



## 101LINK Desktop Application

### Activation

This desktop application is only designed for 101VOICE customers.

1. You need to email your request to [support@101voice.com](mailto:support@101voice.com)
2. Our support team will activate the application on our end and send you the login credentials.

### Installation

1. Browse to 101VOICE.com website, select “Resources” on the left navigation bar, select “Download Software”
2. Choose the installation file based on your OS and download it. Then, install the application.
3. In order to use the app, you need to login with your login credentials.

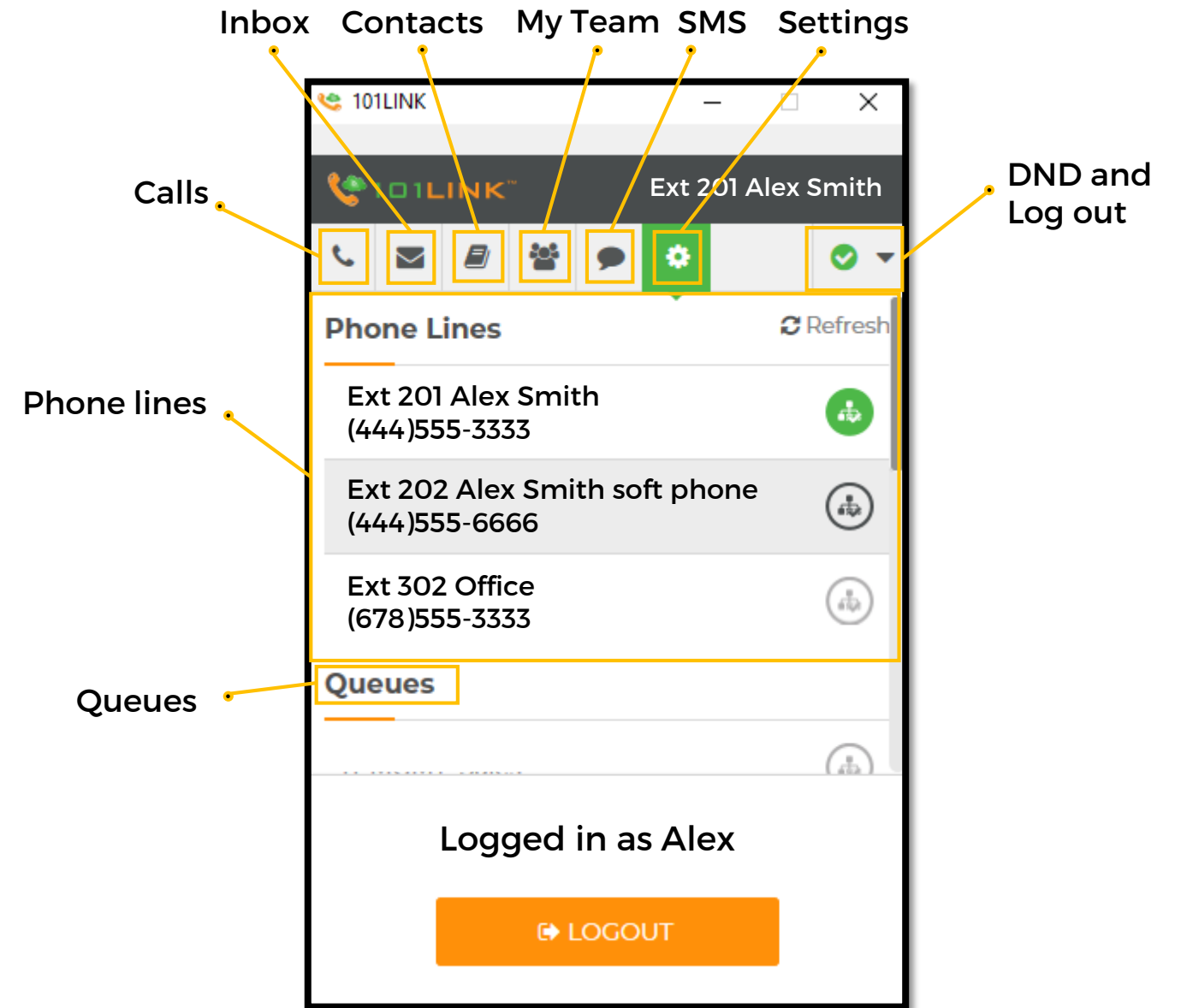
### Making Calls

1. Go to “Calls” page, enter the phone number, and click call
2. It will ring your phone, once you answer it, it will call the number.

Alternatively, you can go to contacts page and click on the phone number or phone icon.

### Active Calls and Call history

- You can see the active calls and Recent Calls on the “Calls” page.



## Send SMS/text message

- Go to “SMS” page, click on + sign, enter the phone number, type your message and click on Send.
- You can add multiple numbers to one conversation.

\* Please note that this feature should be available on your phone number.

## Inbox

- This page/tab shows recent text, IM and new voicemails.
- To read and reply, you can mouse over the text.
- You can mouse over the voicemail and play, download, or call the number.

## Contacts

- This page/tab shows your contacts.
- You can download your contacts from Outlook or Gmail or delete them by clicking on the menu icon in the top right.
- There is a search box on the bottom for faster look up.

## My Team

- In this page/tab, you can see your team members.
- There is a presence icon on the left side of each team member. Green means available, grey means offline and red means on Do Not Disturb.
- You can make a member a favorite by clicking on the star next to that member.

\* To assign users to a team, please contact your account administrator.

## Settings

- This page/tab shows settings of the 101Link.
- The telephone lines assigned to you will be shown in this section. You can switch between them by selecting appropriate line.
- Each telephone line is labeled with its description and outbound caller ID.
- If your telephone line is in Queues, it will show the name of them in the Queue section.
- You can activate your voicemail transcription and add/update your email to receive it.
- The Zapier API key is used for connecting 101Link to other apps via Zapier.

## Chrome Extension

- The 101LINK Chrome extension contains the “Calls” and “Settings” sections of desktop app.
- It adds the click to call functionality to your browser. You can simply click on the phone number or if the phone number is a text, you need to highlight the number and then right click and call the number.

## Web Portal

- To visit the 101VOICE web portal, click on the 101LINK logo at the top left.
- Use your login credentials to login.

## Do Not Disturb

- You can activate Do Not Disturb on selected telephone line by clicking on green check mark and selecting DND.