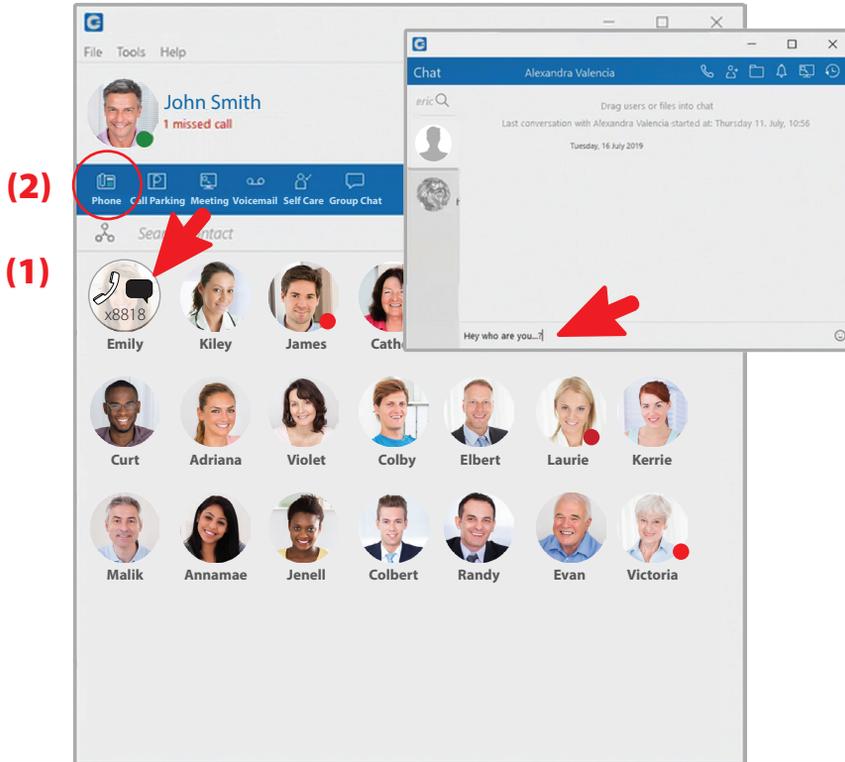
Right click on a contact and choose "Call On Available". Your phone will dial you when the person is available.

# Start a Meeting



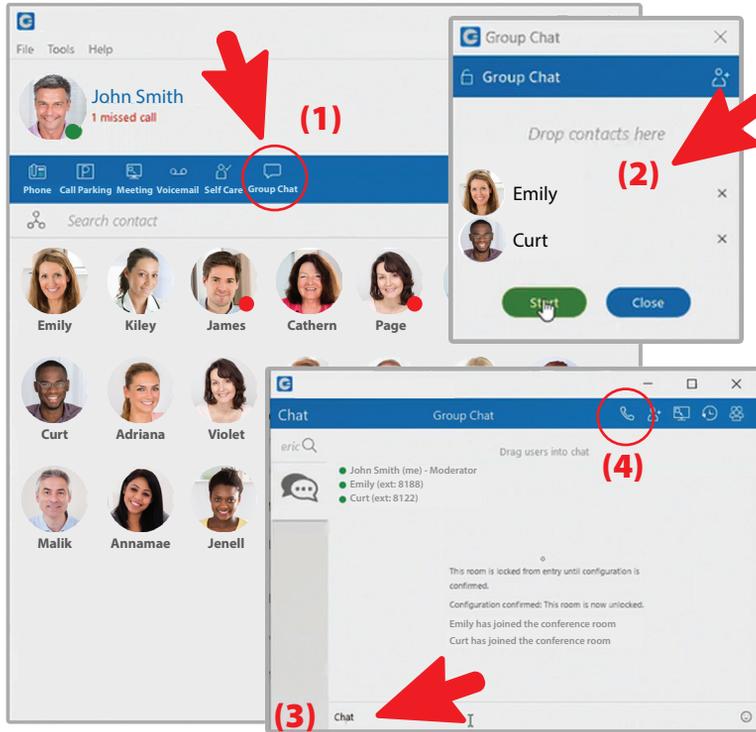
- (1) Click on Phone in menu
- (2) Dial number in pop-up phone window or drag and drop contacts onto phone screen

# Start a Chat



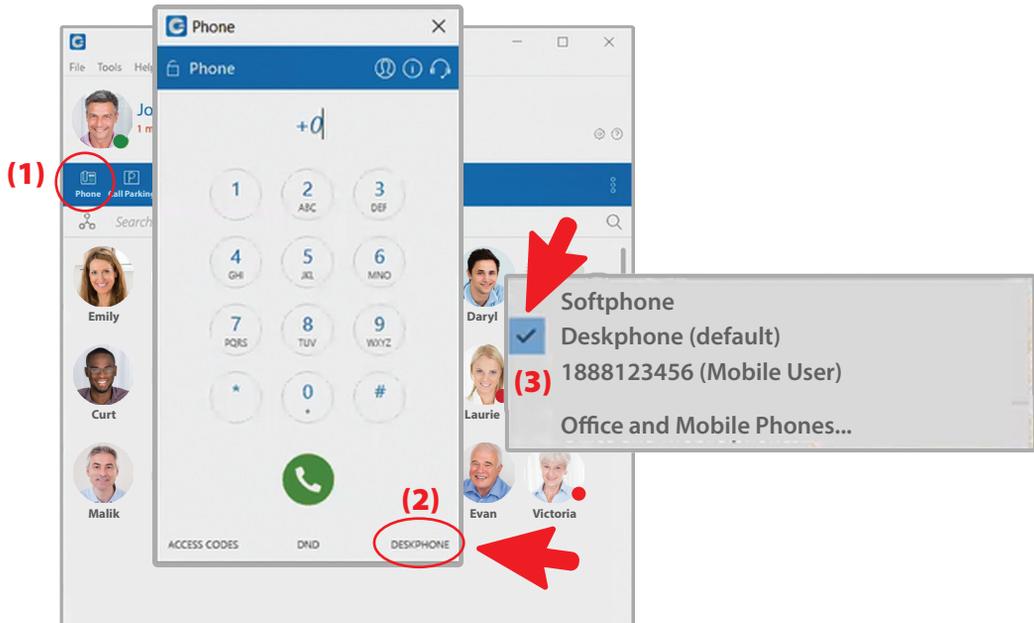
- (1) Click on a contact and click on the Chat icon. A pop-up screen will appear. Then start typing.
- (2) Click on Phone icon to convert to a call.

# Start a Group Chat/Chat To Call



- (1) Click on the "Group Chat" icon in menu
- (2) Drag contacts to the group chat box and click on "Start"
- (3) Begin typing in the group chat box
- (4) Convert to a conference call by clicking the phone icon

# Transfer Call from Soft phone to Desk Phone



(1) Click on Phone in the menu (2) At the bottom of the phone pad, click on Deskphone (3) On the dropdown menu, choose where you want your phone transferred

**NOTE: This feature is NOT available on the Office Edition**

# Click and Dial From Browser

The screenshot shows a Google search for "shopping centers" in a browser. The search results list several shopping centers. The "City Shopping Center" entry is highlighted with a red circle around its phone number and a red arrow pointing to a phone icon. A pop-up window for "City Shopping Center" is open, showing its address, hours, and phone number, with another red circle around the phone number and a red arrow pointing to the phone icon. A map on the right shows the location of the shopping centers.

County Shopping Center  
4.2 ★★★★★ (2,207) Shopping mall  
Anytown, FL  
(813) 123-4567  
Open - Closes 10PM

City Shopping Center  
4.2 ★★★★★ (313) Shopping mall  
Anytown, FL  
(813) 235-6789  
Open - Closes 11PM

Anytown Shopping Center  
4.1 ★★★★★ (313) Shopping mall  
Anytown, FL  
(813) 345-7890 PM

New City Shopping Center  
4.6 ★★★★★ (1,663) Shopping mall  
Anytown, FL  
(813) 333-4444  
Open - Closes 8PM

Old City Shopping Center  
4.5 ★★★★★ (6,251) Shopping mall  
Anytown, FL

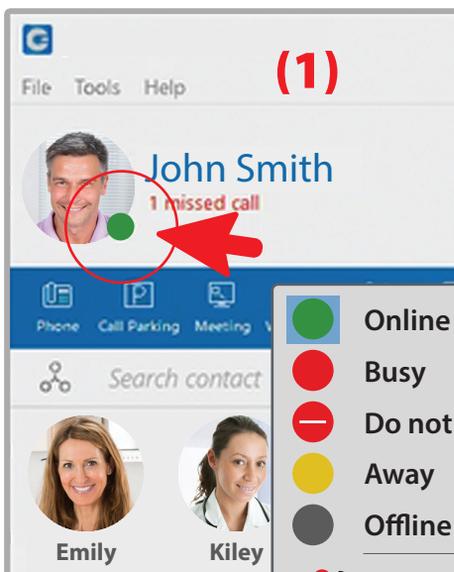
**City Shopping Center**  
4.2 ★★★★★ 313 Google reviews  
Shopping mall  
Address: 123 Main Street, Anytown, FL 12345  
Hours: Open - Closes 11PM  
Phone: (813) 235-6789

Questions & answers  
See all questions (1)

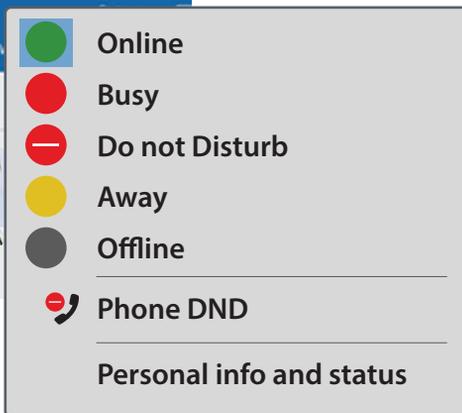
Popular times  
Live: A little busy

Using Google search, type in your search criteria. Next to the phone number is the Communicator icon. When you click on the icon a pop-up box will ask if you would like to make a call with your soft phone.

# Change Your Status



- Online and available
- Online but currently busy
- Online, but does not want to be disturbed
- Currently away from computer or idle
- Not currently signed in to Communicator



(1) Click on the green dot on your photo (2) In the pop-up box, choose your status

# Program Screen

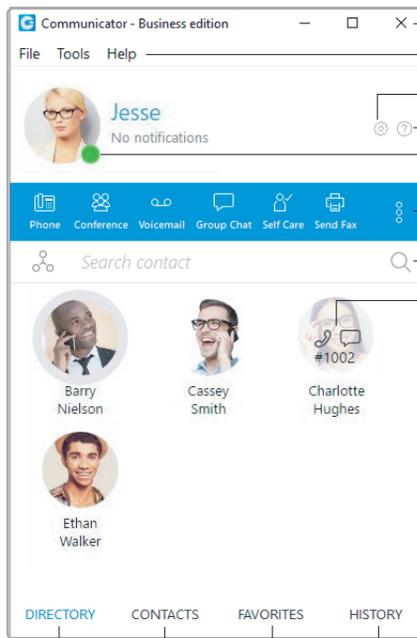
1. Hide Caller ID
2. Phone registration status
3. Audio Settings



Access Codes Menu

Toggle DND

Set Default Device



Communicator Contacts

Other Contacts

Favorite Contacts

Call History

Close Window

Main Menu

Communicator Preferences

Help Page

Online presence

Communicator Toolbar

Search Field

Quick Actions Menu

Contacts Area



voice **NEXT**  
*your next phone company*

If you have any questions or need  
technical support,  
please contact (888) 369-6398 or  
email [support@voicenext.com](mailto:support@voicenext.com)