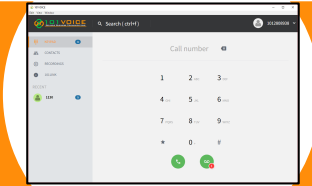


101VOICE *Softphone*



Activation

1. Email Full name, email address and cell phone number to support@101VOICE.com
2. 101VOICE support team will send you confirmation of activation.

Installation

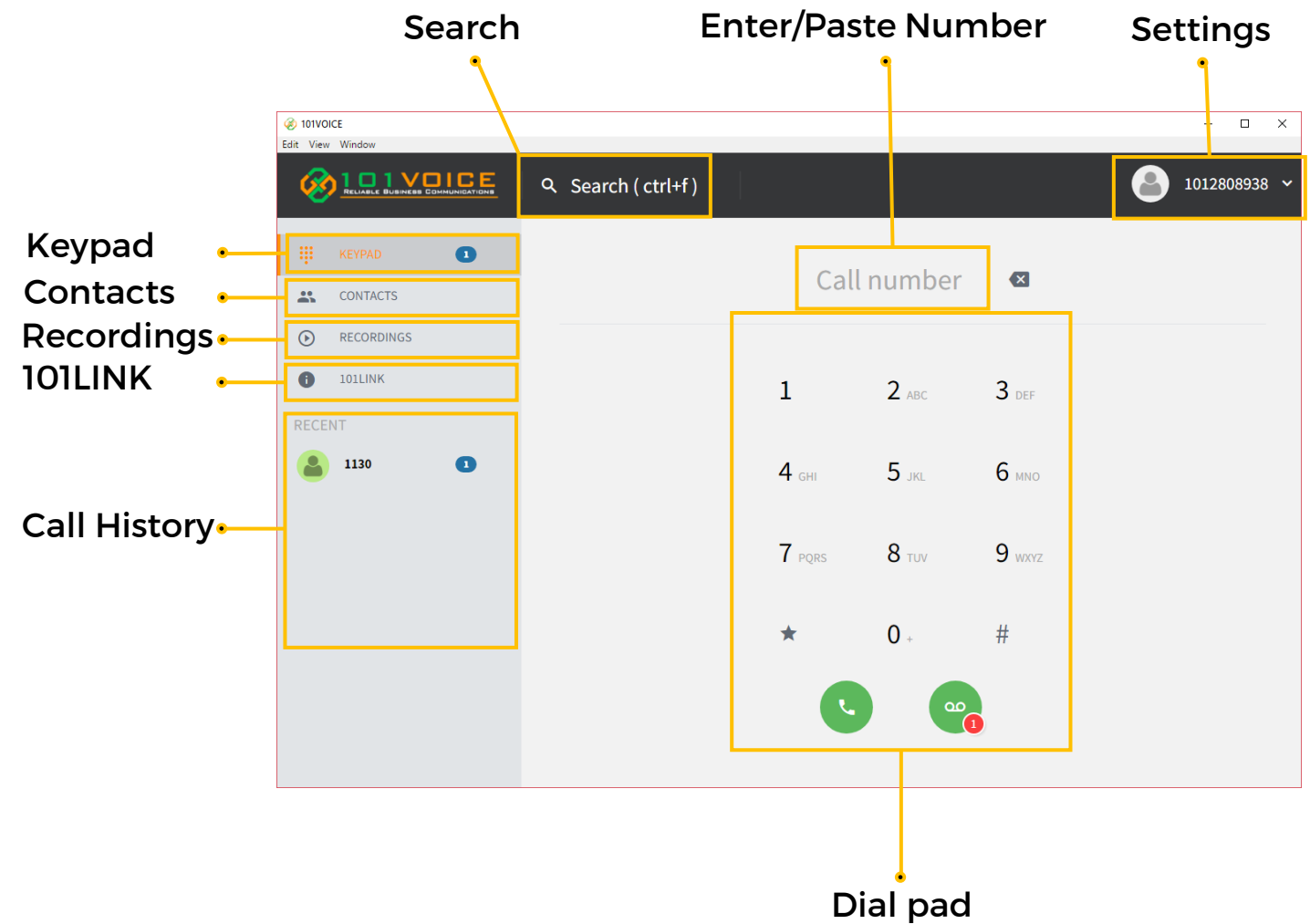
1. Browse to 101VOICE website, on the left menu, click on products and select softphone.
2. Download the softphone and install it on your PC or Mac.
3. Enter the telephone number assigned to your 101VOICE softphone. You will receive a verification code by email.
4. Enter the activation PIN code and click on "Sign In".
5. Your software should be ready to use.

Making Calls

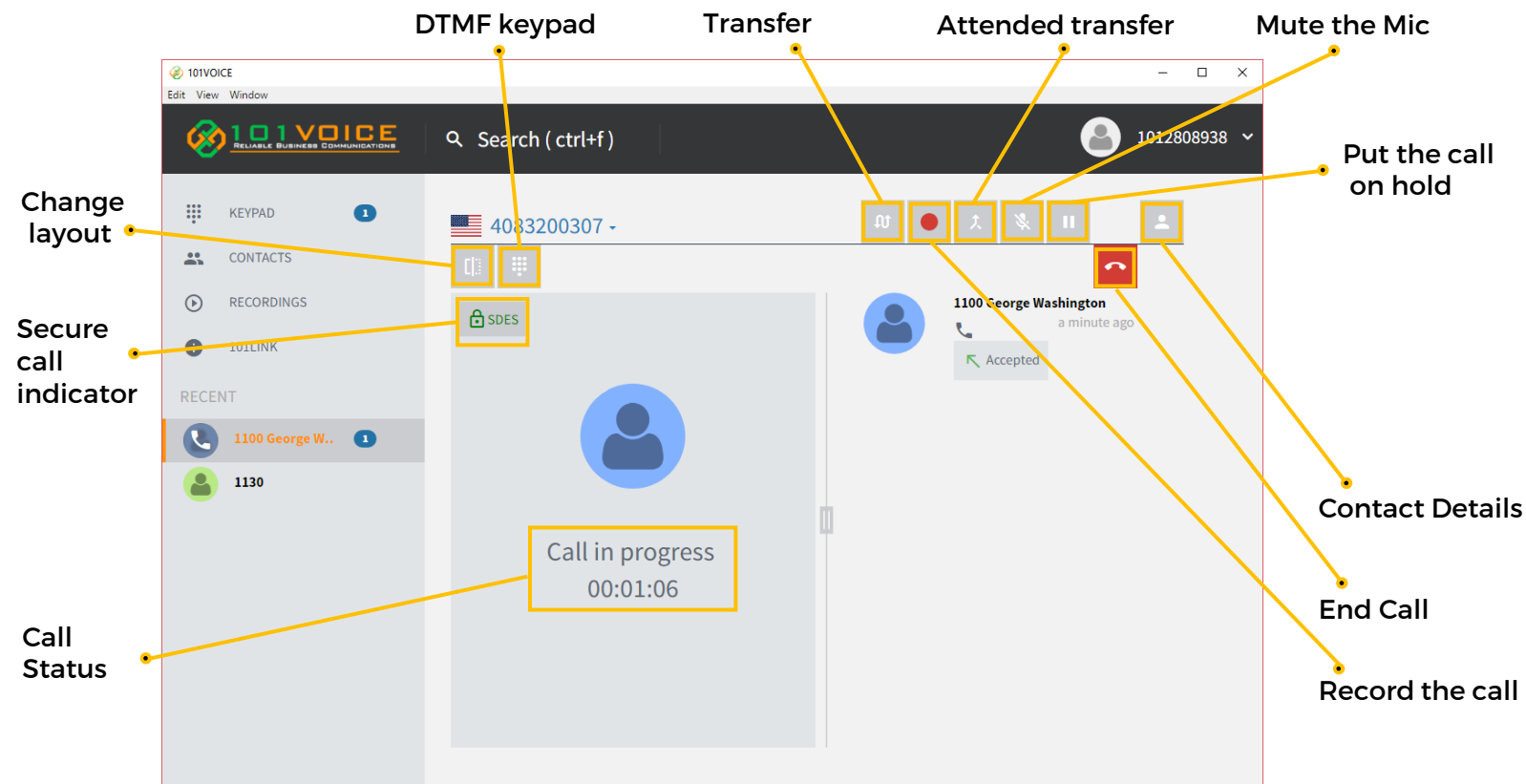
1. Enter the phone number on the keypad page.
2. Select a contact from the contacts page.
3. Select one of your saved phone numbers from the Quick Dial page.

Voicemail

- Hit voicemail button (Green button) on keypad page
- Dial *1 on keypad page and hit green button.



On the Call



When you're on a call, you have the following options:

1. **Hold:** Put the call on hold
2. **Record:** Record the call
3. **Transfer:** While the first party is on the call, press the transfer button. The dial pad will be shown. Dial the number to transfer (internal or external), then press the green button.
4. **Attended Transfer:** When the first party is on the call, press the "Attended transfer" button. The dial pad will be shown. Dial the number to transfer (internal or external), then press the green transfer button to complete the transfer.
5. **Mute the microphone**
6. **DTMF Keypad** Use the keypad to dial
7. **End Call**
8. **Contact Details** Check the contact

Quick Dial

1. On this page, you can add contacts to your quick dial list.
2. Click on "All" tab and click on star next to the contact to add to the quick dial list.

Do Not Disturb

If you don't want to get phone calls on the software, you can simply dial *78 to enable/disable Do Not Disturb.

101LINK

If you have a 101LINK account, you can log into it on the 101LINK page. From here you can manage your telephone lines, enable/disable voicemail transcription, send and receive SMS, and communicate with your team members.

* Please note that some of the features mentioned above may not be activated for you.

Settings

Under Settings, you can update your notification and media source preferences, manage storage, and toggle visibility of the voicemail button.

Recordings

Recorded calls are found under the Recordings tab. Please note recordings are stored on your local machine only. Storage is limited based on your available drive space and the application's storage settings.

Function codes

- | | |
|--|---------------------------|
| * 67, followed by phone number: Hide Caller ID | *68 : Play Last Caller ID |
| * 72, followed by phone number: Set Call Forward | *73 : Cancel Call Forward |
| * 8, followed by phone number: Transfer to Voicemail | *68 : Dial by Name Menu |