



SCcomms Softphone (PC)

User Manual

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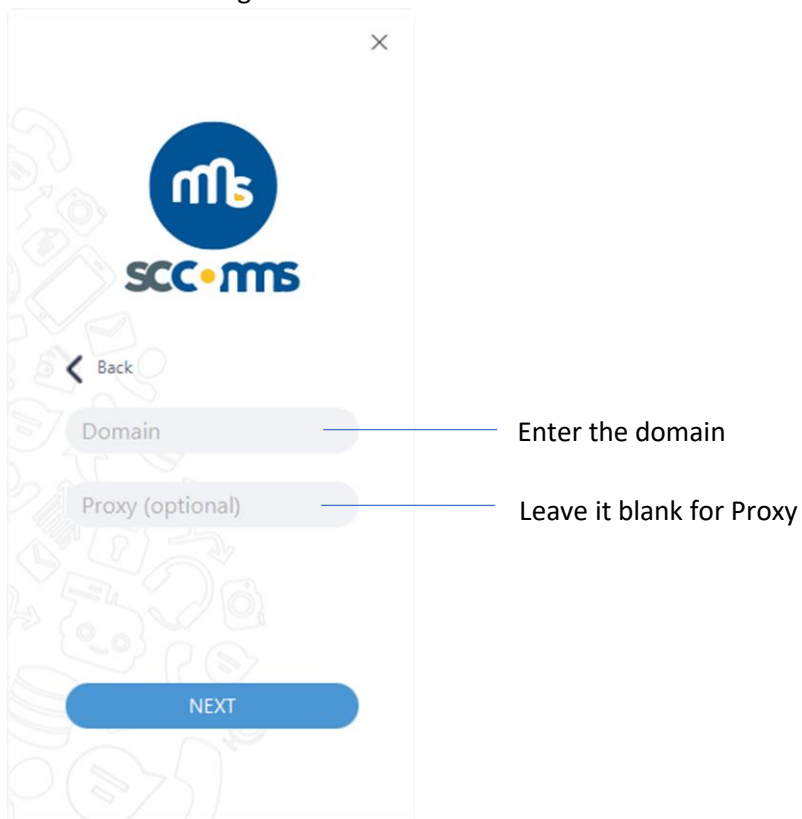
Installation

1. Download and install **SCcomms** softphone on your PC.

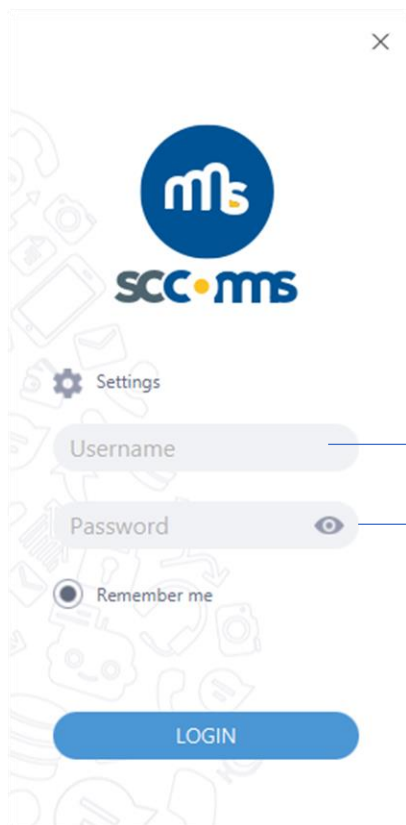


Login

1. Open SCcomms softphone, enter the Domain and click next. You may refer to the email from SCcomms for the login credential.



2. Enter the Username and Password, and click LOGIN.

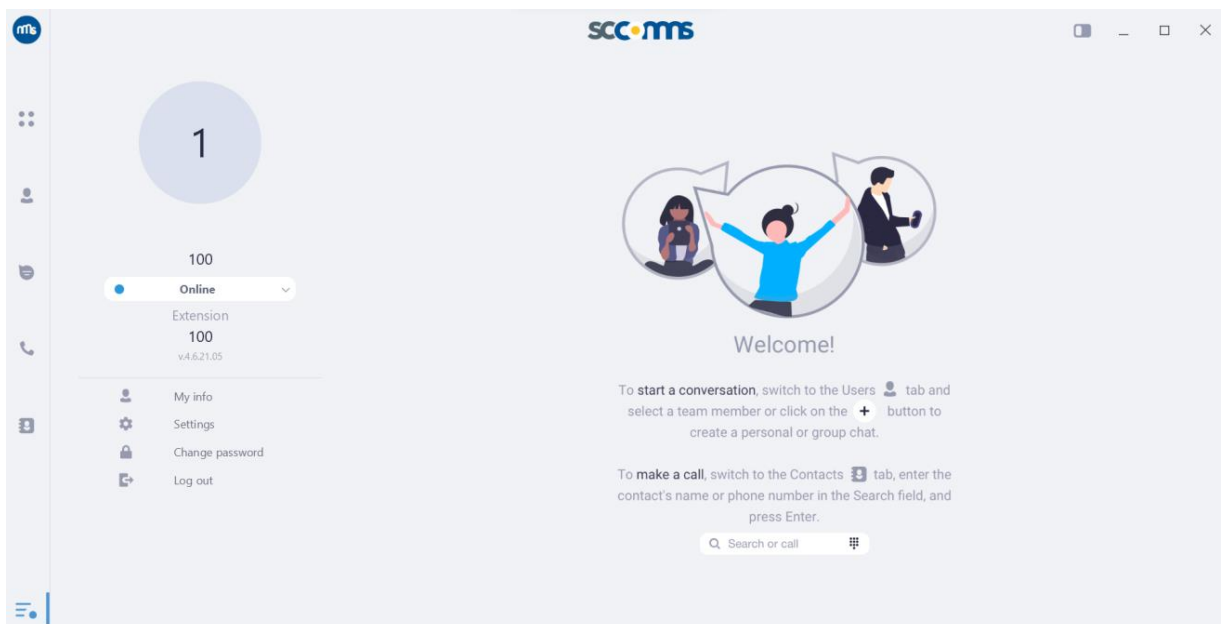


Enter the username (extension number)

Enter the password

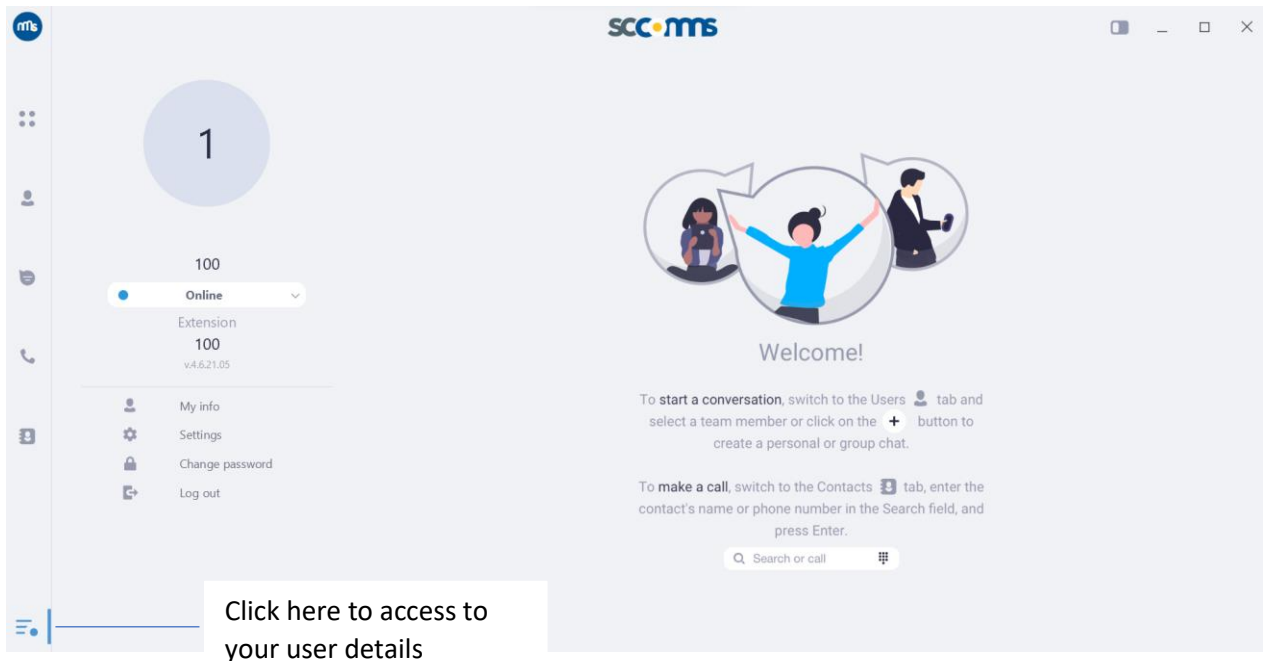
****click the “eye” icon to view the password and ensure no extra space after you have entered the password**

3. When the softphone is successfully registered, your screen will appear as per below. You are ready to use SCComms softphone.

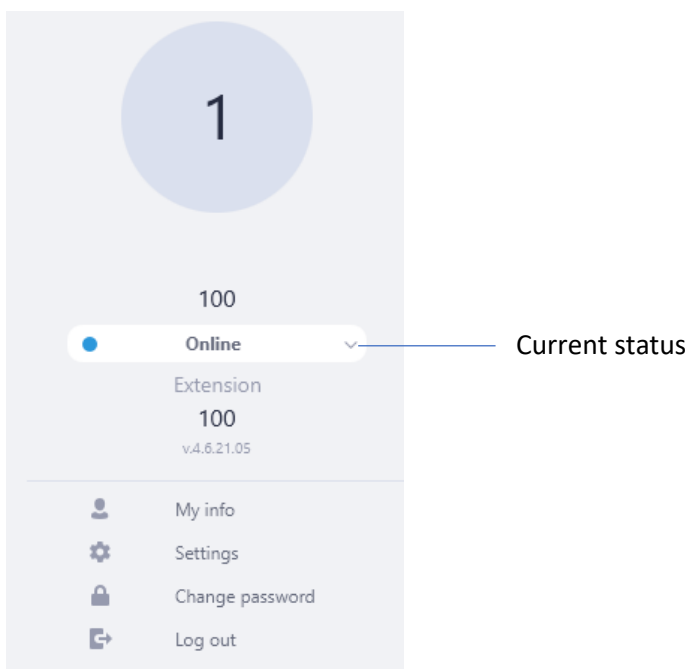


User Setting

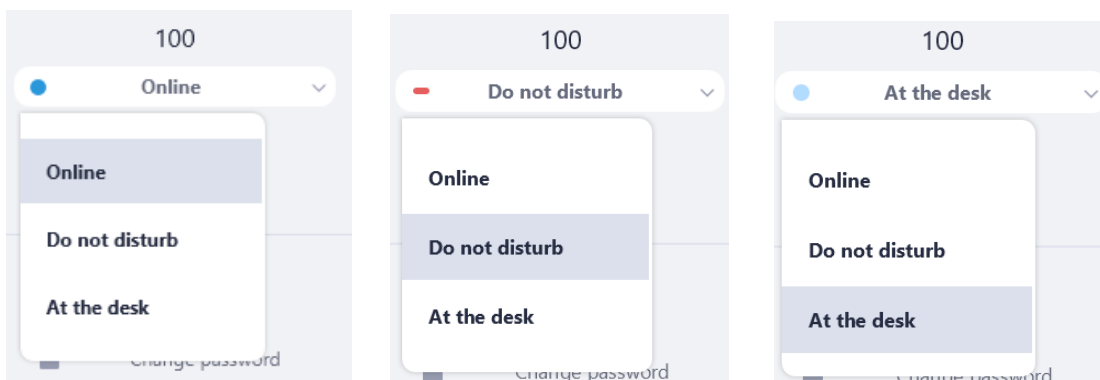
1. Click the setting on bottom left to access to your user details.



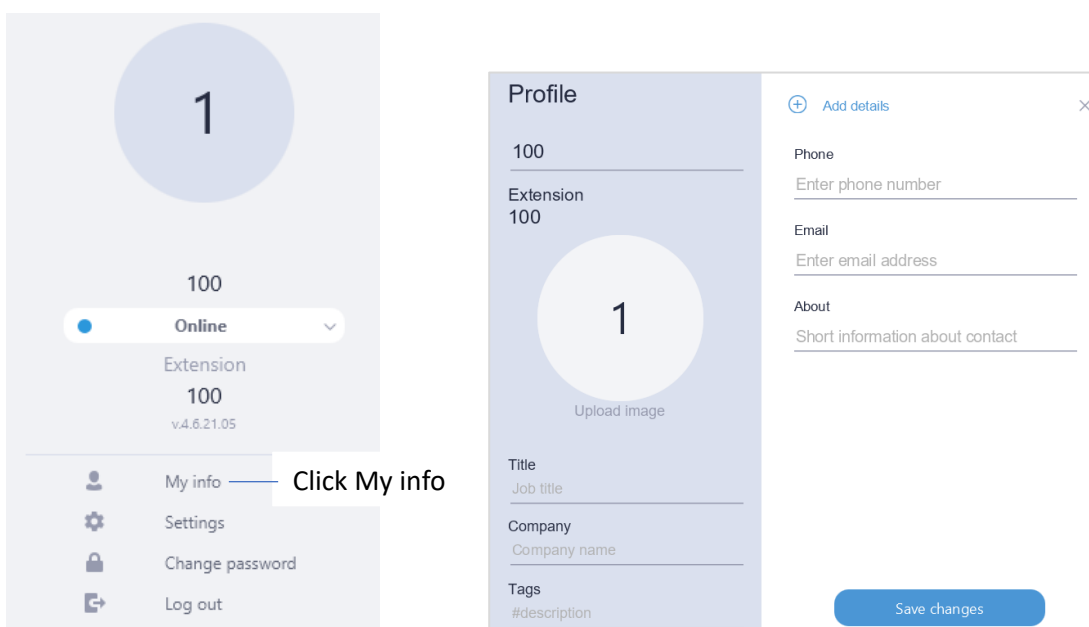
2. You will see your current status is online.



3. You may change the current status to other status according to your requirements.
 - **Online:** available
 - **Do not disturb:** block any incoming call, can still make outgoing call
 - **At the desk:** if you share the same extension number with your desk phone, this status will enable the incoming call to ring to desk phone first and then ring to your softphone 10 seconds later

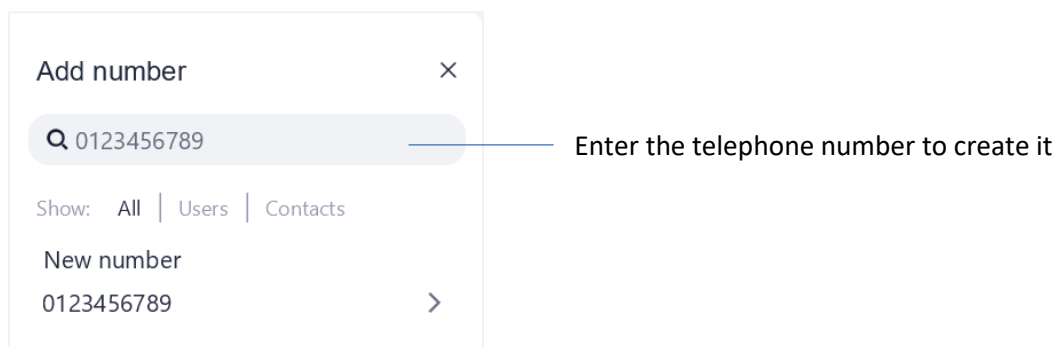
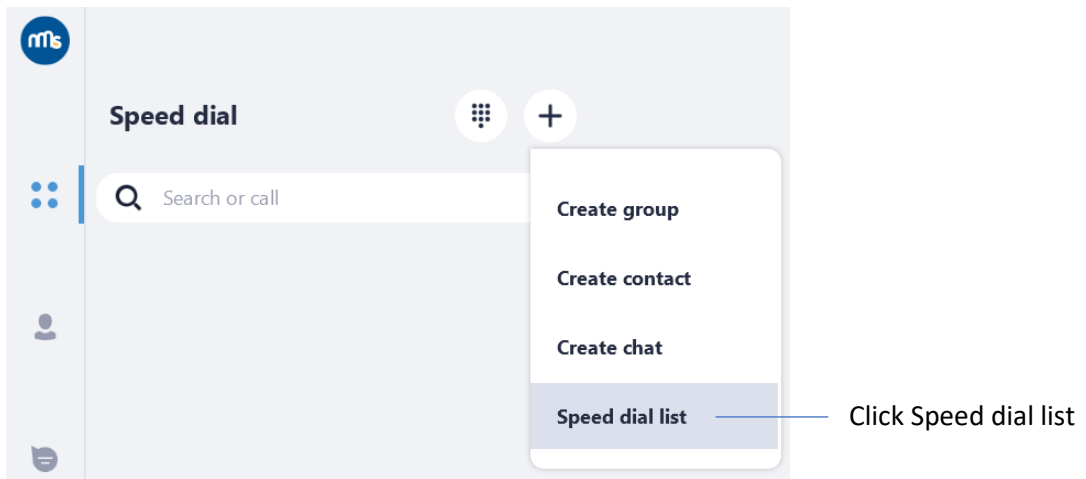
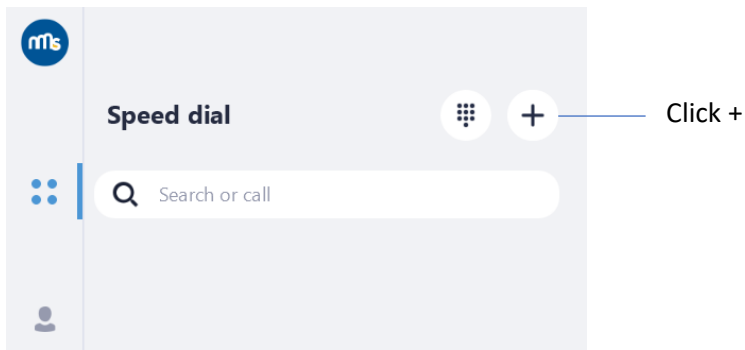


4. In My info, you may change your display name, upload profile picture and add other details about yourselves.



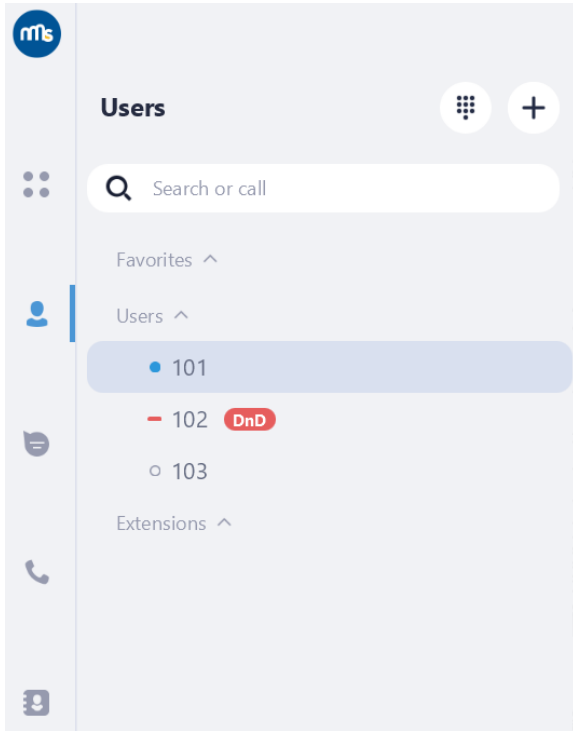
Speed Dial

1. In Speed dial, you may add the speed dial list.

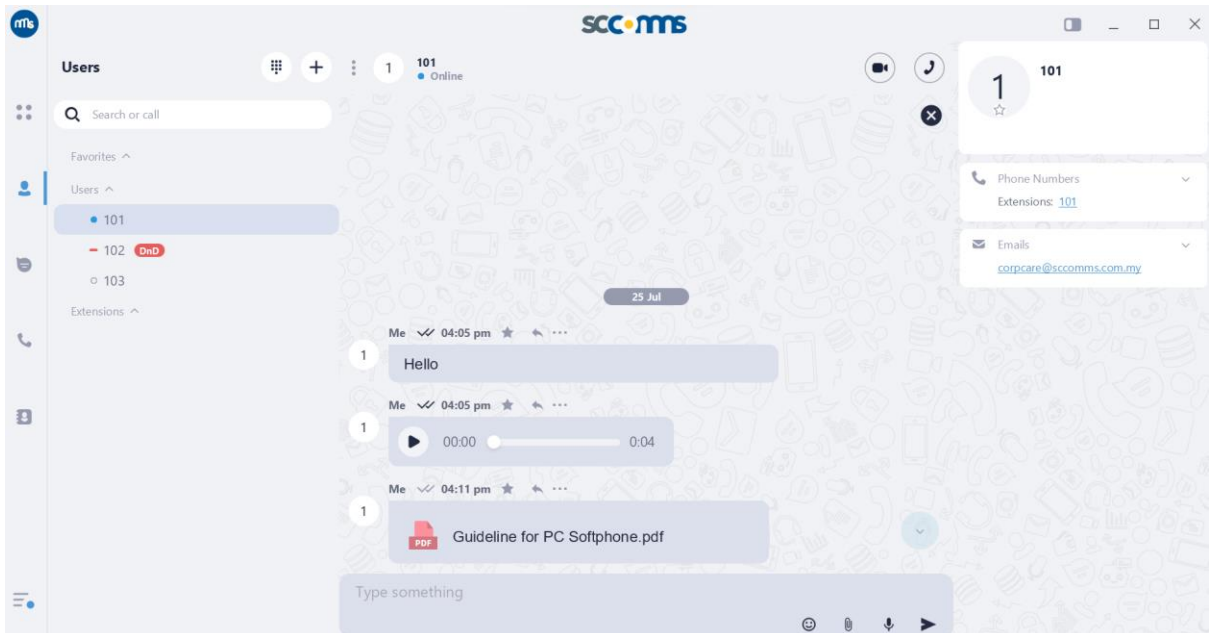


Users

1. In Users, you will be able to see all the users (extensions) in your company and their current status.

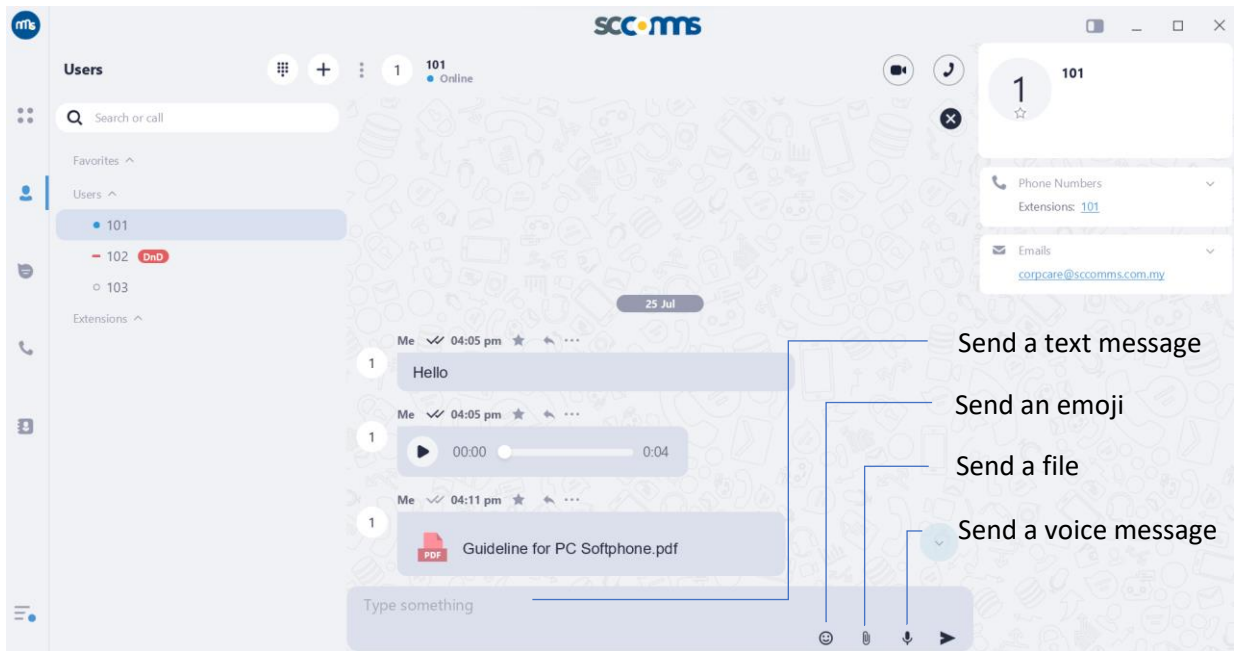


2. You can select any user and start to call, video call, send text and voice message, and share file.



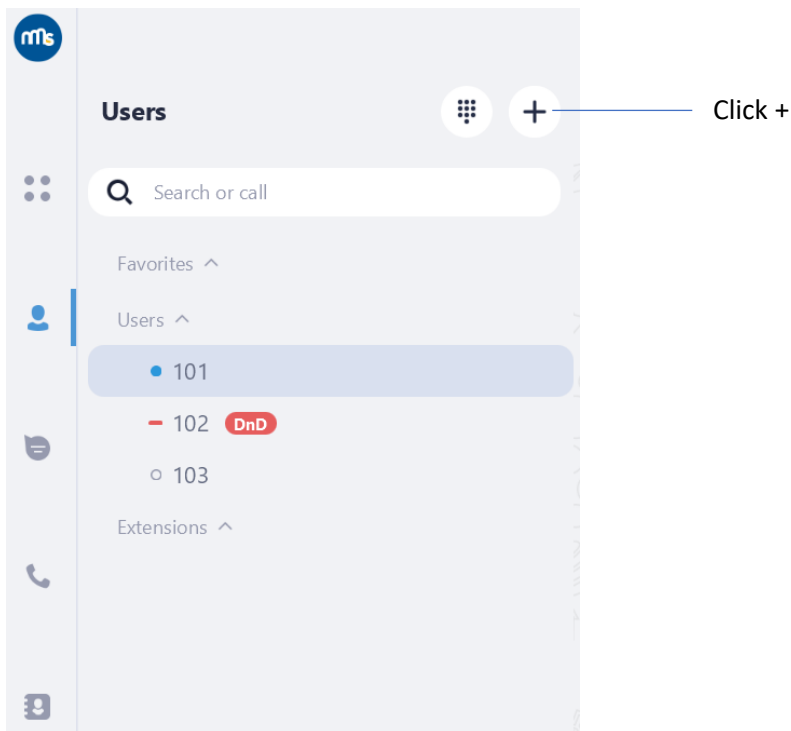
Chats

1. In Chats, you will be able to access the group chat and direct chat conversation with the users.

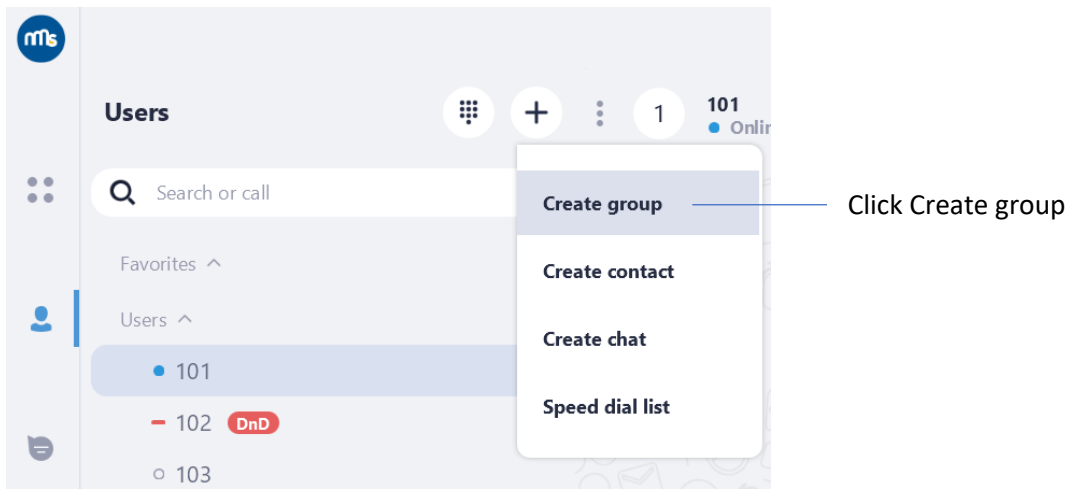


Group Chats

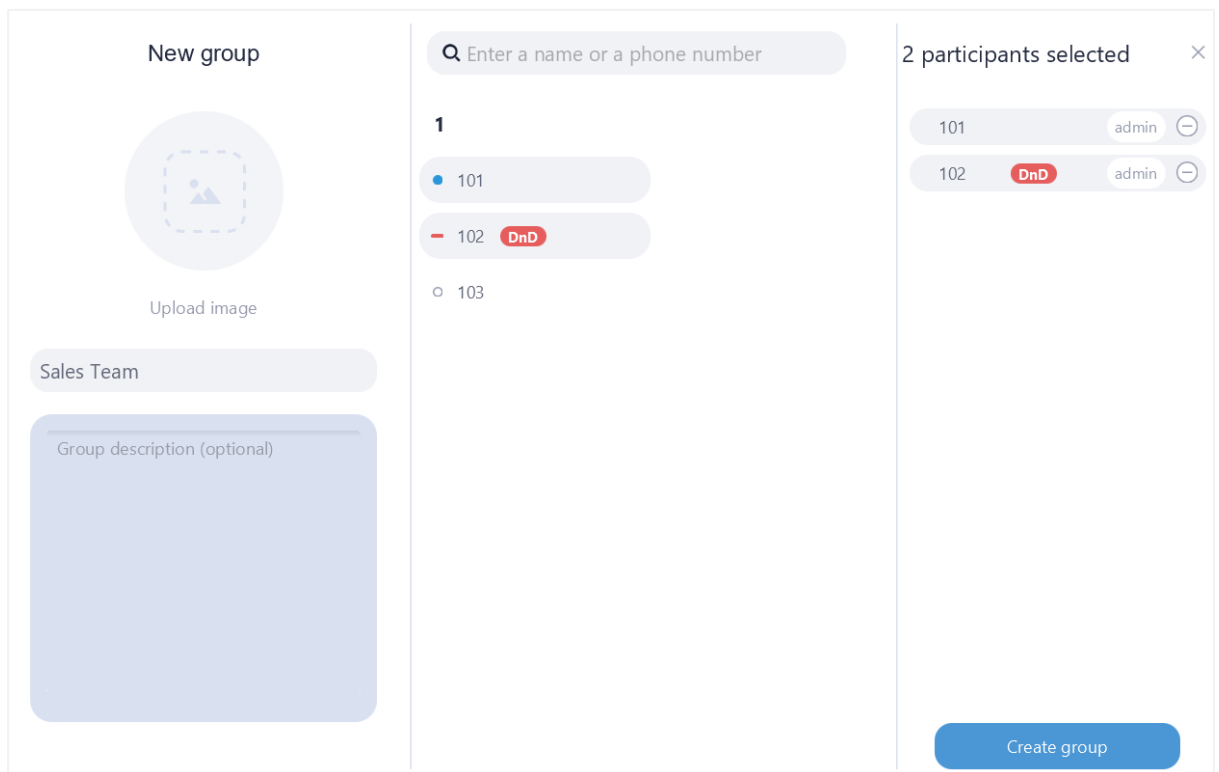
1. To create a group chat, click +.



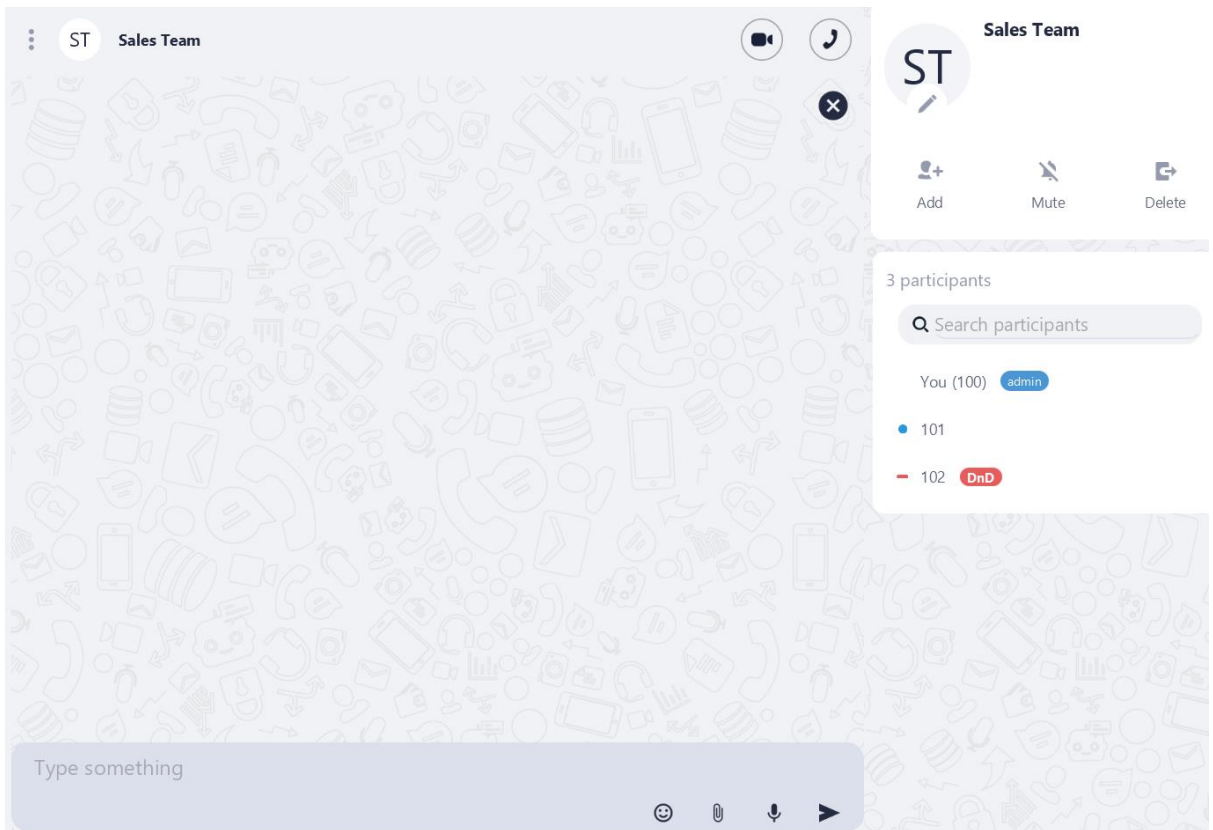
2. Click Create group.



3. Enter the group chat name and select the members.

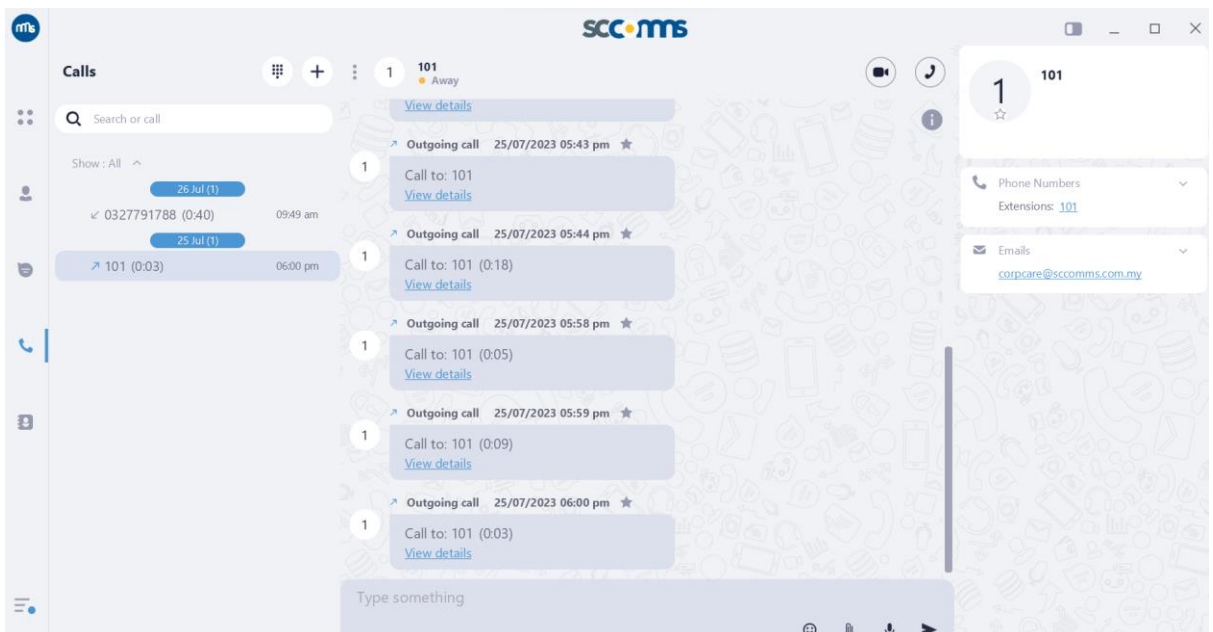


4. In the group chat, group members may start to call, video call, send text message, voice message and share file.



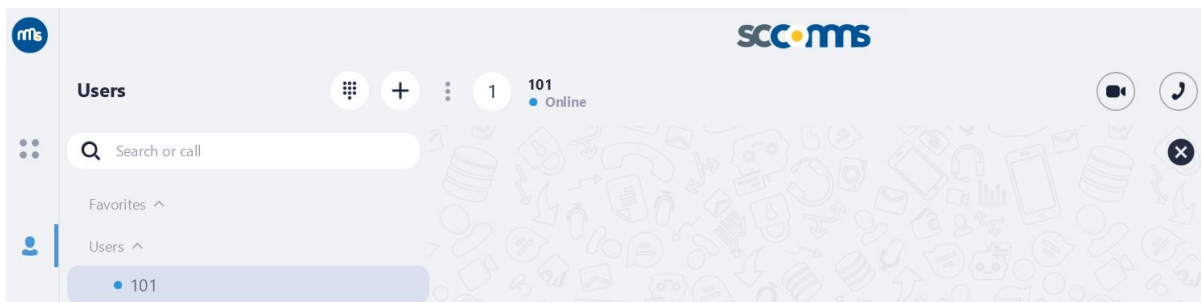
Calls

1. In Calls, you will be able to access the call history.

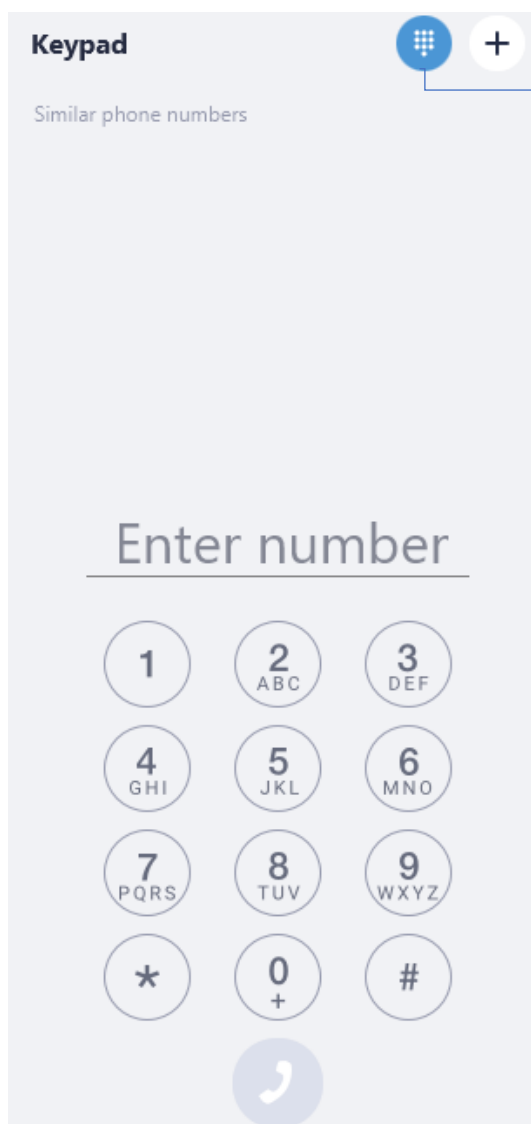


Outgoing Call

1. To intercom, just select the user and click call.



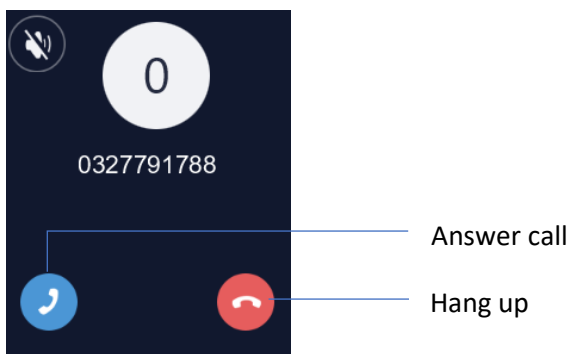
2. To call fixed line and mobile number, just dial the number in the Keypad and call. Kindly dial 00 before the country code if you wish to call an international number.



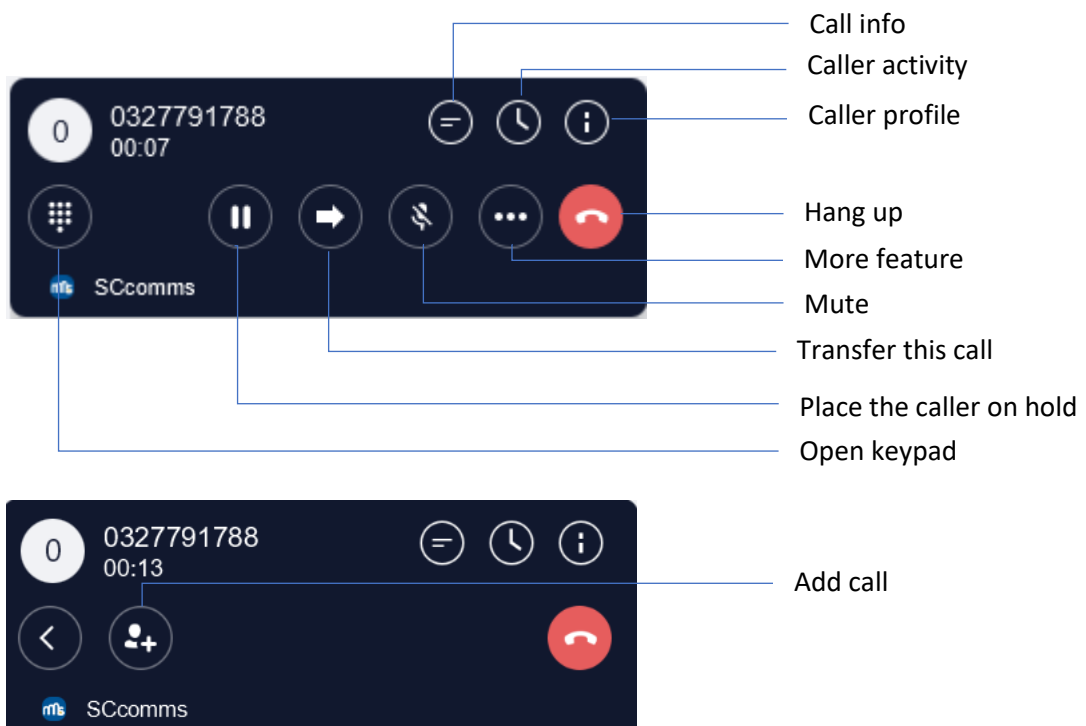
Click here for keypad

Incoming Call

1. When there is an incoming call, it will appear as per below. Click the blue button to answer the call or click the red button to hang up the call.

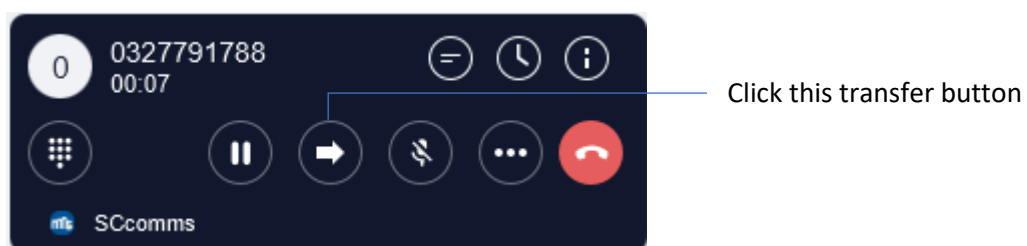


2. After you have answered the call, the screen will appear as per below.



Call Transfer

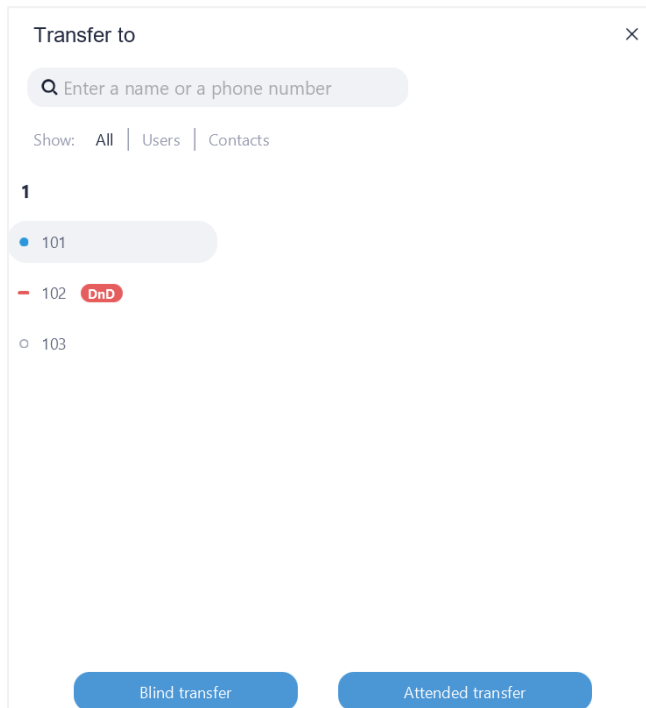
1. If you want to transfer an incoming call to another user, click the transfer button below.



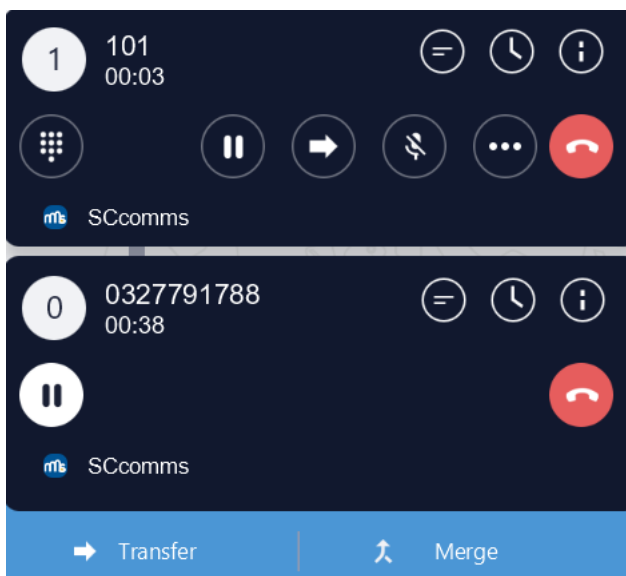
2. Select the contact that you would like to transfer the call. You will be able to see the status of each user in the list before you transfer the call.

Blind Transfer: directly transfer the call to another user

Attended Transfer: to speak with the user first before transferring the call

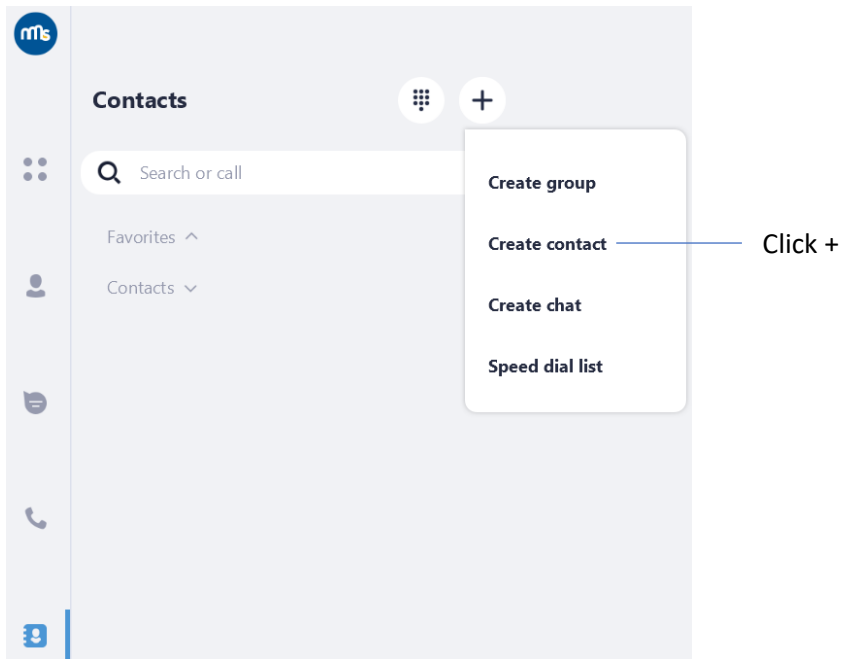


3. If you select Attended transfer, you will speak with the user first before transferring the call. For example, after you have spoken to user 101, you may click Transfer to transfer to the call to user 101 directly. Alternatively, you may also click Merge for a conference call between you, caller and user 101.



Contacts

1. In contacts, you may create new contacts.

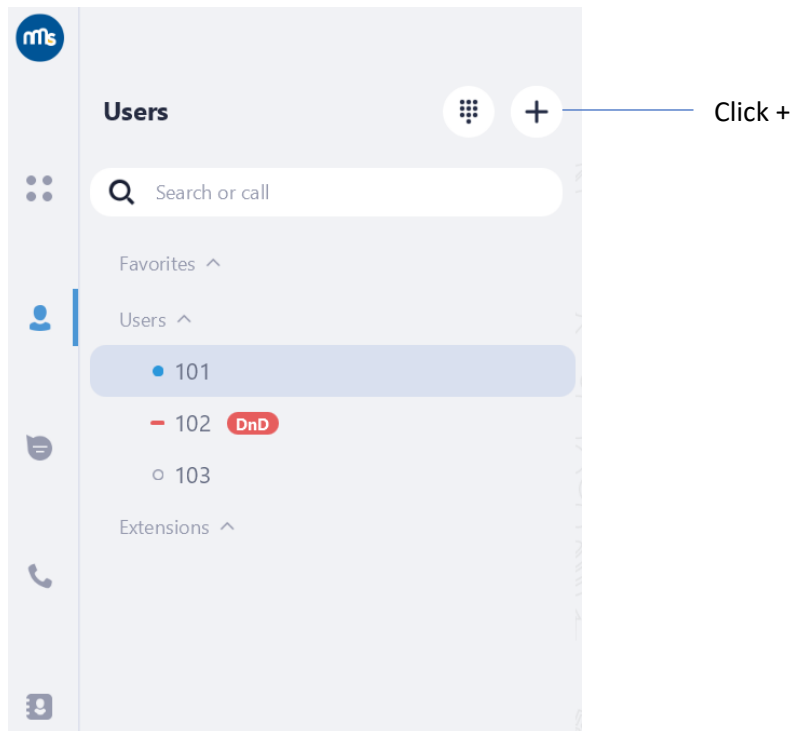


A screenshot of the 'New contact' form in Microsoft Teams. The form is divided into two main sections. The left section is a light blue background and contains the following fields: 'First name and surname' (with a text input), 'Upload image' (with a circular icon and a dashed box), 'Title' (with 'Job title' as a placeholder), 'Company' (with 'Company name' as a placeholder), and 'Tags' (with '#description' as a placeholder). The right section is a white background and contains the following fields: 'Add details' (with a plus icon and a close icon), 'Email' (with 'Enter email address' as a placeholder), 'Phone' (with 'Enter phone number' as a placeholder), and 'About' (with 'Short information about contact' as a placeholder). At the bottom right of the form is a blue button labeled 'Create contact'.

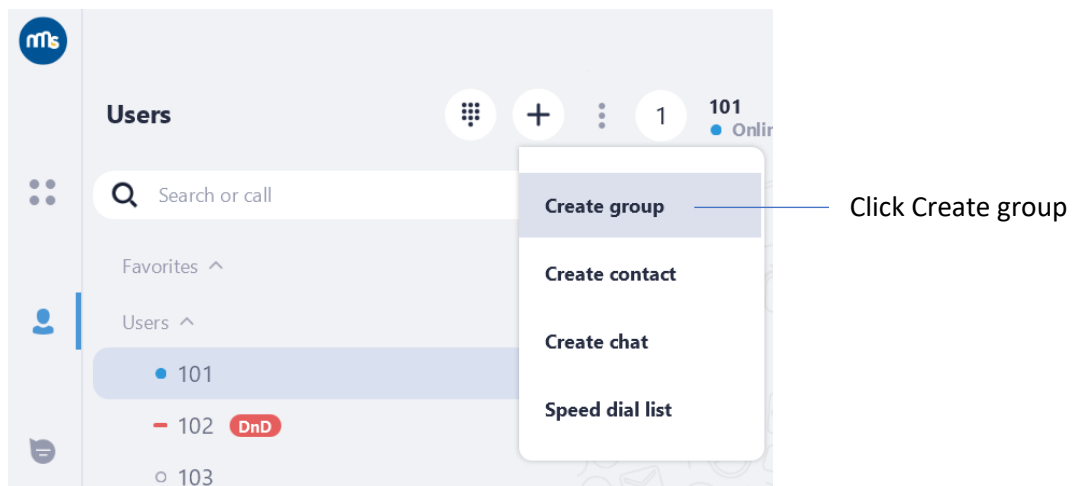
This page onwards is for user with subscription of Video Conferencing.

Video Conferencing

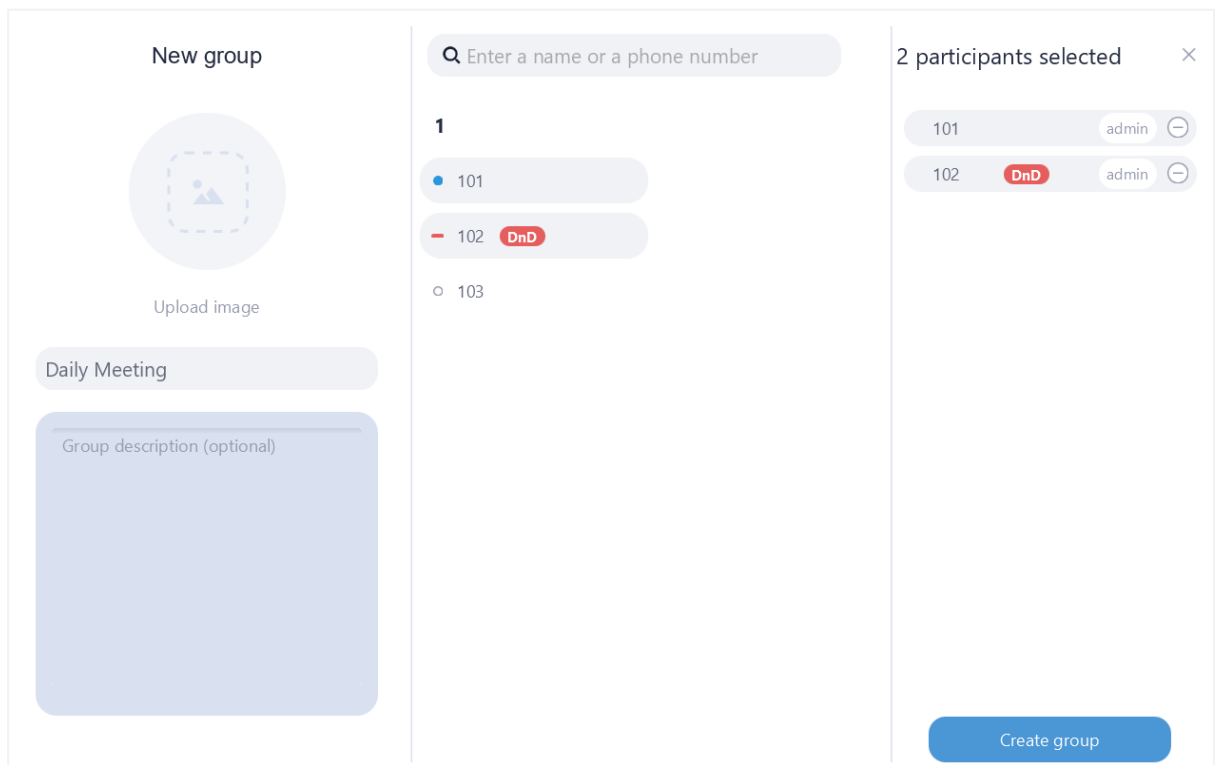
1. Click + and select Group to open a group chat.



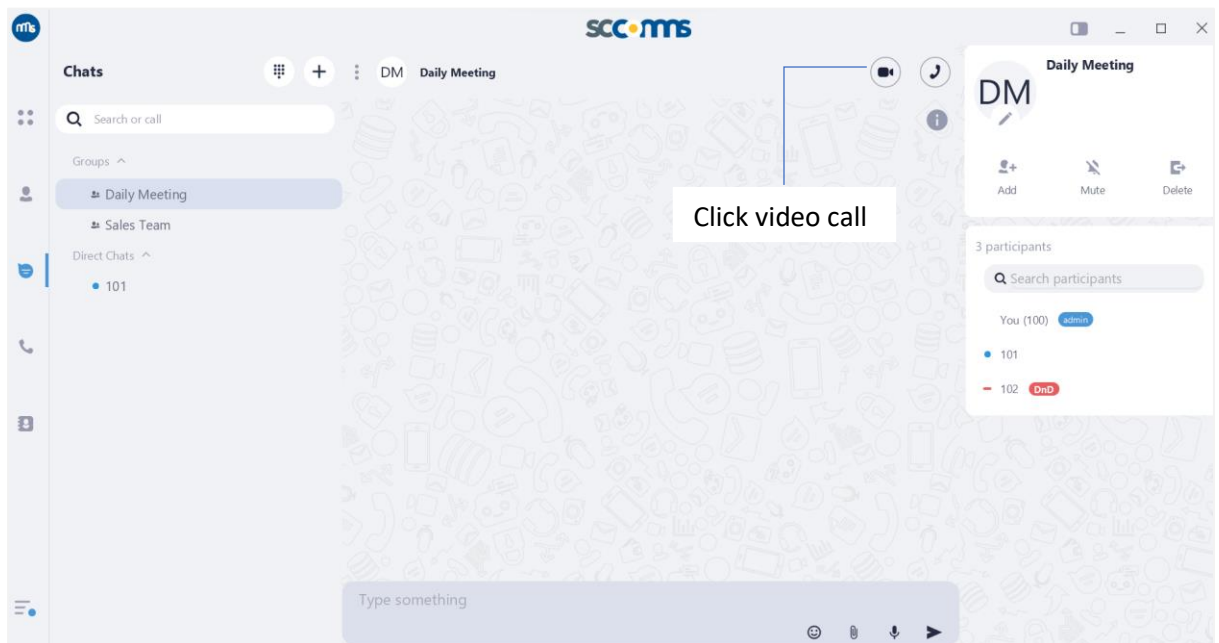
2. Click Create group.



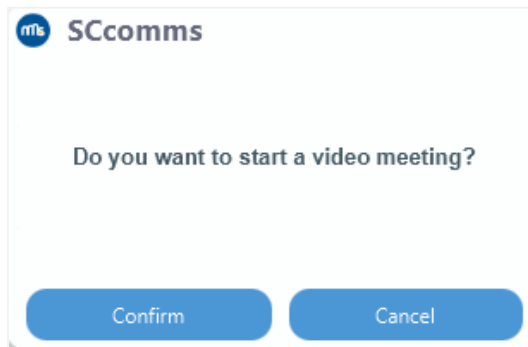
3. Enter the group chat name and select the members.



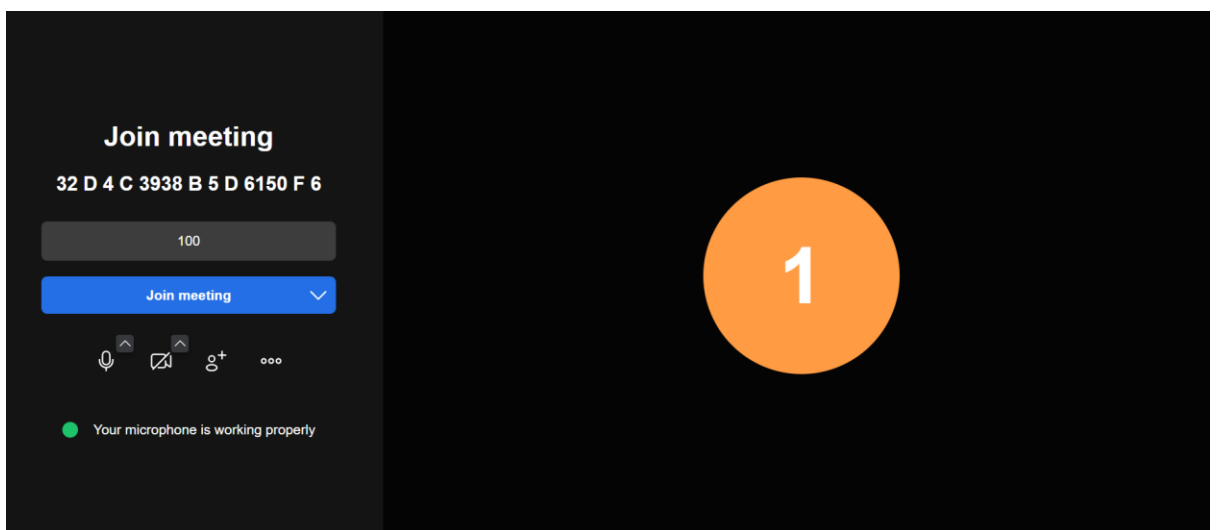
4. In the group chat, click video call button to initiate a video conference.



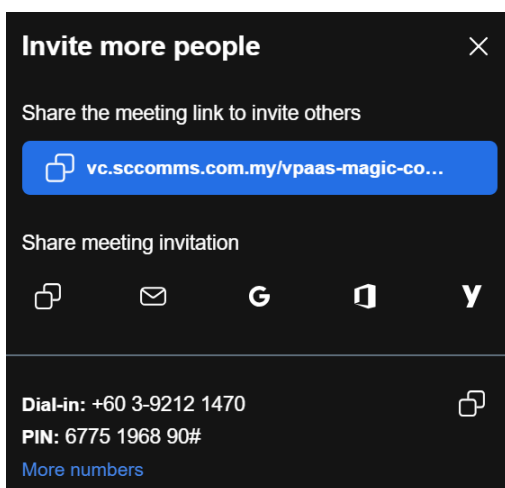
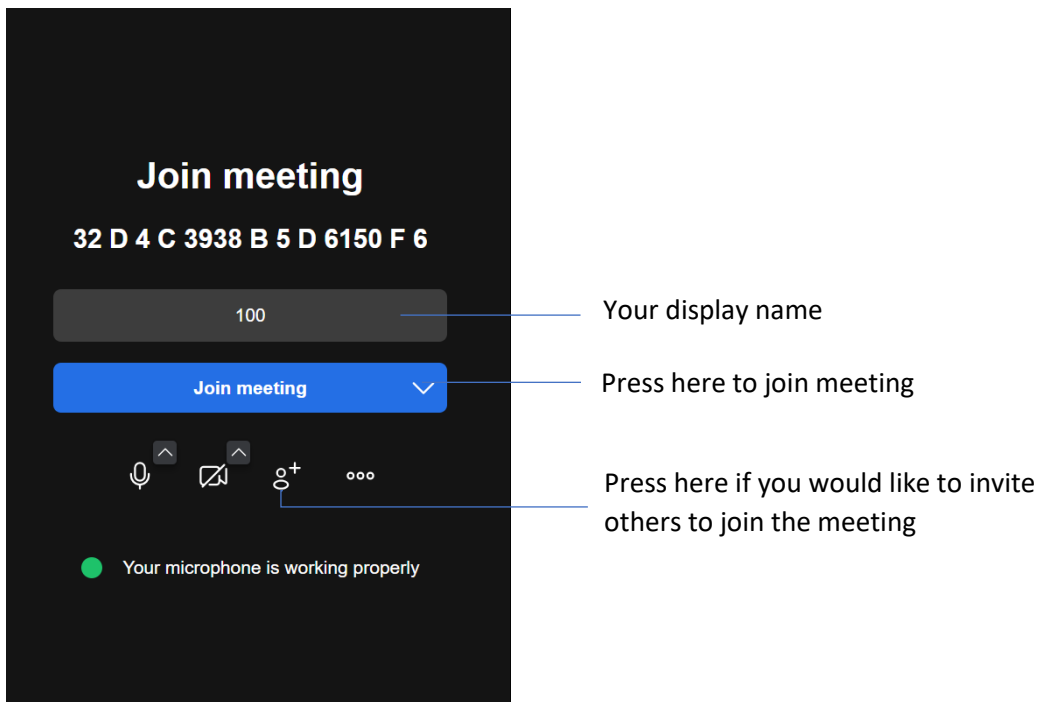
5. Click Confirm.



6. You will be directed to the page below to join the meeting.



7. You may change your display name, invite more people and join meeting.



8. After you have joined the meeting, your screen will appear as per below.

