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COLLABORATION 7 START GUIDE

Download and install for desktop

1. Go to https://www.wildix.com/new-releases-and-updates/collaboration-native-app-changelog/

Download Collaboration Native App:

- EXE file for Win:
  - https://files.wildix.com/integrations/win/collaboration/Collaboration-x64.exe
- MSI file for Win:
  - https://files.wildix.com/integrations/win/collaboration/Collaboration-x64.msi
- For macOS:
  - https://files.wildix.com/integrations/osx/collaboration/Collaboration.pkg

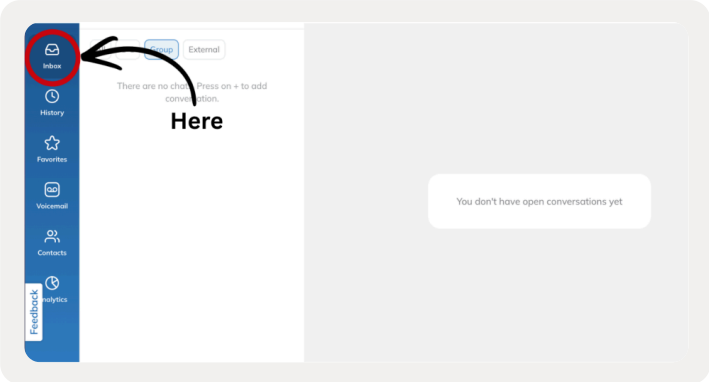
2. Click the link for either Windows OS or macOS to download a file.

3. Double-click the download file and follow the instructions.

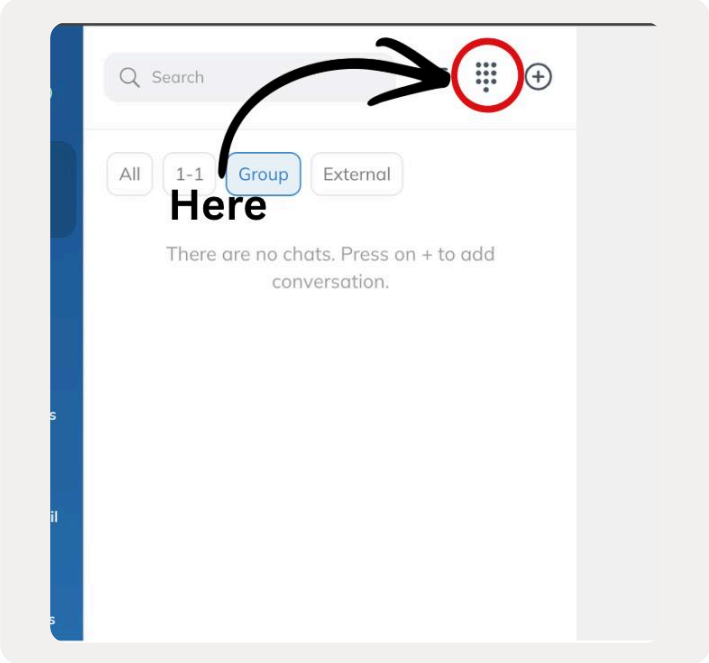
4. Open the app.

Making a call

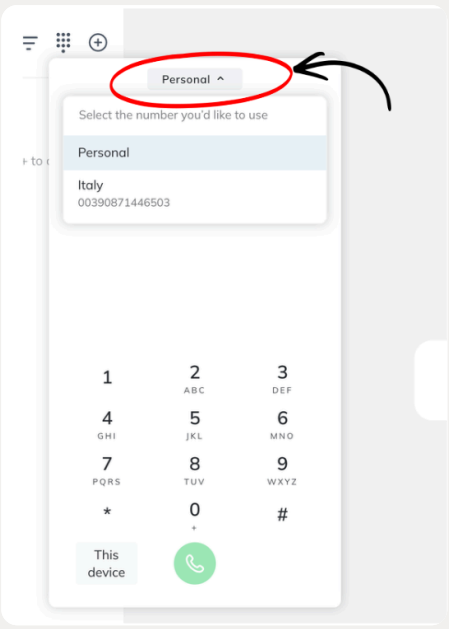
1 Go to “Inbox”



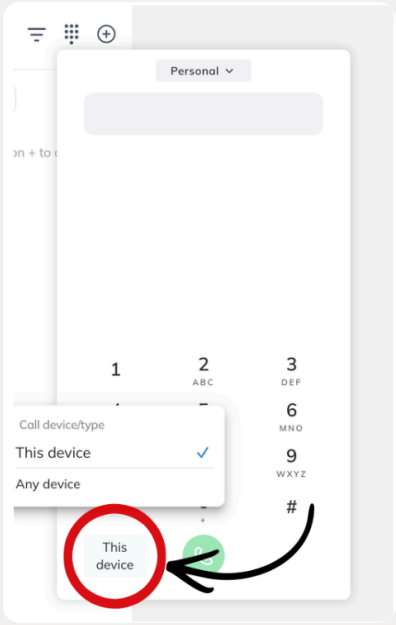
2 Next to the search bar press the icon labelled “Dialpad”



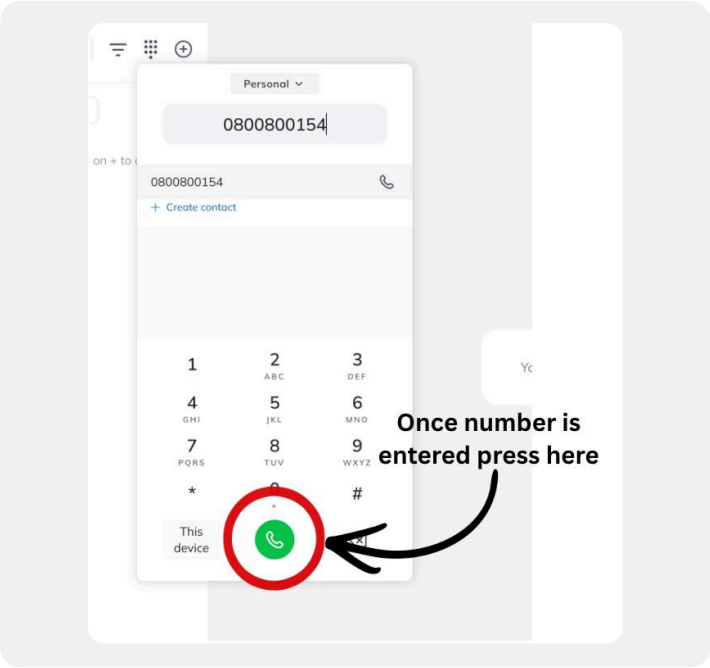
3 Select whether you would like to call from your number or another number by pressing ‘Personal’, e.g. a number from another country.



4 Once selected, choose which device you would like to call from, e.g. a physical phone, headset connected to the desktop.



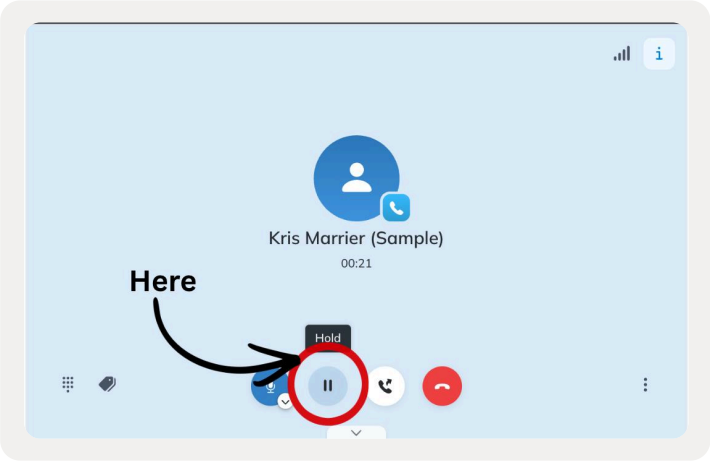
5 Enter the number you want to call using the Dialpad and press the phone icon.



In-call menus

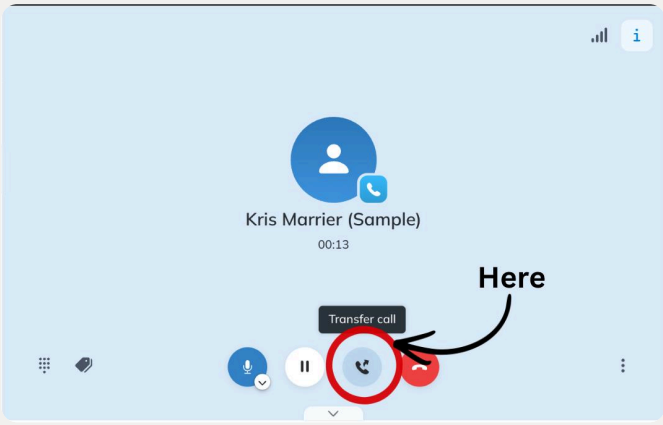
Put call on hold

To put the person on hold, simply press the pause icon labelled “Hold”

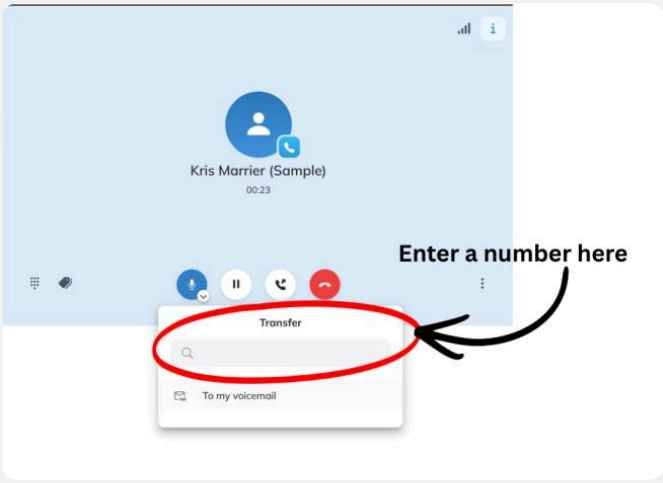


Transfer a call

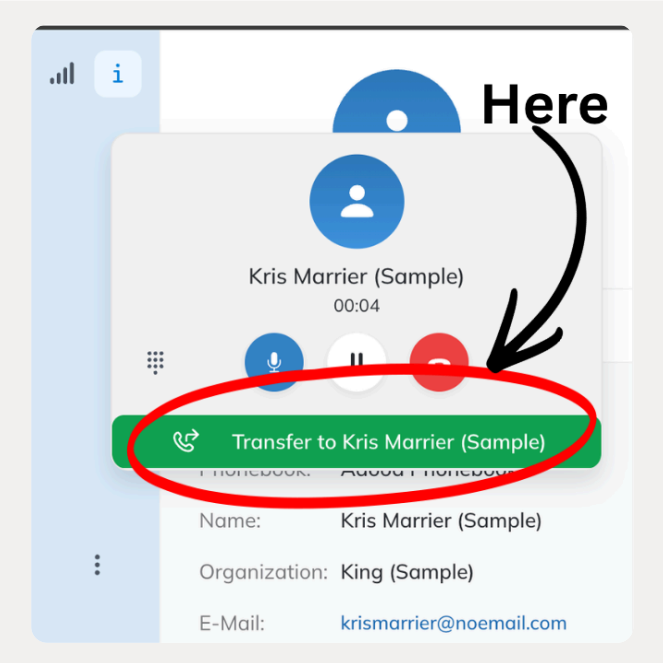
1 To transfer the call to another number, press the transfer call icon.



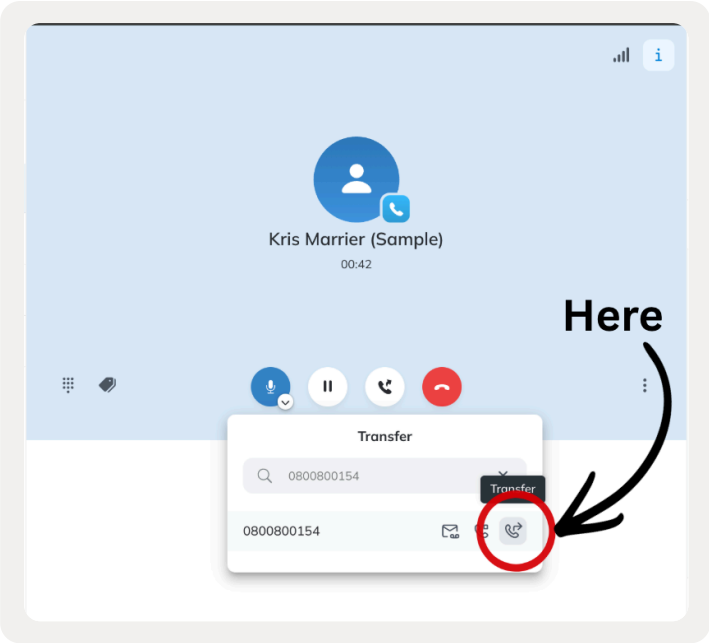
2 In the search bar, enter the number you want the call to get transferred to or if you want it to go to your voicemail.



3 Then press enter, then press:

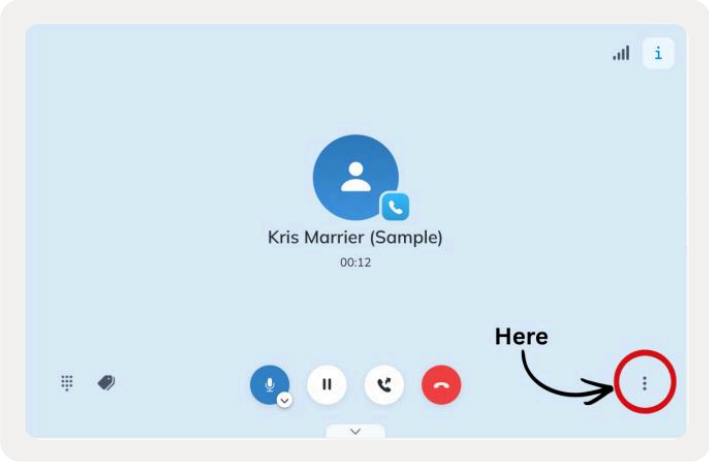


Or press the icon labelled ‘Transfer’:



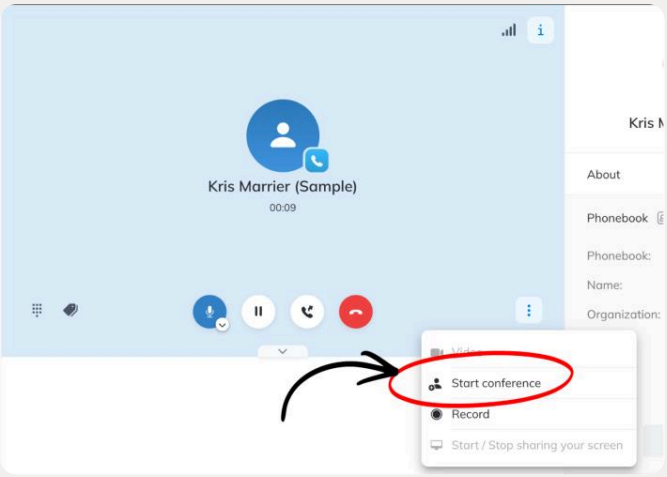
To do more actions in a call

To see more actions, you can press the icon with 3 dots.

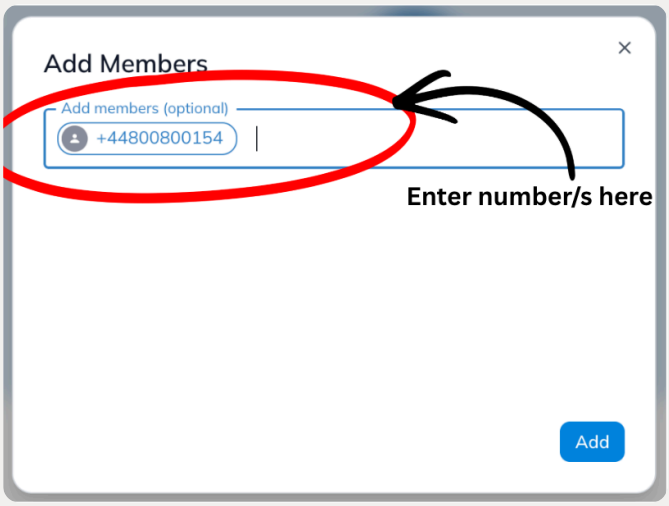


Start a conference call

1 Press ‘Start conference’.

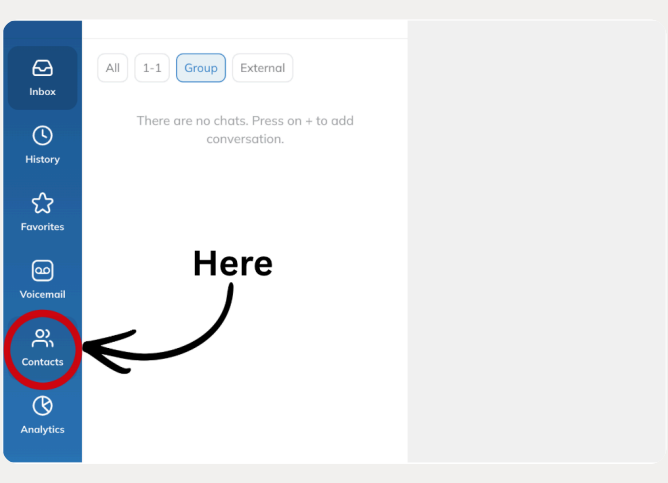


2 Then enter the phone number/s or the name of the people you want to add to the conference call.

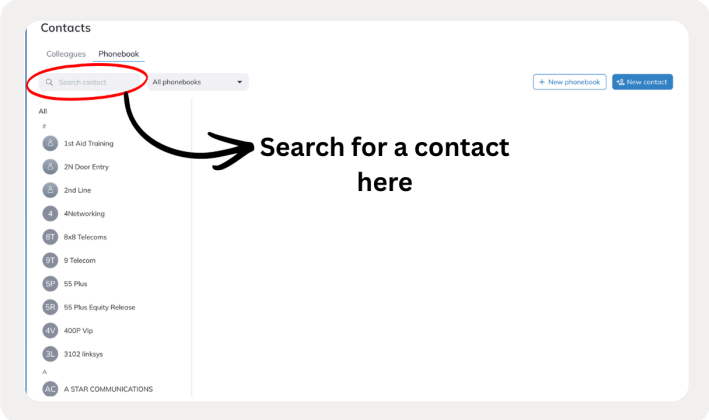


How to use the phonebook

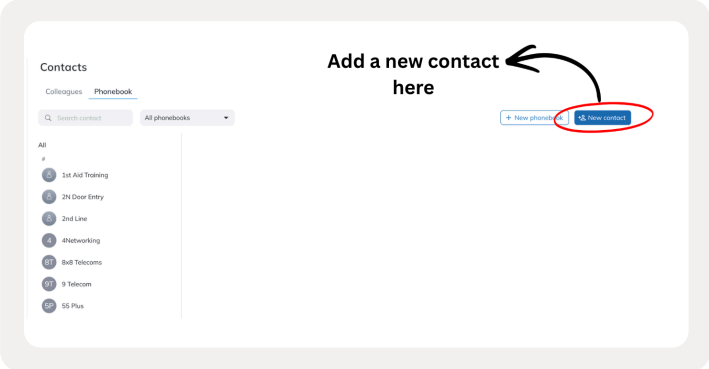
1 To find contacts go to ‘Contacts’.



2 Then you can scroll down or search to find a contact.



3 To add a new contact press ‘New contact’



4 Then fill in the contact details, then press “Add”.

