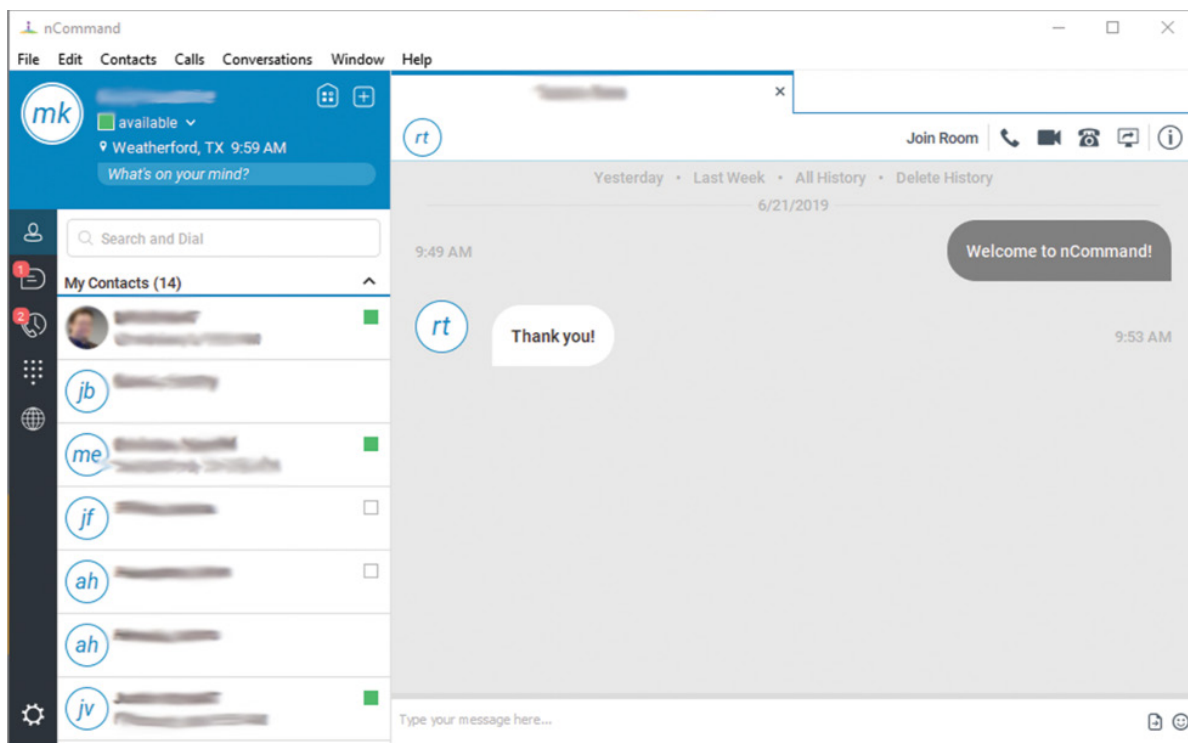


nCommand Desktop Application

Welcome to Nextlink

The nCommand application is packed with many advanced features that will enhance your day-to-day business activities and make your life easier. This guide is designed to help you use some of the most popular features of the Voyant Connect application.



Contacts

View color-coded status and initiate chat and calls to your preferred contacts. Can be divided into groups.

Chat History

Review chats at any point in the past with your contacts. These contacts can be called or chats continued easily.

Call History

View Call Records and access Voicemail. You can call back from this list, or even Add to Contacts.

Dial Pad

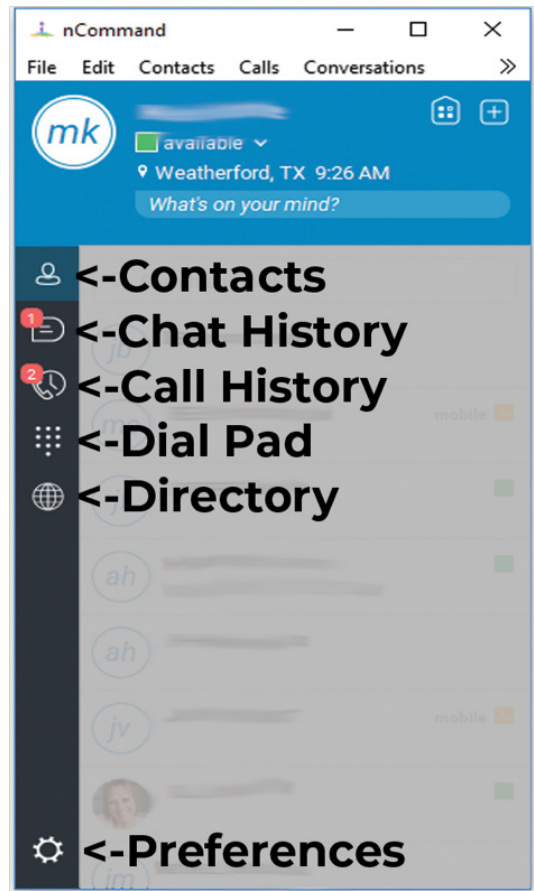
Free-form telephone dialer. Can initiate a video call from the softphone, or a voice call from desk phone or soft-phone.

Directory

The pre-loaded list of all extensions in your PBX is found here. You can chat or call anyone on this list, or right click and "Add to Contacts" to initiate the approval process to populate the extension in your Contacts page.

Preferences

Set options for how to handle incoming calls, call forwarding, call center availability, voicemail handling, and other features as enabled.



Features and Functions

Add a Contact from the Directory

- Search for your contact in the Directory
- Right-click on the contact
- Select "Add to Contacts"

At this point the contact will receive a pop-up asking to approve your request. Once accepted, you will appear on their contact list just as they are on yours.

Initiate a Chat

- Find the contact in Contacts or Directory
- Double-click on the contact to initiate a conversation
- Alternatively: Right-click on the contact and select "Chat"

Initiate a Call to a Contact

- Find the contact in Contacts or Directory
- Right-click on the contact and select:
 - "Call" to call from the Softphone
 - "Video Call" to initiate a video call from the Softphone
 - "Call from Phone" to call from the desktop phone assigned to your number

Initiate a Call to a New Number

- Select the Dial Pad icon on the left
- Enter the digits you wish to dial
- Press the button for:
 - "Video Call" from the softphone
 - "Call" from the softphone
 - "Call from Phone" to call from the desktop phone assigned to your number

Access Call Lists

- Select the Call History icon on the left
- Scroll through the list, sorted in order by most recent

Access Voicemail

- Select the Call History on the left
- Select the Voicemail tab

Do Not Disturb

- Select the Preferences icon on the left
- Select Incoming Calls from the drop-down menu
- Toggle Do Not Disturb from this panel

Escalate a Conversation

After the chat is connected:

- Press the icon at the top right of the chat window to:
 - "Join Room" to join the MyRoom of the contact
 - "Call" to call from the Softphone
 - "Video Call" to initiate a video call from the softphone
 - "Call from Phone" to call from the desktop phone assigned to your number
 - "Start Sharing" to begin a screen share

Some of these features are subject to licensing limitations.

Transfer a Call

After the first call is connected:

- Press the "Transfer" icon from the cell panel
- Or select "Transfer" from the drop-down menu labeled "More"
- Enter the extension or number you wish to transfer
- Or search your contacts and directory
- Transfer Now will Blind Transfer the call
- Attended Audio will permit you to announce the call to the new party

Features and Functions

To Place a Call on Hold

After the call is connected:

- Press the "Hold" key from the call panel or menu
- The call will remain on hold until you press the "Hold" key again, or the call disconnects

Call Forwarding

- Select the Preferences icon on the left
- Select Incoming Calls from the drop-down menu
- Toggle Call Forwarding on
- Turn the call forwarding state on with the check on the left, and enter the extension or number to transfer in the field on the right for each call forwarding state
 - Always will send every call to this number
 - When Busy will transfer only when busy (3 concurrent calls) or when on Do Not Disturb
 - When No Answer will send after the set number of rings