VOICE SERVICES

FLIPCONNECT
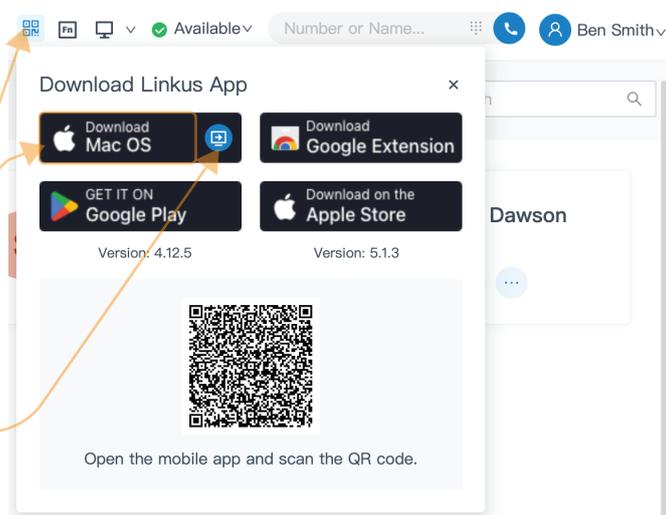Better . Connected

Flip Connect

Fusion8

Quick Reference Guide

01 Installing The Fusion8 Desktop App (Windows & Mac)

Installing

Download Link

1. Retrieve your credentials from your Welcome Email.

2. Click the Login Link contained within you Welcome Email.

3. Follow the steps shown to login via your browser.

4. Click this icon (▦) to reveal your download options.

5. Your OS will be detected and click the Windows or Mac OS button initiate the download

6. Once your download has completed and you have installed and opened the App, go back to your browser and click this icon (▣)

7. Your Desktop App is now provisioned and logged in.

Download Linkus App

- Download Mac OS — Version: 4.12.5
- GET IT ON Google Play
- Download Google Extension
- Download on the Apple Store — Version: 5.1.3

Open the mobile app and scan the QR code.

02 Using The Fusion8 Desktop App (Windows & Mac)

Make, Receive & Transfer Calls

1. Make a call by clicking on an extension or enter a name/number in the search box in the top right hand corner.

2. Toggle the screen icon(🖥) to trigger a call on your deskphone (if applicable) or the app.

3. Transfer a call by clicking transfer icon(✄) and then choosing which option you would like. Either, attended transfer to announce the caller or blind transfer to pass the call straight through.
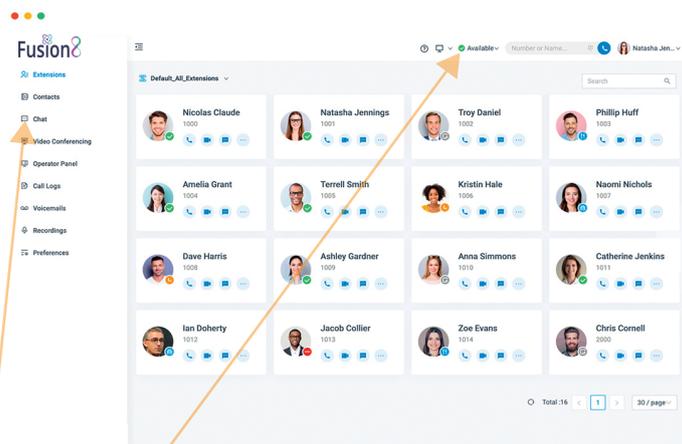
Chat with your Colleagues

1. Click on the **"Chat"** button.

2. Use the search bar to find a user to chat with.

3. Type your message and press enter to send.
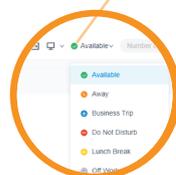
Manage your Status

1. Manage your status by clicking on available and then choosing from the drop down menu.

03 Your Office Anywhere - The Mobile Apps

Download the iOS or Android Apps

Open your welcome email.

Open the app on your device, tap on the menu (top right) and then **"Scan QR Code"**.

Now scan the QR code from your welcome email - done.

To Transfer a Call from the Mobile Apps

Blind Transfer

1. During an active call, tap the (blind transfer option) from the call screen (the call is put on hold).

2. Select the contact who you want to transfer from either the directory or enter the destination using the dialpad.
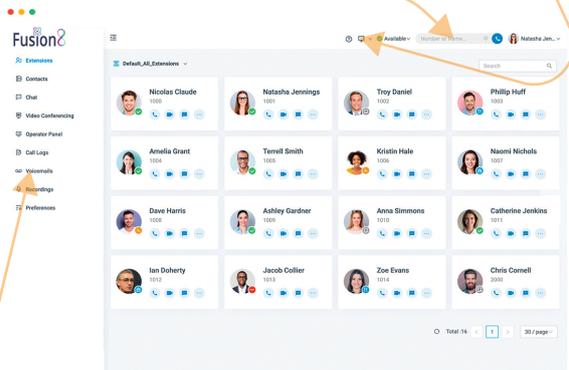
Attended Transfer

1. During an active call, tap the (att. transfer option) from the call screen (the call is put on hold).

2. Select the contact who you want to transfer from either the directory or enter the destination using the dialpad.

04   Using Your Deskphone

Trigger a Deskphone call from your Desktop App

1. Dial the number on the keypad (shown left) and hit the call or enter button.

2. OR select a contact or extension from your Desktop App or a number from a web page, hit call.

3. The App triggers the call on your deskphone if selected via the phone selector toggle icon(🖥)

To Transfer a Call

1. **For blind transfer:** Press **"Transfer"**, dial the extension, press send/dial and hang up.

2. **Attended transfer Yealink:** Press **"Transfer"**, dial number or select extension, press **"Send"**, announce the caller, press **"Transfer"** and hang up.

3. **Attended transfer Snom:** Press the **"Hold"** button and dial the extension you want to transfer to. Announce the call and press **"Transfer"** followed by send/dial and hang up.

05   Voicemail

Setting your Voicemail Greeting

1. **By phone:**
   a. Press the **"Voicemail/Message"** button on your handset.
   b. Enter your PIN and then press **"#"**.
   c. Select option **"2"**, then **"0"** and then record your message.
   d. Press **"#"** to end recording and **"1"** to save.

2. **From the Desktop App:**
   a. Go to **"Preferences"** > **"Voicemail"**
   b. In the **"Voicemail Greeting"** section, click **"Greeting Management"** where you can upload your greeting audio.

To Playback Voicemail

1. **By phone:**
   a. Press the **"Voicemail/Message"** button on your handset.
   b. Enter your PIN, press " your messages.

2. **Desktop App:** Click on **"Voicemail"** tab then under the **"Operations"** heading, click either the relevant icon to either play locally or on your handset, as well as download or delete.

3. **Android & iOS App:** Select **"Voicemail"** and tap on the voicemail to listen to the message.