



Enterprise Soft Phone

When using a USB headset plugged into your computer to make and receive calls, follow these instructions

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G12
communications

Jabra Headset

The headset can be used through a wireless or a wired connection. The wired connection also charges the headset.

Note: Charge your headset initially for 3 hours before using wirelessly. Connect the headset periodically (e.g. overnight) using the USB cable so it will be charged when you want to use it wirelessly.

Wired Use

Follow the “Connect to PC” instructions in the “Connection Options” diagram

Wireless Use

1. Insert the small dongle (image below) provided with the headset into a USB port in your computer. Turning on your computer with the dongle already in place will help avoid issues connecting wirelessly



2. Follow the “Connect to Mobile” instructions to use wirelessly when headset is charged. Ignore the voice prompt to using the Jabra software if it plays.

How to Connect



Connect to PC (Using Jabra Link 370)

Plug the Jabra Link 370 dongle into a USB Port on your PC. The headset and the Jabra Link 370 are already pre-paired.



Connect to Mobile Device (Using Bluetooth)

Wear the headset and hold (3 secs) the On/Off/Connect switch in the connect position until you hear the voice-guided instructions. The bluetooth indicator will flash blue.



Connect to PC (Using USB Cable)

Plug the headset into any USB port on the PC using the supplied USB cable, and ensure the headset is switched on.

Voicemail/Other Settings

If you only have access to a soft phone you will need to set up your voicemail using the “Web Portal” section of the “Using Your Phone” job aid, located in the IT section of “The Noodle” (<http://sharepoint/SilverCloud/index.html>)

Enterprise Soft Phone Application

Accessing the Enterprise Soft Phone Application

1. Select the G12 Mobility Enterprise Application on your desktop

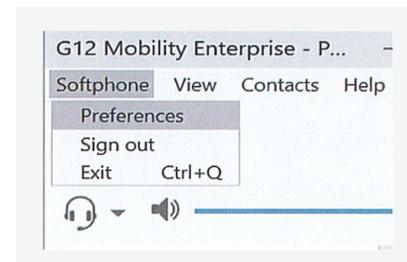


2. Enter your username (e.g. 22145@KitsapCU) and password. Both fields are case-sensitive.

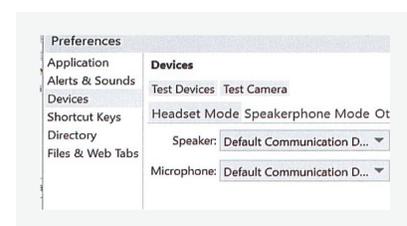


Testing your headset (Optional, recommended for first time use)

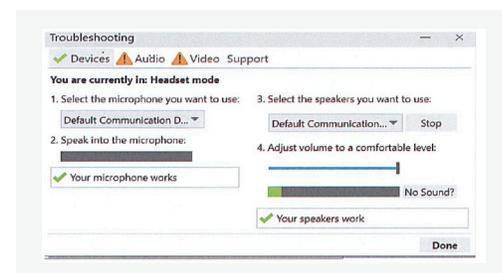
1. Select the *SoftPhone-Preferences* menu option:



2. Select “*Preferences-Devices-Test*” Devices:



3. Walk through steps 1-4 on the “*Troubleshooting*” page, select “*DONE.*”



If you have issues connecting, unplug and plug in the USB dongle, make sure your headset is charged. If that doesn't work try logging out of G12 and back in.

Using the G12 Enterprise Softphone Application

Presence Status

Select how you will appear to other accounts in your company - available or busy.

Sound Output

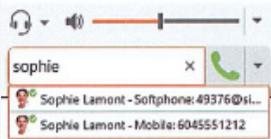
Select headset, internal speaker, or speaker phone icon to control your sound.

Dial Pad

Start typing to make a call and use during a call for touch-tone options.

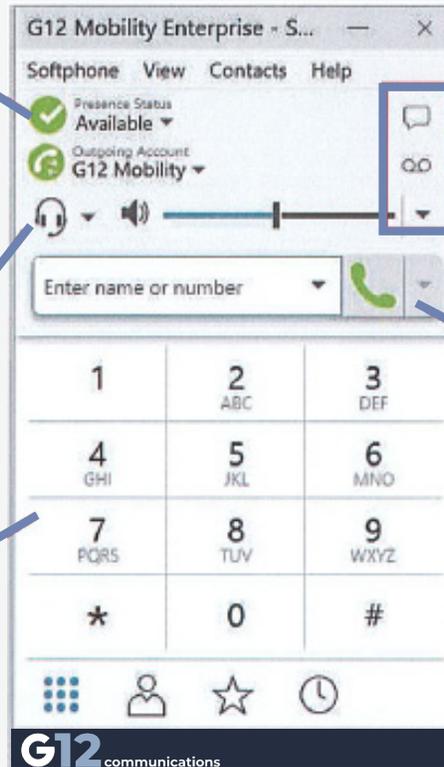
Contact Groups

Search contacts by typing their name. Select category to further filter options.



Contacts Page

Select this icon to access your phonebook and saved contacts search.



Options

Check text messages, voicemail, or click the down arrow to access call options.

Call Type

Choose Audio, Video, or Conference call using the arrow. Push icon to start...

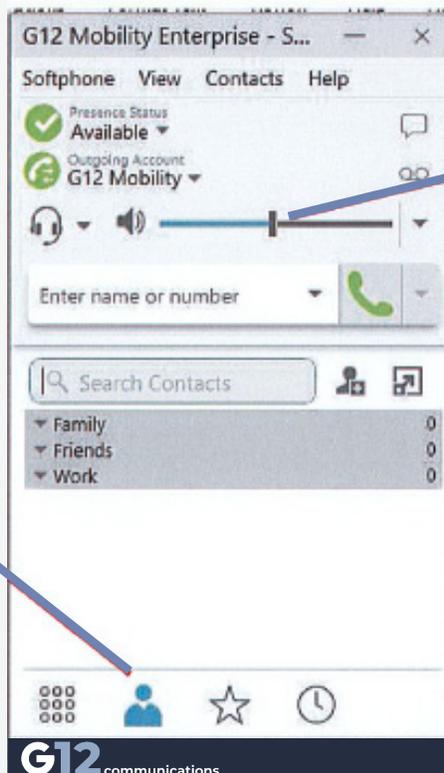


Volume Control

Slide left to reduce or slide right to increase call volume on your selected device.

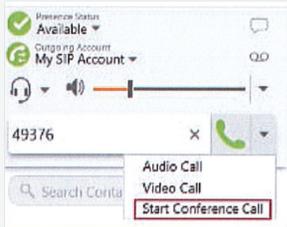
Answer Calls

When receiving calls you can answer with audio, video, or deny the call.



Conference Calls

Select multiple contacts and select the conference call option to start.



Merge Calls

Select the options button to bring up the option to merge two active calls.



Add to Call

Add contacts to active calls by searching for a contact and right clicking for options.



Start Video Call

Enable video conferencing on an active call.

Transfer Call

Click Transfer Call and enter a name or number.

Pause Call

Press this button to put the active call on hold.

Mute Call

Select to mute. Colour will turn red when active.

Favorites

Select the "Star" icon to access your favorites and most frequent calls.

Call History

Select the "clock" button to view your call history.

