









Meet your New Softphone


Heads Up Display™ (HUD) was designed to be very easy and intuitive – and the new SoftPhone is no exception.

To place a call, type a phone number or extension into the NUMBER / EXTENSION field and click the  button. You can also click the  icon to dial numerically.


Manage Calls with Ease


You can manage calls directly from the SoftPhone platform. Options include:

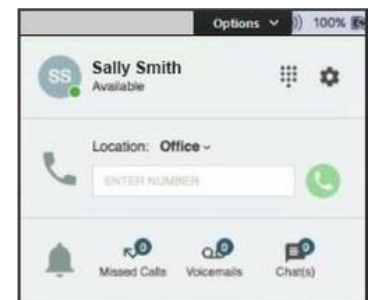
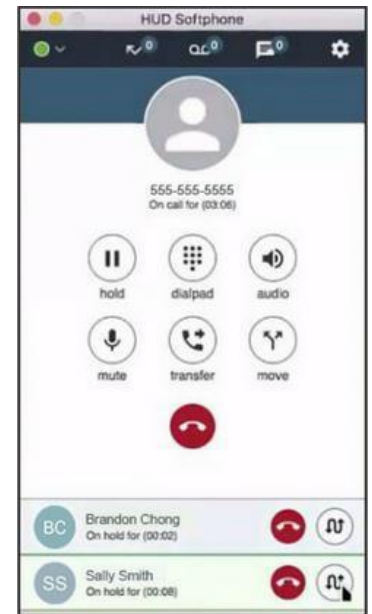
-  Place active call on hold
-  Dial using a traditional dial pad
-  Adjust input and output audio levels
-  Mute your call
-  Transfer call to another phone number/extension
-  Move call to another device (e.g. your mobile phone)

When you place a call on hold, it will be queued at the bottom of the SoftPhone. From there, you can “swap” out a call by clicking the  button so that the call becomes active and the active call is placed on hold.

Application Menu

In addition to the new SoftPhone, you’ll notice a new App Icon  on your Menu Bar or System Tray. Click this to access additional Application Menu options. From here, you can:

- Update your Presence and/or Location
→ All status changes are instantly updated in HUD Web
- Launch HUD Web
- Place a call
- Check missed calls, voicemails, and chats
- Access your Settings 



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