



comwave[®] Connect For Skype

Quick Start Guide





Introduction

The Comwave Connect for Skype plugin bridges the gap between Skype features and your phone system. It seamlessly allows you to make and receive calls from your office extension from Skype. In essence, your computer or laptop equipped with Skype for Business can be used as an extension of your desk phone. You can even move calls from your desk phone to Skype. Don't want a desk phone...no problem! Use Skype just like you would a standard business phone and you can call any extension within the company.

Moreover, it offers complete integration with Microsoft Office 365, so you can use Outlook to receive voice and fax messages and click-to-call numbers from within your Outlook contacts and email signatures. You can also click-to-call numbers on web pages and documents. Our integration not only supports your desktop, but you also get the convenience of moving calls between your desktop, desk phone and your mobile phone.

Installation

Go to <http://www.comwave.net/support-downloads/>

Help & Support | Downloads

Downloads

Comwave Mobile Comwave Control Comwave Connect

This is Comwave's mobile unified communication solution. Installed on your device, you can IM securely with team members within your organization, check their status, take calls, control features, collaborate and share screens (PC & Mac), and video chat.

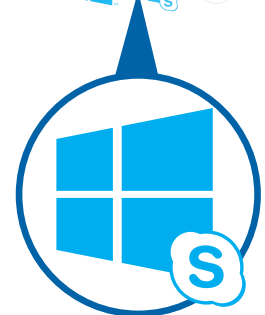
Voice & Video

- Make and receive HD Voice and Video calls
- Move calls from your desk phone to your mobile without call interruption
- Synchronize call logs, buddy lists and service settings across all devices
- Corporate and personal phone directory at your fingertips

Instant Messaging, Presence and Collaboration

- Instantly view the presence of contacts across all devices
- Know the status of each of your contacts (available, away, busy, offline, in meeting, do not disturb)

You must have a Comwave Business Line with Comwave Connect Services enabled.





Sign In

When you first launch the application, you are prompted to sign in.

- 1) Enter your Phone System user name and password.
- 2) Select whether you would like Comwave Connect to remember your password.
- 3) Select whether you would like Comwave Connect to sign you in automatically on subsequent launches.
- 4) Click **Sign In**.

NOTE:

Ideally you want to select "Remember Password & "Sign in automatically".

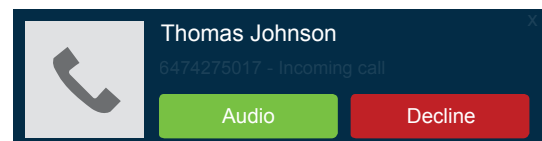
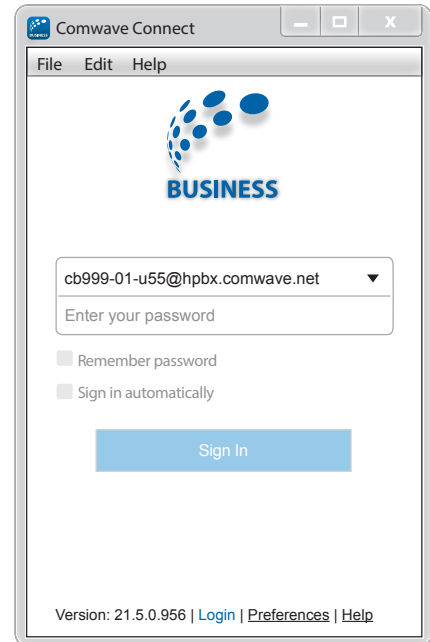
Using Comwave Connect with Skype for Business

Placing calls from the Skype for Business app

- » Right-click on a Skype for Business contact and select **Call**
- » **Click on the dialpad to enter a phone number and click Call**

Incoming Calls

When an incoming call arrives you can answer or reject it directly from the Comwave Connect for Skype App. Once a call is answered, you have the option to transfer the call. Comwave Connect for Skype also allows you to handle multiple calls at the same time. If you are on a call and a call comes in, your current call will be automatically put on hold when you answer the new call. You can easily switch between calls within the app.



Managing a Current Call

During a call, a communication window will open. The toolbar on the bottom of the window will allow you to adjust the volume, mute yourself or hang up the call. The menu in the right corner provides the ability to put the call on hold as well as the ability to transfer the call. The dialpad can also be accessed if you need to enter information like conference credentials during a call.

Accessing and Managing Voicemail

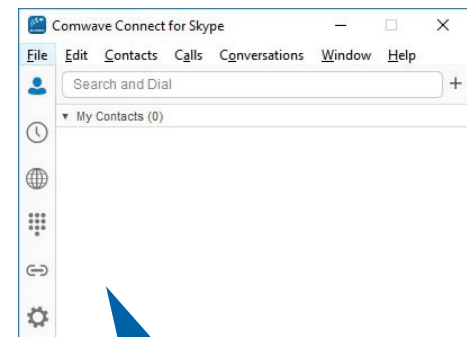
To access voicemail directly from Skype simply dial *98 and click call. You will be prompted for your passcode. This can be entered using the dialpad followed by the # key.







You can access your voicemail remotely by dialing your telephone number and pressing the * key during the voicemail message. You will then be prompted to enter your passcode, which you will enter using the dialpad followed by the # key.

Skype Call History

To view your call history you can use the History tab directly from the app. Your outlook inbox will also have a record of the call in the Communications History folder.

Comwave Connect for Skype Icons Explained



- 
Contacts
View your contacts.
- 
Communications History
View previous calls.
- 
Full Enterprise Directory
Show all contacts of the directory.
- 
Dial Pad
Make calls (it is integrated with the *Main* window).
- 
Web Button
Opens a web browser.
- 
Preferences
Use for quick access to preferences and call settings such as Call Forwarding.