

Voiceway desktop

Getting started with our desktop app.



Introduction

Your Voiceway subscription includes access to the Communicator desktop application for Windows and Mac. The app is designed to simplify your communications experience, allowing you to chat with co-workers, manage your contacts, and make, accept, and even transfer calls right from your computer.

To download the software, go to: <https://meganet.net/communicator>

Setup

Installing Communicator is just like installing any other software on your computer. In this document, we'll be taking you through installing the software on a Windows computer, though the process will be similar if you are installing on a Mac.

After you run the initial installer, you will be presented with the *Profile Wizard*. The wizard will allow you to connect the Communicator software to your IP phone.

Welcome to profile wizard



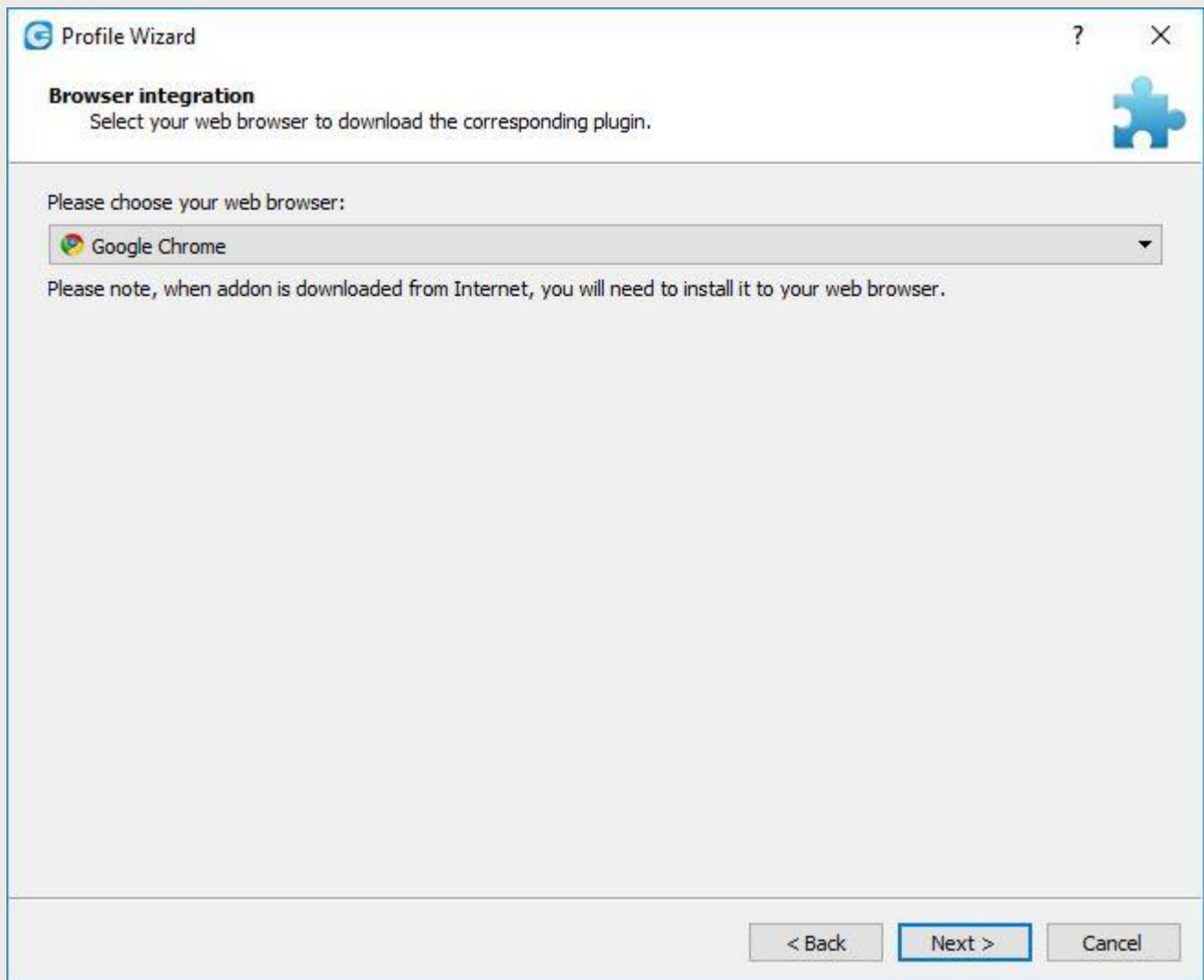
You will be guided through the process of creating your Communicator profile by this Wizard.

< Back

Next >

Cancel

Proceed *Next* to begin the setup.



On the next step, you will be prompted to choose your internet browser of choice for *browser integration*.

This will allow you to install an optional Communicator plugin which will enable click-to-dial phone numbers on websites. Instead of typing a telephone number, you can click it and your telephone will automatically begin dialing it for you.

The screenshot shows a window titled "Profile Wizard" with a close button and a help icon. The main heading is "Account details" with the instruction "Specify your account server, extension and secret." Below this are two tabs: "Account" (selected) and "Advanced". The "Account" tab contains two input fields: "E-mail:" with the text "user@domain.com" and "Password:" with a masked password of ten dots. At the bottom right are three buttons: "< Back", "Next >" (highlighted with a blue border), and "Cancel".

The *account details* page is where you can connect your Voiceway extension account to Communicator. In the *account* tab, you will need to enter the email address and password provided to you by your account manager or support team representative.

Once entered, proceed to the *advanced* tab.

Profile Wizard

Account details

Specify your account server, extension and secret.

Account | **Advanced**

You can specify Login server and/or SIP proxy manually. If not specified, application will try to discover Login server automatically through DNS SRV record.

Login server:

SIP proxy (leave empty to use server settings):

< Back Next > Cancel

In the *advanced* tab, you will need to enter the following in the *login server* field: **host-prv-pbx.voiceway.net**.

You may leave the *SIP proxy* field empty.

Change password

This is the first time you are logging in, and you need to change your password:

New password (8 characters minimum):

Re-type password:

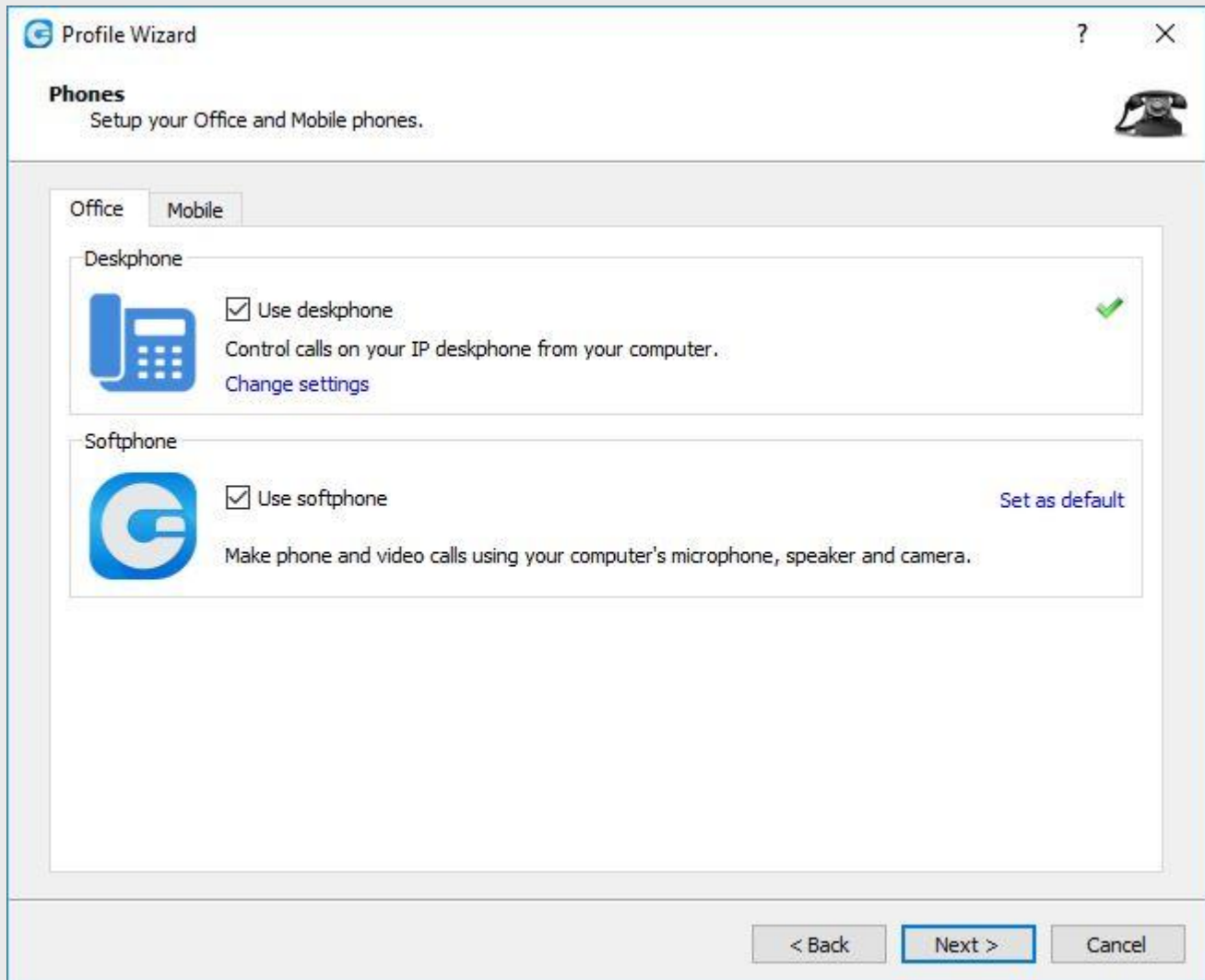
Password strength:

Very Secure - 100%

OK

If this is the first time you're logging in, you will be prompted to change your password. We recommend using a secure password that includes upper and lower-case letters, in addition to numbers and special characters.

Once you've entered your new password, you will need to confirm it. Click [OK](#).

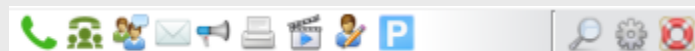


Finally, you'll be able to choose whether to use the desk phone or your computer to make calls – or both. We recommend using both options, which offer the greatest degree of flexibility.

After this step, the setup process is complete.


Using the app

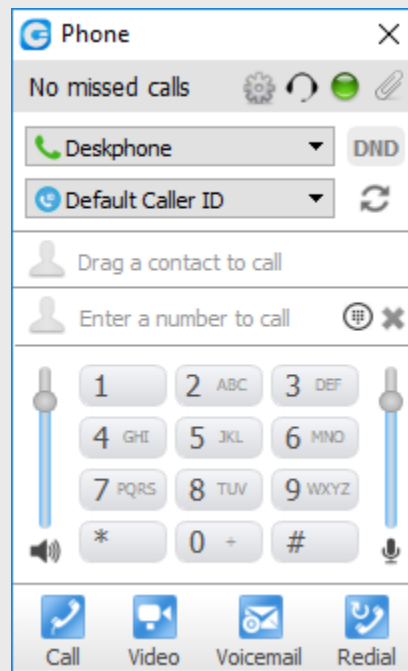
The Communicator application is relatively straight-forward to use. With the app open, you will see the main toolbar at the top of the window.



This toolbar offers easy access to some of the most useful features offered by the app. In this document, we'll cover some of the major features.

Using the phone

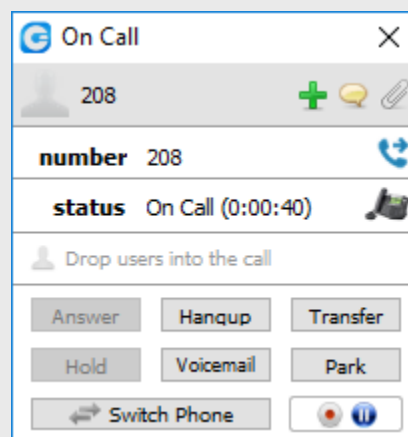
You can use the phone feature on the Communicator app by clicking the  icon from the toolbar. You will be presented with this screen:



To make a call, you must first specify whether you wish to use your desk phone or soft phone (your computer – if you have the appropriate hardware available). By default, your desk phone will be selected. When you dial a number from this screen, you can either press *enter* on your keyboard, or you can press the *call* button at the bottom of the screen.

When you do this, you will immediately receive a call to your desk phone. Answer the call and it will automatically call the destination number.

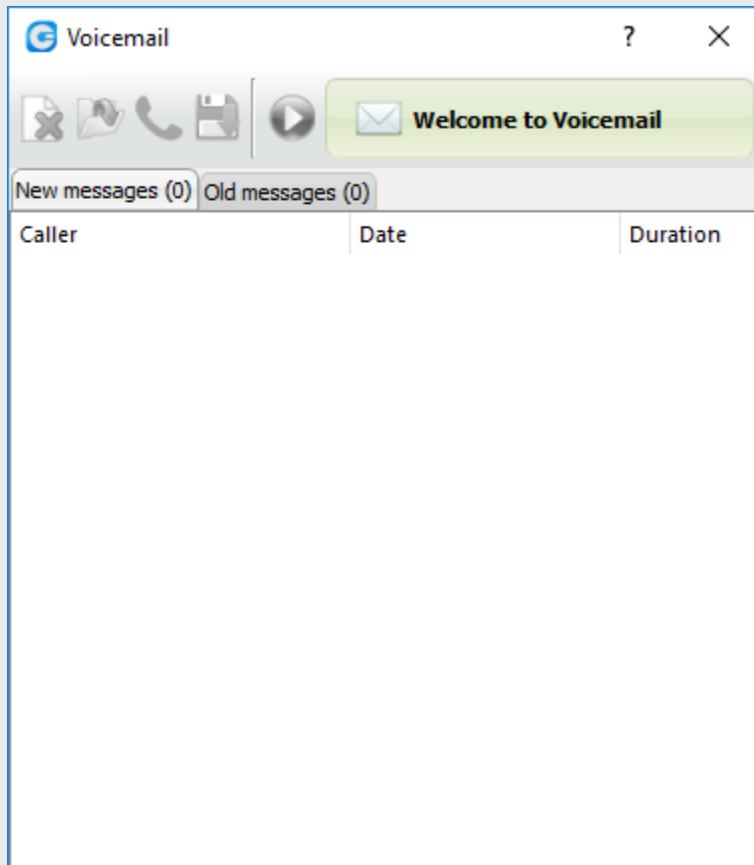
Should you elect to use your computer, the call will begin without first ringing to your desk phone.



When on a call, various controls are available, which allow you to park, transfer, or send calls to voicemail. Other users can be easily added to the call.

Voicemail

You can check and manage your voicemail by clicking the *envelope* icon from the toolbar. You will see the following screen:




When you have a new message, you can play them from this screen. You can then leave them for later reference or delete them by using the controls to the upper left.

Faxing

The Communicator desktop app will allow you to easily send fax messages right from your computer.

Note: The Communicator app will install a fax printer device, so you can fax directly from any application by simply selecting *print* and choosing *Communicator fax* as the printer.

Click the  icon from the toolbar to begin, then click on *send fax*. Clicking the fax icon will also allow you the opportunity to view your fax history.

Send fax - Communicator

Communicator - Send Fax

PDF file:

myfile.pdf

Details

Note: Items in bold indicate required field. Below information will be part of cover page and fax report.

To

Name: Search

Fax: 15086460190

Phone:

Email:

Company:

From

Name: John Daniels

Fax:

Phone:

Email: user@voiceway.net

Company:

Comments and status

Please take a look.|

Urgent For Review Please Comment Please Reply Please Recycle

Send cover page

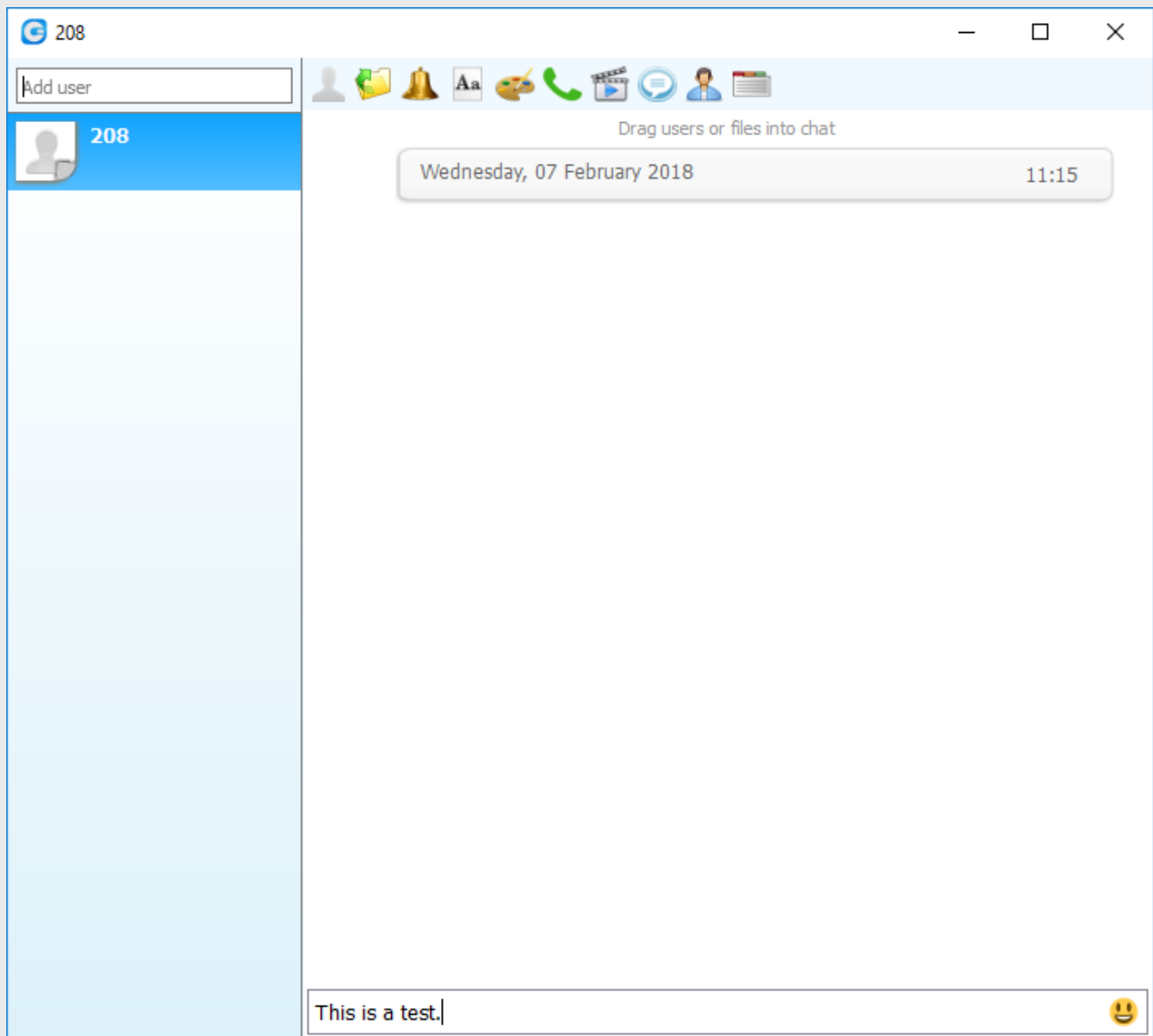
Show Debug Info Send Fax Close

From the *send fax* page, you will be immediately prompted to attach your file. Again, please note that the file must be in PDF format.

Fields below will allow you to populate the recipient and sender information. Fields in **bold** are required. All others are optional.

Chatting

You can instant message other individuals in your group by double clicking their name from the Communicator main screen. This will bring up a chat window, which will allow you to immediately begin typing:



You can add users to the chat, send files, and even call them directly from this screen using the toolbar at the top.

Managing contacts

There are several ways to manage contacts from the Communicator app. First, head over to the contacts tab at the bottom of the Communicator window.



At the top of the window, you have the option to link contacts from Outlook, Google, and from a CRM (if the module is installed – by default it is not).



To add contacts to your favorites, from the main screen right click your contact of choice, then choose *add to favorites*.

By default, all other users on your IP phone network will be added to your contacts list.

Additional help

If you require additional assistance with the Communicator app, please reach out to our support team by telephone at **508-646-0030** or by email at **support@meganet.net**. Additionally, help is available at our support website at **help.meganet.net**.