



QUICK START GUIDE

OfficeSuite UC[®] PC and Mac Softphone Quick Start Guide

Ordering and installing the OfficeSuite UC PC / Mac Softphone

The OfficeSuite UC PC / Mac Softphone must be ordered and assigned by a system administrator. To order an OfficeSuite UC PC/Mac Softphone license:

1. Log into the WE Connect Portal and access the OfficeSuite tab, on the left side of the screen. Select PC Softphones.
2. Click “Buy License” in the top right corner of the PC Softphones page. Select the associated billing location and user that you want to assign the license to and select “Submit Order.”
3. Users will receive an automated email containing instructions on how to download and sign into the PC/Mac Softphone, once the license is ready.

Managing calls

You can make calls in the PC / Mac Softphone from the following:

Dialpad – Either type or select the phone number you want to dial and select the phone icon.

Contacts – Click on the person icon, select a contact, and click on the contact’s phone number you want to call.

Call History – Select the clock icon to view recent calls. From here you can click on a phone number to call back the number.

From third party Windstream integrations – If you are using a click-to-dial application, you can choose which phone your calls will be initiated on through the WE Connect Portal on the My Phones page

While in a call, you can perform the following actions:

Mute your microphone while on the call – Select the microphone icon.

Place the call on hold – Select the pause icon to place the call on hold.

Switch to speaker phone mode – By selecting the headset icon, a drop down menu will let you swap between the headset and speakerphone mode.

Transfer the call – You can begin a call transfer by selecting the transfer icon and typing either the phone number or contact name you want to transfer to. You can choose to either call the new phone number before transferring the call or transfer the call immediately by selecting the drop down arrow next to the Transfer Now button.

Conference Call – You can start a conference call by selecting the three dot icon, selecting Invite to Conference Call, entering the phone number of the second call you wish to add to the conference, and hitting Add. If you wish to split the calls into two separate calls, after the conference has started, select the down arrow next to one of the participants and choose “Separate.”

Contacts

Adding a contact – You can add a contact, by selecting the “Contacts” tab and choosing “Add Contact.” Enter the information for the contact, then select “OK.”

Editing a contact – Right click on a contact and select Edit Profile.

Deleting a contact – Right click on a contact and select Delete Contact .

Preferences

You can reach the preferences section by selecting Softphone tab > Preferences.

Although the preferences screen offers many different options, some of the key features you can personalize are:

Setup Shortcut Keys – In the preferences pop up box, select Shortcut keys and check the Enable shortcut keys. Select the action you wish to edit and select the edit button to choose new shortcut keys for the action.

Devices – Choose your preferred audio options, including the devices used for headset and speaker phone mode.

Troubleshooting

Help – You can access the OfficeSuite UC Community help page by going to Help tab > Help

Producing a debug log – If you are calling into OfficeSuite UC Support for help, you may be asked to run a debug log. To do so, first recreate the issue you are having. Then, go to Help tab > Troubleshooting > Support. Slide the Log Level to “Debug” and select “View Log”. The log will be opened in Notepad. Save the file and send it to the OfficeSuite UC Support representative.

About Windstream Enterprise

Windstream Enterprise collaborates with businesses across the U.S. to drive digital transformation by delivering solutions that solve today's most complex networking and communication challenges.

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