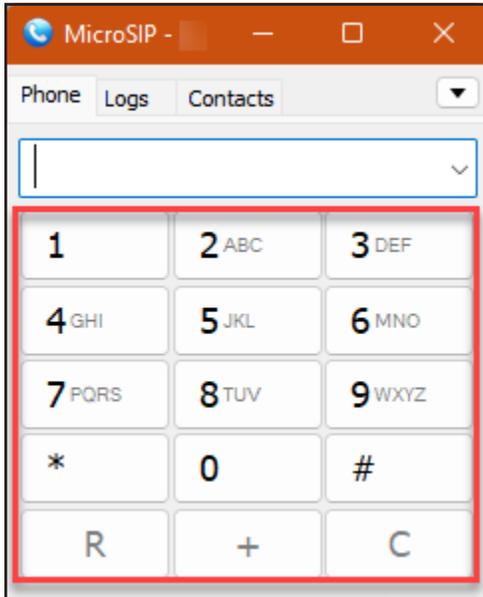


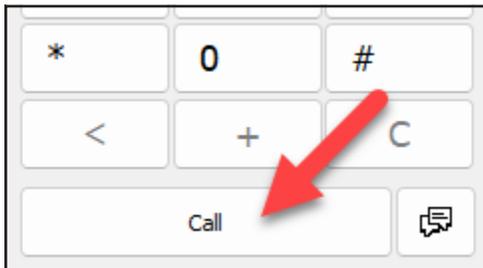
# MicroSIP Softphone Guide

## MAKING A CALL

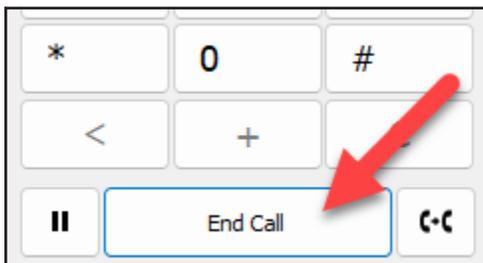
1. Use the **Number Pad** on the phone or your **Keyboard** to dial the number



2. Click **Call** on the phone or press **Enter** on your keyboard

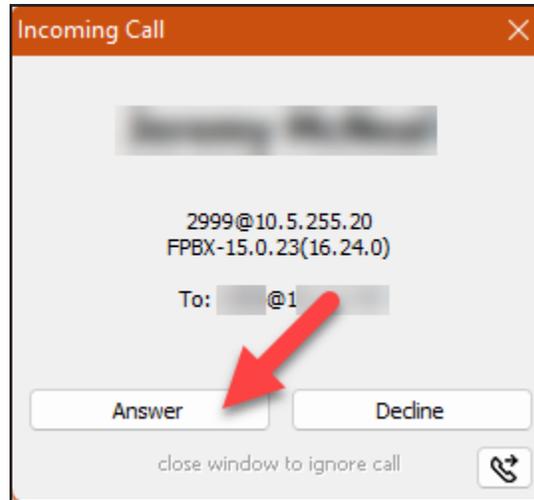


3. To end the Call click **End Call**



## ANSWER A CALL

When someone calls your Extension or Direct Number you will see a pop. To answer; click **Answer**.

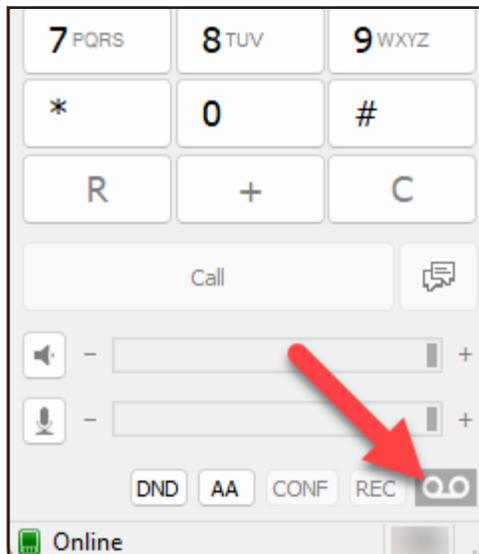


## TRANSFER A CALL

You can transfer a call in progress by dialing **##** followed by the **extension**.

## VOICEMAIL

You can access your voicemail by clicking on the **Voicemail** icon.



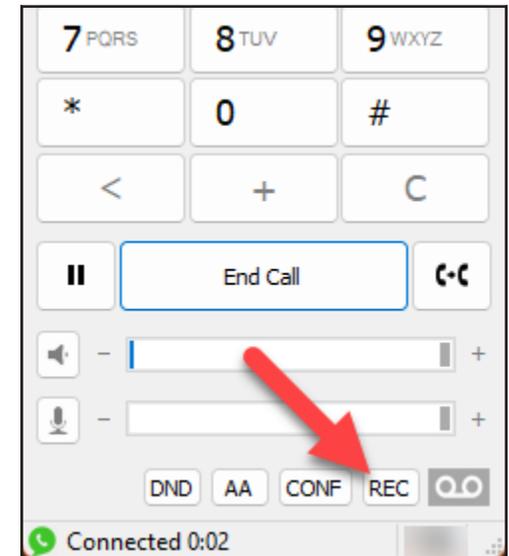
## RECORDING A CALL

### **Option 1:**

During a call; Dial **\*1** to begin recording.  
These recordings can be accessed with the **UCP** in the **Call History Widget**.

### **Option 2:**

During a call; click on the **REC** icon.  
These recordings will be saved in your Documents folder in a subfolder named **Recordings**.



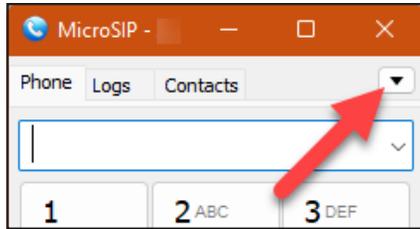
## IMPORTANT

You **must** be connected to the GMC VPN to use MicroSIP. Otherwise it will not register your extension with the Phones server and will not be able to receive calls.

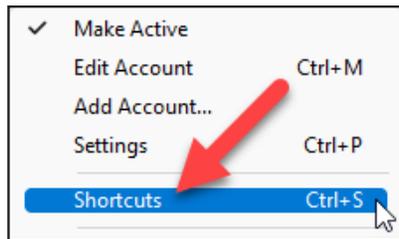
## SPEED DIAL SETUP

You can configure **Speed Dials** similar to what you may have on your desk phone.

### 1. Open the **action menu**



### 2. Click on **Shortcuts**



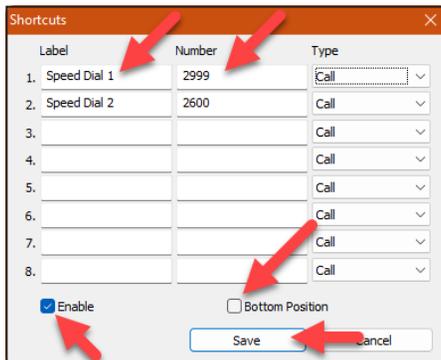
### 3. Enter values for each Speed Dial you want to have

- Label = Can be any kind of identifier
- Number<sup>1</sup> = Extension or Phone Number

### 4. Check the box for **Enable**

### 5. By default, the buttons will appear on the **right side** of the window. You can check the box for **Bottom Position** to have them at the **bottom** of the window.

### 6. Click **Save**

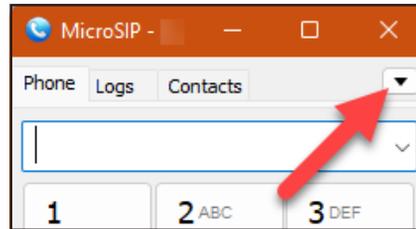


<sup>1</sup> Add the prefix **8** for a Local number. Add the prefix **81** for a Long Distance number.

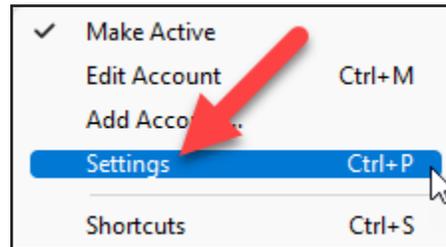
## TROUBLESHOOTING

If others are not able to hear you on a call, you may need to change what microphone MicorSIP is going to use.

### 1. Open the **action menu**

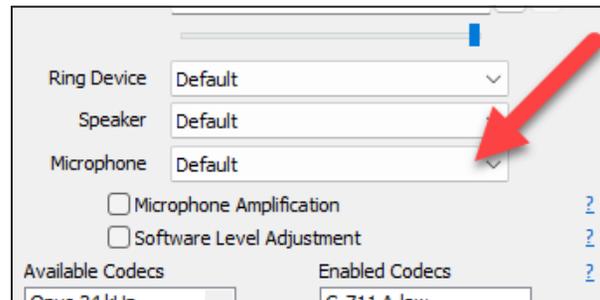


### 2. Click on **Settings**



### 3. Select your **input device**. E.g. Your Bluetooth earbuds/headset, USB headset, etc.

- This device needs to be connected to your computer.



### 4. Click **Save**

## How to Determine your Direct Number

Extensions **2500-2699**

Direct Number is **913-577-0###**

Extensions **2700-2999**

Direct Number is **913-577-####**

Extensions **3800-3899**

Direct Number is **913-577-0###**

**###** = Last 3 digits of the extension

**####** = All 4 digits of the extension