

Soft Phone for Desktop Client – Quick Reference Guide

How to download the Desktop client

Open a web browser and enter the following URL

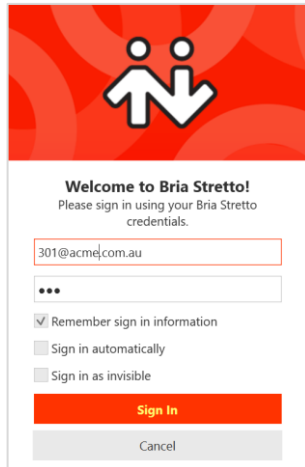
- For Windows PC Desktop:
http://counterpath.com/Stretto_windows.html
- For MAC Desktop:
http://counterpath.com/Stretto_mac.html
- Click **Next** to continue through the setup wizard and **Install** to complete the installation

How to Log onto the Desktop client

- Double click on the **Bria Stretto** icon on your desktop





- Enter your **username** and **password**
- Select **Remember sign in information** and Sign in Automatically (if required)
- Click **Sign in**






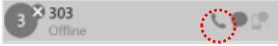
How to make a Call

You can make a call by entering the number into the Dial pad or by selecting a contact from any of your contact lists or Favourites list:



Dial pad

- Click on the **Dial pad**  icon
- Enter the number into the field, then click  icon


Contacts

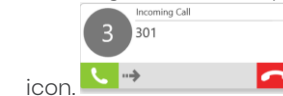
- Click on the **Contacts**  icon
- Enter the name or number into the field, then click  icon, OR
- Start typing a name in the Search field then click  icon, OR
- hover over a contact from the All Staff list  and click on the dial icon



Favourites

- If a contact has been saved into Favorites, click on Favorites 
- hover over a contact  and click on the dial icon

Answering / Ending a Call

When you receive a call your soft client icon in your task bar will flash , your Desktop will ring, and the following screen will display when you click on your



- Click on the  to **answer** the call
- Click on the  to **refuse the incoming call**

In call options

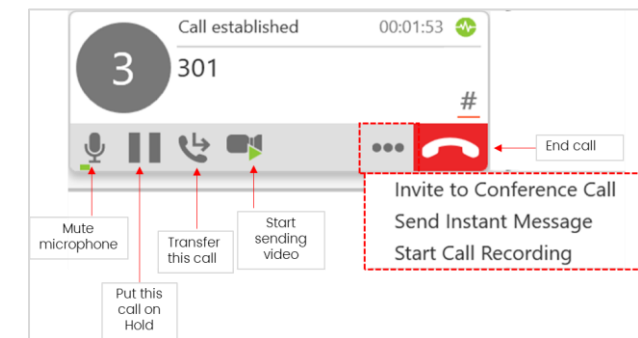
Whilst in a call, different options will be available to select

Mute microphone – mutes your microphone, so the caller can't hear what you are saying, but you can still hear them


Put this call on Hold – allows you to put the call on hold and the caller will hear On hold music

Transfer this call – allows you to transfer the call directly to another party or announce the call prior to completing the transfer

Start sending video – allows you to make your audio call a video call




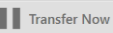
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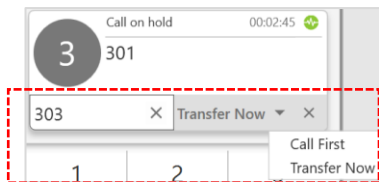
More options  – provides you with additional options such as *Inviting a user to a Conference Call, Send an Instant Message, or Start Call Recording*

End call  – allows you to end your call

Transfer a call

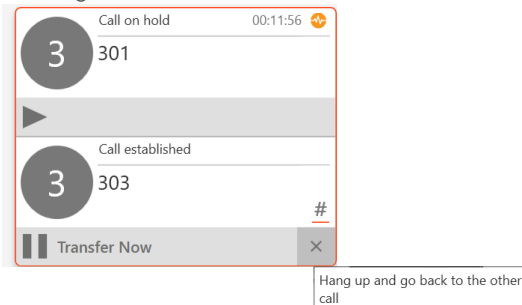
While on an active call

- Click on the **Transfer this call**  icon
- Enter the number
- Click on the **drop down** arrow and select, either
- **Transfer now** for a blind transfer, where you do not announce the caller to the party you are transferring to, OR
- **Call First** – for a consult transfer, where you can speak with the party you are transferring to prior to transferring the call. When the 3rd party is ready to take the call
- Click 



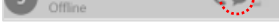
If the 3rd party is unable to take the call

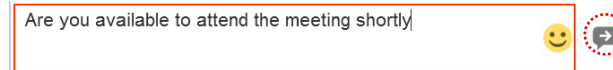
Prior to clicking **Transfer Now**, click the **X** to hang up on the 3rd party and be returned to the initial caller to take a message



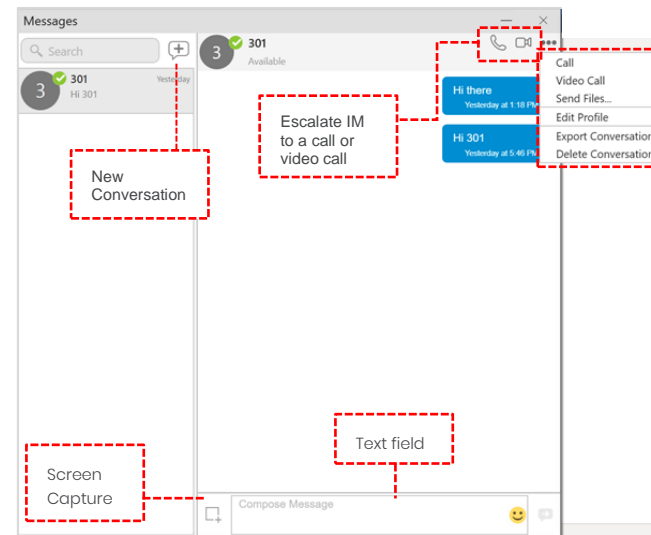
Instant Message a Contact

To Instant Message (chat) with a contact, from any of your Contacts or users in your Favorites list


- hover over a contact  and click on the Instant Message icon, an instant message screen will open
- type your message at the bottom of the screen
- press **Enter** or click **Send message** icon to send your message



The Instant Message screen



To change your Presence Status





- Click on the drop down arrow 
- Select the status you require

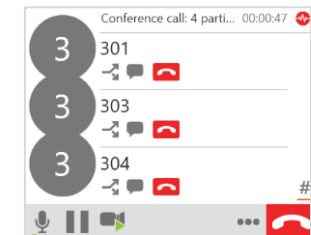
If you are on a call your status will automatically change to **On the phone**

Conference Calls

You can create a conference call, add participants to an existing conference call, remove a participant from a conference call, send instant messages to conference participants, and place the conference call on hold. A maximum of 6 parties can be on a conference call.

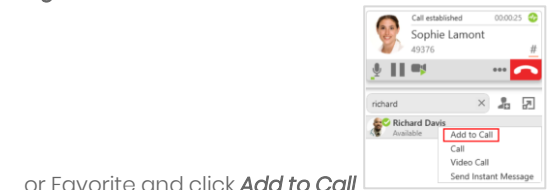
Create a conference call with the dialer

- Type a number in **Enter name or number field**
- Click  **More call options** beside  **Make a call** or  **Make a video call** and select **Start Conference Call**
- Type a **name or a number** or **drag a contact** into the **Enter name or number** field and click **Add**
- To add more participants, click  **More options** and click **Invite to Conference Call**



Adding participants using the short-cut menu

- During an established call, go to the **Contacts** or **Favorites** panel.
- **Right-click** (Windows) or **CTRL+click** (Mac) on a Contact

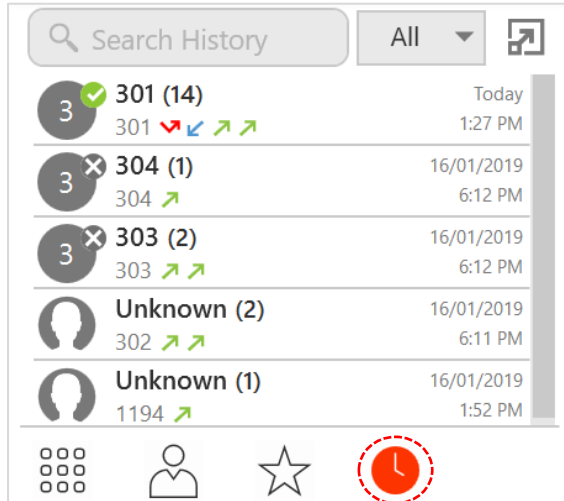


or Favorite and click **Add to Call**

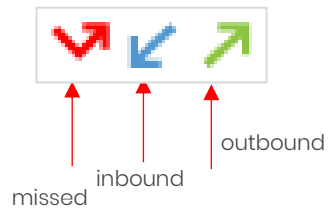
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Call History

Inbound, Outbound and Missed calls can be viewed by clicking on the **List recent calls** icon



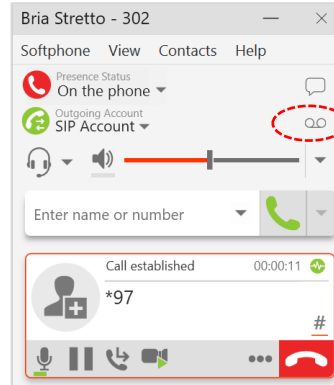
The following icons indicate whether a call has been Missed, was an Inbound call or was an Outbound call



Voice messages

To access any voice mail messages

- Click on the **Voice messages** icon
- You will be advised how many messages you have, and they will automatically start to playback
- Press **7** to delete the message



To listen to the Voicemail main menu options

- Click on the **Voice messages** icon
- you will be prompted with the following options for selection
- To hear your messages, press 1*
 - To change your access code, press 2*
 - To record your name, press 3*
 - To record a personal welcome message, press 4*
 - To record a message press, 5*
 - To select your Mailbox greeting, press 9*

Preferences

You can set different options to suit your requirements. These can be changed at any time.

Preferences that can be changed are Application, Alerts and Sounds, Devices, Shortcut keys and Calls preferences

To set or change your preferences

- Click on the Softphone menu option
- Click on Preferences
- tick the relevant options to enable them, or untick them to disable them
- Select the different menu options in the navigation bar on the left hand side and make your selections

