

## Frontier Communicator for Desk Top

Your Company phone service can be used to make or receive calls from your desk phone, your PC or Mac, and your mobile devices.

For this to work on your desktop, you need to install the Frontier Communicator for Desktop software on your PC or Mac. This guide will help you to do that.

## Ensure your Computer is Compatible

Frontier Communicator for Desktop works on PCs running Windows 7, 8 or 10. It also runs on Macs that have OS X 10.7 or later versions.

You can use your computer's built-in microphone and speakers, but you will have much better audio quality if you use a headset. Frontier Communicator works with most common headsets, including Bluetooth. It will even work with the answer/reject call button on some headsets.

## Find Your Password

You will need your Company CommPortal phone number and password to start using Frontier Communicator for Desktop. If you don't have this information, call us on 833-767-8862

## Download and Install the Software

Download Frontier Communicator for Desktop from: [www.business.frontier.com/smartvoice](http://www.business.frontier.com/smartvoice)  
When prompted, save the file. Find the file in your downloads folder, open it, and follow the on-screen instructions to install the software.

## Exploring Frontier Communicator

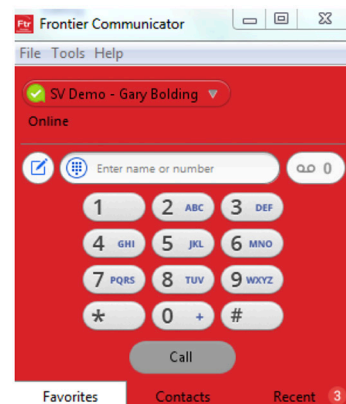
Frontier Communicator for Desktop is like having your desk phone on your computer. You can make and receive calls, hold calls, transfer calls, and make three-way calls.

You can also use Frontier Communicator to send instant messages, transfer files, and send Presence information to other people in your corporate directory who are using Frontier Communicator (on any device).

Frontier Communicator uses the Wi-Fi, broadband, or mobile data services available and connected to your computer.

## Making Calls

Making a call is as easy as entering the number on the keypad or clicking on a contact's call button. If your contact has more than one number, you can choose which number to call from the drop-down list.



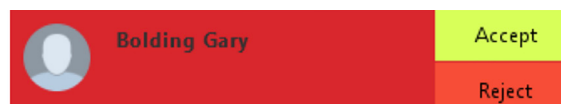
If the person you are calling has caller ID, they will see your individual Company phone number.

While in an existing call, you can make a second call using the main client rather than the active call window. This automatically puts the first call on hold. When the second call is active, you can click the Transfer call icon that will show the held call as a transfer option.

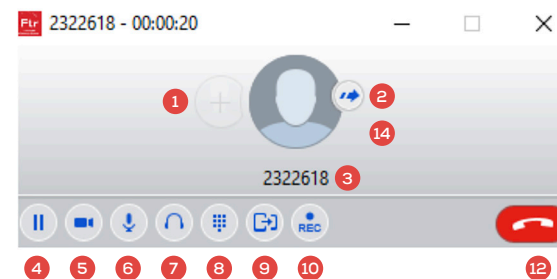
## Receiving Calls

When someone calls your Company number, you will see a pop-up window appear on your computer screen and hear a ringing tone through your speakers or headset. The pop-up shows the number of the person calling you. If that person's details are already in your contacts list, the pop-up displays the caller's name.

Depending on the other services you have from Company, you may see the incoming call on your desk phone, on your mobile phone, or on a tablet device. You can answer the call on whichever device is most convenient for you.



## During the Call



## While a call is in progress you can use the call window to:

1. Add a participant.
2. Transfer the call.
3. Perform a CRM look-up.
4. Put the call on hold.
5. Send video.
6. Mute your microphone.
7. Adjust the volume.
8. Access the keypad.
9. Switch to another call.
10. Record the call.
11. Merge calls.
12. End the call.
13. Uplift the call to an Accession Meeting.
14. Send a chat message to the caller.

You may receive a call while you are already on another call. If you answer the new call, the current call is automatically placed on hold and the new call appears in a new call progress window. Switch between the two calls using the window for each one, or click on the Merge calls icon to merge other callers into a single call.

## Send the Call to Someone Else

Use the Call Transfer icon to send any call to another number. A menu will pop-up allowing you to select a contact, or you can type in a completely new number to transfer the call to. You can also transfer the call to another of your devices that has Frontier Communicator installed, without having to hang up!

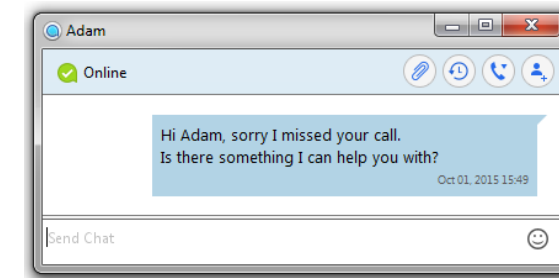
## Instant Messaging

If you have Frontier Communicator with Instant Messaging, you can use IM to Instant Message any of your co-workers. Click on a contact's Chat icon to send them an instant message.

From within the chat window, you can send files, view your chat history with the contact, call the contact, and add one or more participants to the conversation.

## Reject Call with IM

If the caller is in your Contacts list, you can reject a call and send the caller an instant message explaining why you can't take the call. Click on the drop-down list next to Reject and select one of the system messages, or click Custom Message to type your own message.

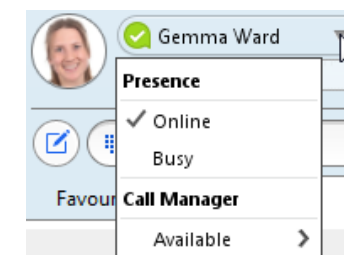


## Presence

Let others know whether you are available or busy by setting your presence to **Online** or **Busy**.

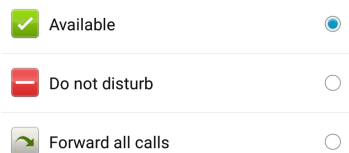
Your **Presence**

information automatically shows when you are **Away**, **On the Phone**, or **In a Meeting** (this references the information in your Outlook calendar).



## Call Manager

You can tell Frontier Communicator how to handle your incoming calls. Click on the **Presence** selector, expand the **Available** option and choose between:

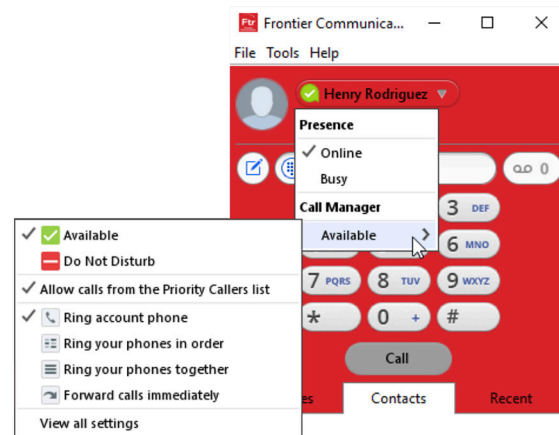


If **Do Not Disturb** is selected, callers hear a recorded voice announcement saying that you are unavailable and are then connected to your voice-mail. None of your devices will ring until you turn off Do Not Disturb, so be sure to use it carefully!

You can select **Forwarding** to forward all incoming calls to another number. You are then prompted to enter the number you want to forward calls to.

Note that when you change your **Presence** or **Call Manager** settings, the change applies on all of your Frontier Communicator devices. So if you step away from your computer and forget to update your status, you can change your status using the Frontier Communicator app on your mobile phone instead.

## Choosing which Calls to Receive



You can specify how calls should be handled if they are from anonymous numbers, from VIPs, or from numbers on your Unwanted Callers list.

To do this, click on the Presence selector, expand the Available option, and select the View all settings option at the end of the menu.

This opens the Call Manager Status window, where you can set your call handling preferences.

## Your Contacts List

Frontier Communicator for Desktop assembles a contact list for you to use. Depending on how your service is set up, the contact list may include:

- Contacts that you type directly into Frontier Communicator for Desktop.
- Contacts in the Outlook or Mac local address book stored locally on your computer.
- Contacts in CommPortal contacts.
- Contacts in your corporate directory.

If Frontier Communicator is configured to automatically sync with Outlook, you can view and edit your Outlook contacts using Accession.

## Favorites

For quick access to frequently-called people, add the contact to your Favorites list. Use the right-hand mouse button to click on any contact and choose **Add to Favorites** from the drop-down list. Favorites appear in the Favorites list and in the Contacts list.

## Call and Chat History

Click on the **Recent** tab to see your call history. To view the chat history for a contact, click on the contact's Chat icon then click on the History icon.

## Visual Voice Mail

If you have a voice or video message, the **Message** button changes color and indicates the number of messages received. Click this button to see a list of messages received or to listen to the messages.

## Emergency Calls

Frontier Communicator lets you make calls from anywhere on the most convenient device. Therefore, if you place a 911 call from Frontier Communicator, the 911 operator may not be able to identify where you are calling from.

## Tools

Click on the Tools menu and select **Options** to access your general settings and test your Audio and Video devices. You can also access other services such as CRM, conference, file-sharing and cloud-hosted services from the Tools menu.

## Privacy and Security

Once you have finished using Frontier Communicator for Desktop, select **File** then **Quit** to close the application. If you are using a shared computer, select **File** then **Log Out** to prevent other users from accessing your account.

To change your log-in preferences, select **Tools**, **Options**, **General** and untick **Automatically log in to Frontier Communicator**; this prevents Frontier Communicator Desktop from logging in automatically when started and ensures that the next user has to log in using their own credentials.

## More Questions?

If you have any additional questions about Frontier Communicator, call us at 833-767-8862.

# Frontier Communicator for Desktop

## Quick Start Guide

