TELECOM

California State University Fullerton — Information Technology

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Use Your Campus Phone Remotely Mitel Clearspan Communicator (SoftPhone)

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Requesting Mitel Clearspan Communicator Access

This article covers how campus faculty and staff can request access to the Mitel Clearspan Communicator softphone app which allows users to make/receive calls using their campus extension.

💡 You are able to submit this request for yourself or on behalf of another user.

1. Open your web browser to the Mitel Clearspan Communicator (Softphone) Request Form.

[Go to the Mitel Clearspan Communicator (Softphone) Request Form.](#)

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2. If prompted, log in with your campus username and password. Then click Login.

Login to ServiceNow
Username

larthur

Password

••••••••••••••••••••••••••

Login

Need help logging in?

First time students and applicants
Create my campus account

Alumni Portal
Alumni click here

3. First, choose which device(s) you want to use with Communicator.

Mitel Clearspan Communicator (Softphone)

Mitel Clearspan Communicator (softphone) provides similar features set in office Aastra desk phone. Please add the following items to your cart then proceed to checkout for softphone. Click here for instructions on how to fill out the request form.

Type of softphone:

☑ PC/MAC Mitel Clearspan Desktop Communicator
☑ IOS Device Clearspan Mobile

4. Place a checkmark to indicate you understand not to use

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your softphone to call emergency services such as 911. Then click Submit.

WARNING: Do **NOT** use your softphone to dial emergency services such as 911 calls. Emergency calls from your softphones may be routed to an incorrect dispatch center, potentially delaying or preventing emergency services. It is recommended that you maintain alternative access for emergency dialing.

☑ Check here to indicate you have read the above statement

Submit

5. If this request is for another person, enter their name in the Requested For field. Then click Checkout.

⚠ Do NOT put the other person's name in the Special instructions field as the request will not process properly. If you are having difficulties entering another person's name in the Requested for field, please contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777.

1. If you are submitting this request on behalf of another person, enter their name in the **Requested for** field.
2. Then click either **Checkout** button.

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6. Your request has been submitted and you will receive an email confirmation of your submission. The request will be processed within one business day and you will receive an email with further instructions once the request is complete.

Need More Help?

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance.

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Setting Up Your Mitel Clearspan Communicator on PC or Mac

This article covers how to set up your Mitel Clearspan Communicator softphone in order to make/receive phone calls for your campus extension on a PC or Mac computer.

Before You Get Started

⊗   Before you can use Mitel Communicator, you will need to do the following:

- [Submit a Mitel Clearspan Communicator Softphone Request](#)

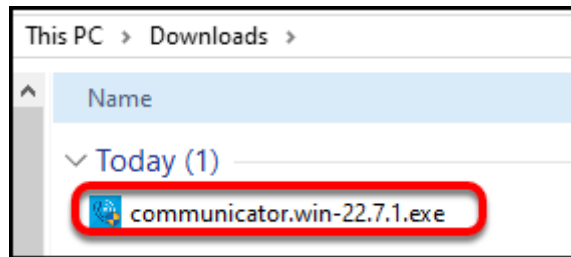## Downloading and Installing the Mitel Clearspan Communicator

Choose the type of computer you are using.
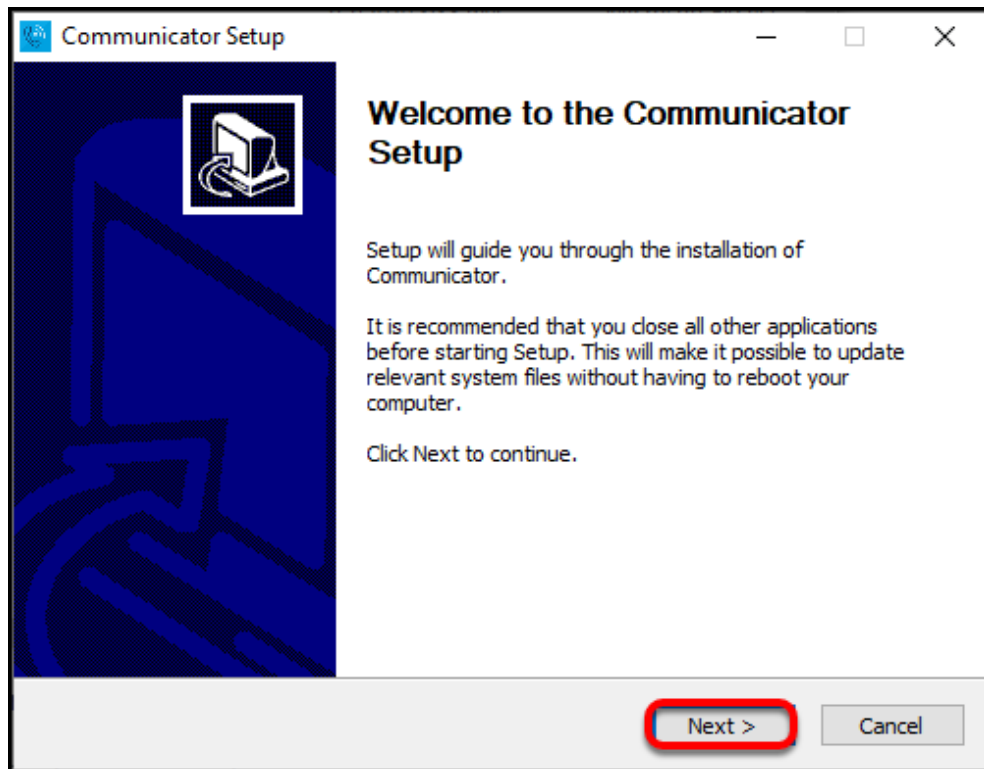
I am using a Windows PC

1. Click on the Mitel Clearspan Communicator download link below.

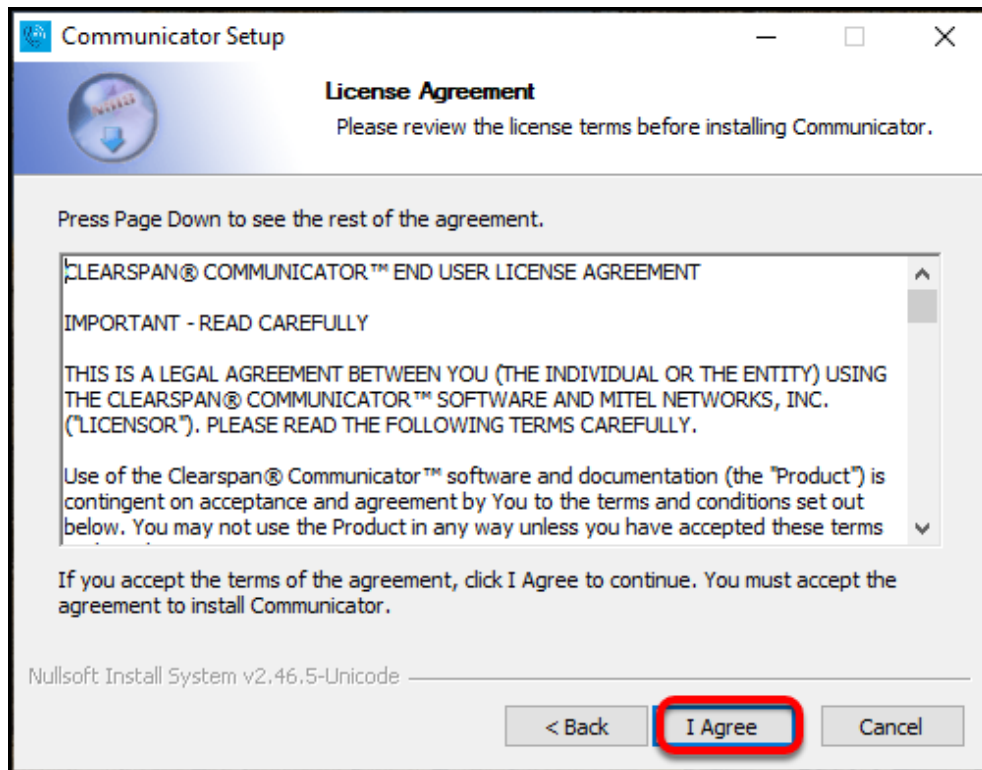[Download Mitel Clearspan Communicator for PC/Windows.](#)

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2. Go to your downloads folder and double click on the installer file to start the installation.

3. The installation wizard starts. Click Next.

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4. Scroll down to read the license agreement. Then click I Agree.

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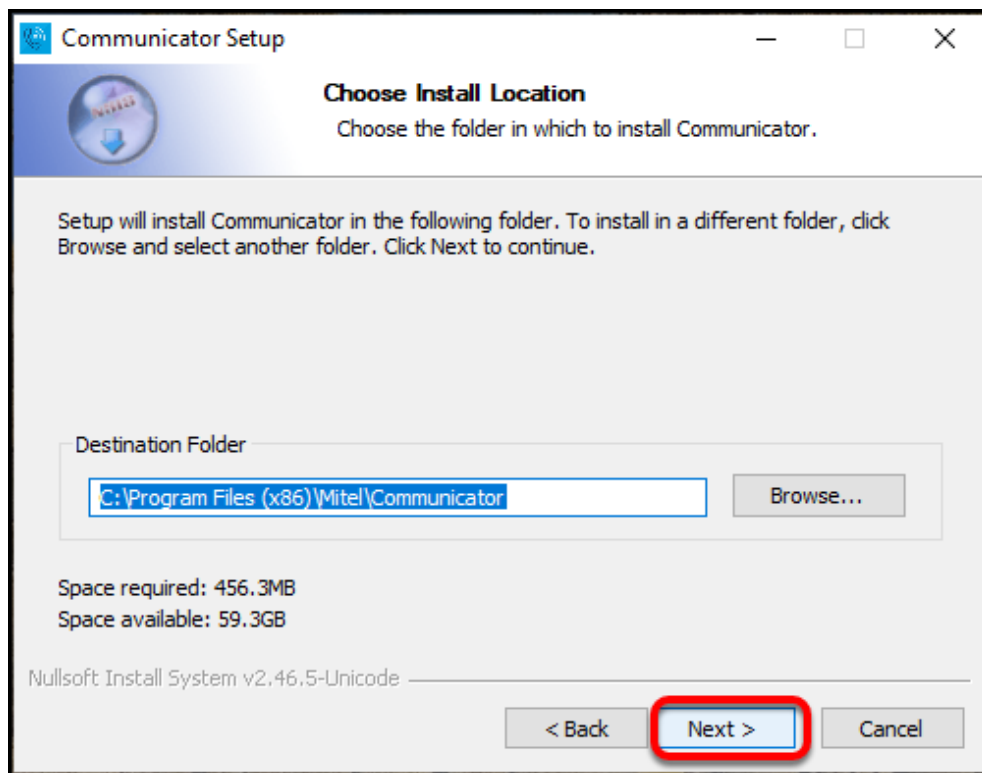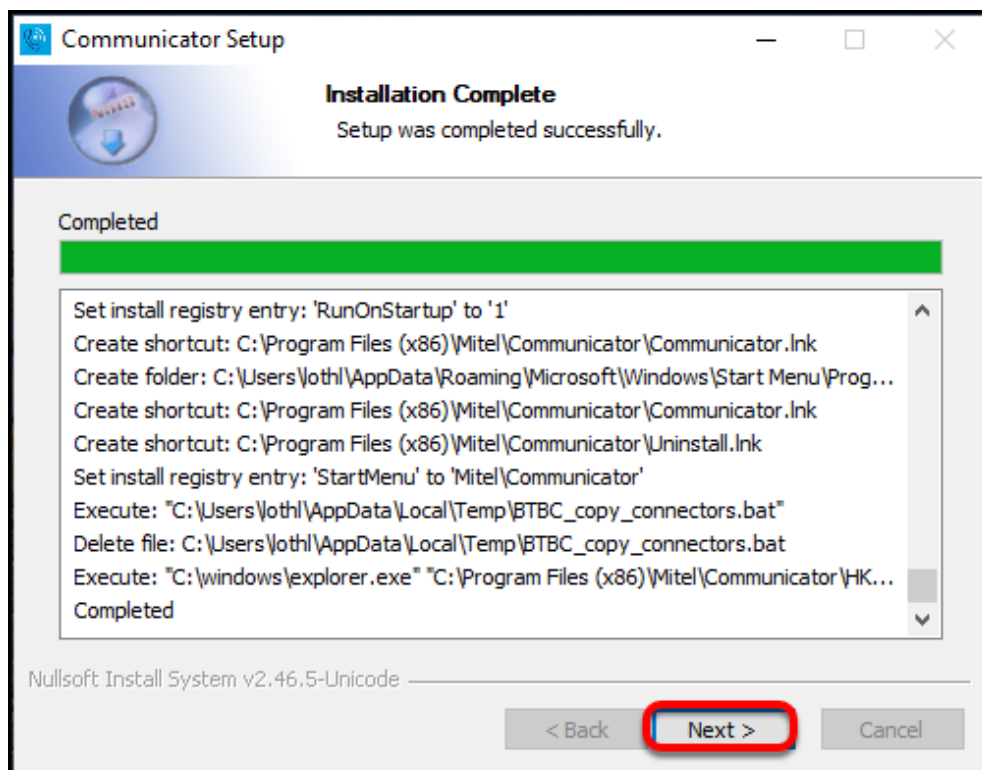
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5. Choose your install options and then click Next.

6. Click Next to install in the default location.

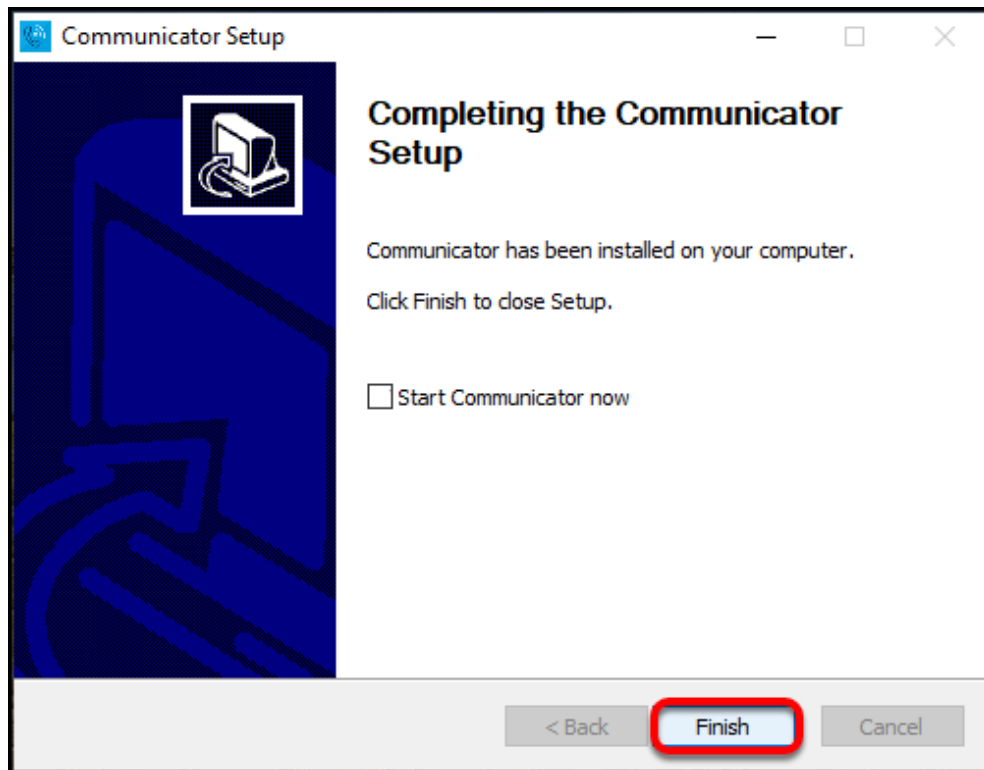💡   It is recommended that you do not change the installation location.

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7. It may take a few minutes for the installation to finish. Once it is complete, click Next.

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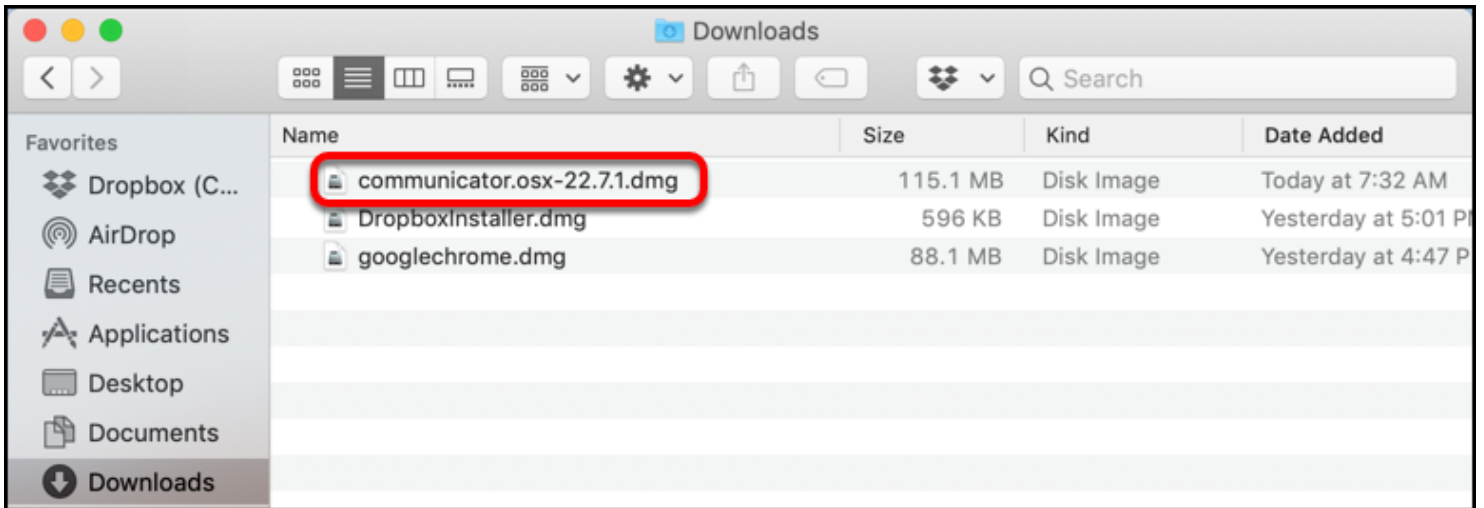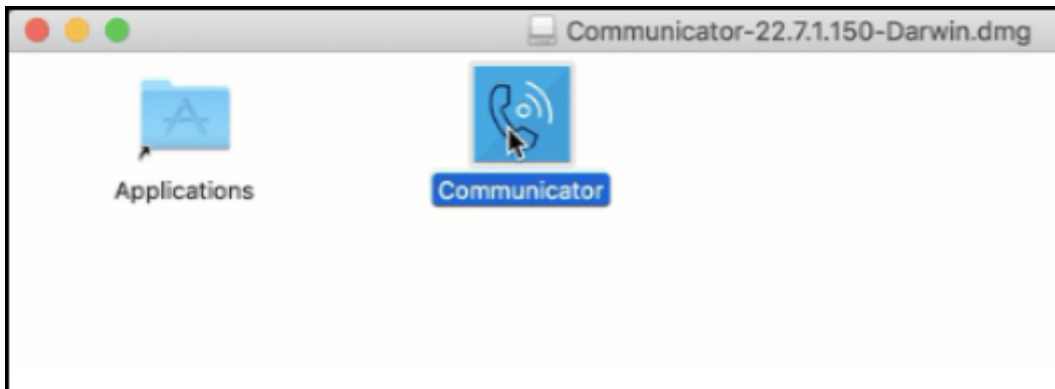
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8. Click Finish.

I am using a Mac

1. Click on the Mitel Clearspan Communicator download link below.

Download Mitel Clearspan Communicator for Mac.

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2. Go to your downloads folder and double click on the installer file to start the installation.

3. Drag the Communicator icon to the Applications folder shortcut.
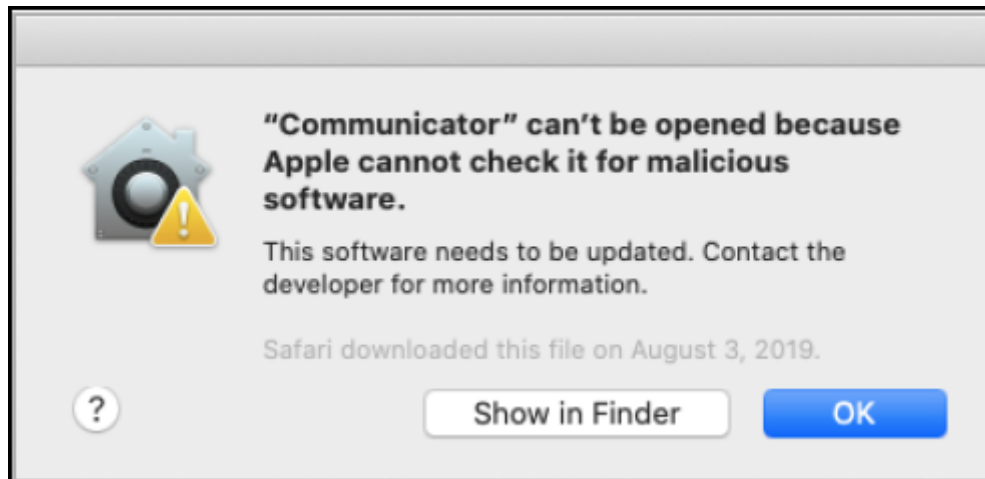
Logging In to the Mitel Clearspan Communicator
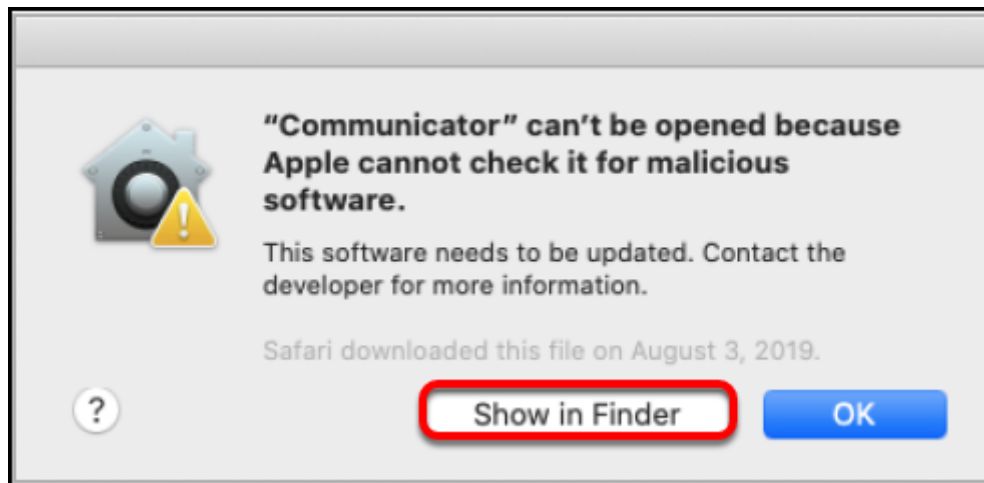
1. Open the Communicator app on your computer.

2. Did you get an error indicating Communicator cannot be opened?
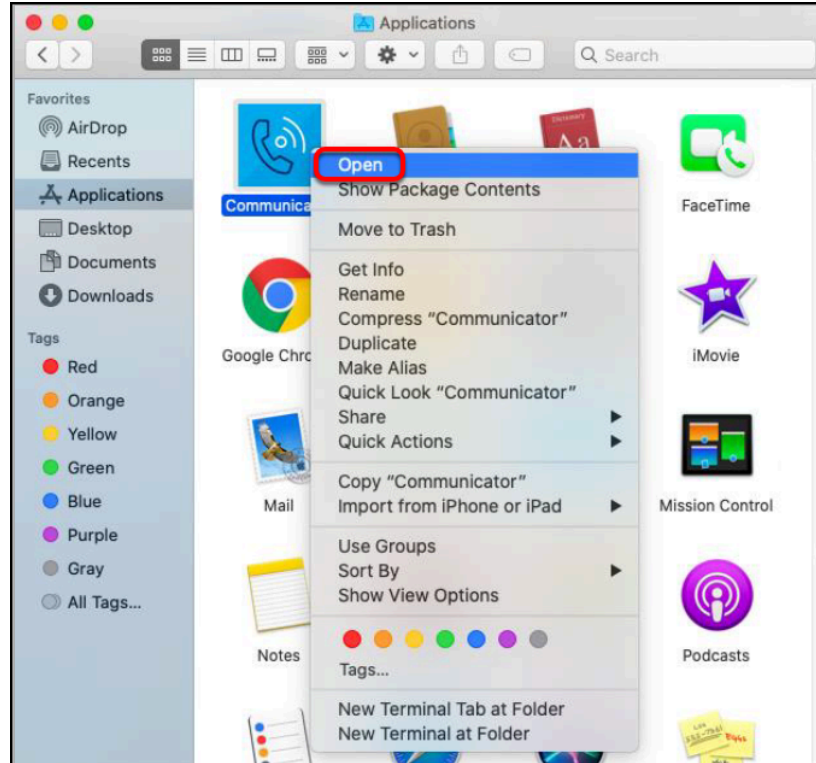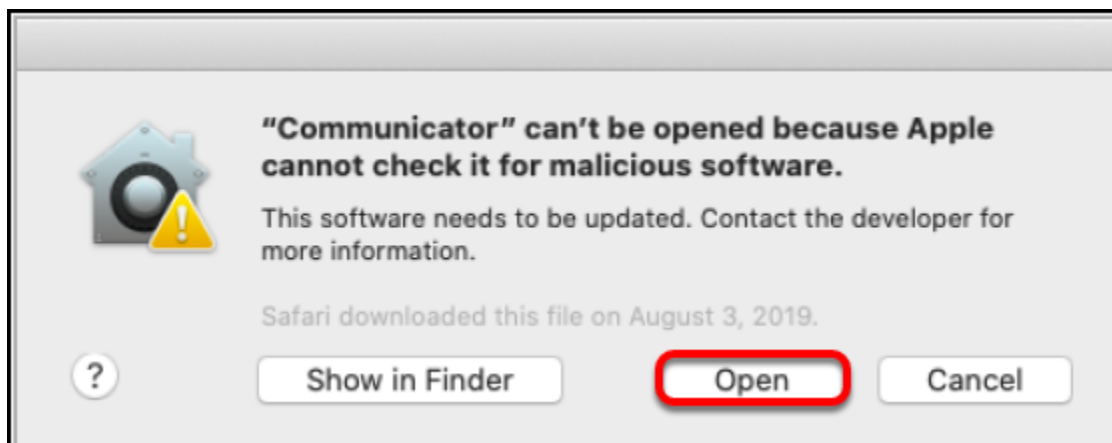
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View solution

2.1. Click Show in Finder.

2.2. Command + Click on Communicator and choose Open.

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2.3. Click Open.

3. On a Mac computer, you will see the End User License Agreement. Scroll down to read it and then click I Agree.

4. Enter the Server Address below and your email address. Then click Continue.

1. **Server Address**: https://myphone.fullerton.edu
2. **Enterprise Email**: your campus email address

5. Enter your myphone.fullerton.edu username and password. Then click Sign In.

⚠ This username and password is different from the username and password you use to log in to the campus portal!

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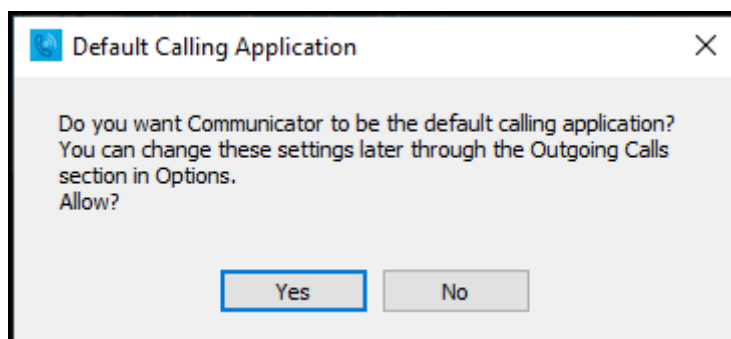
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> 💡 Don't remember your username or password? Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777.

1. **Username**: [your 10 digit campus phone number]@fullerton.edu (e.g., 6572782011@fullerton.edu)
2. **Password**: your myphone.fullerton.edu password provided by Telecom when you requested access to Communicator.
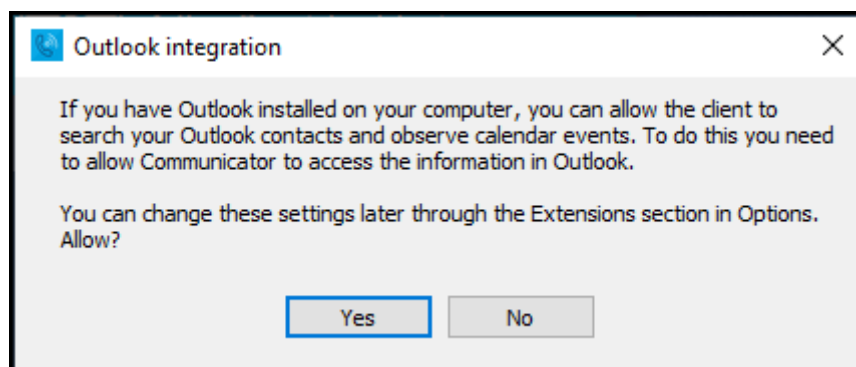3. Be sure to check **Remember password** to sign in more easily.

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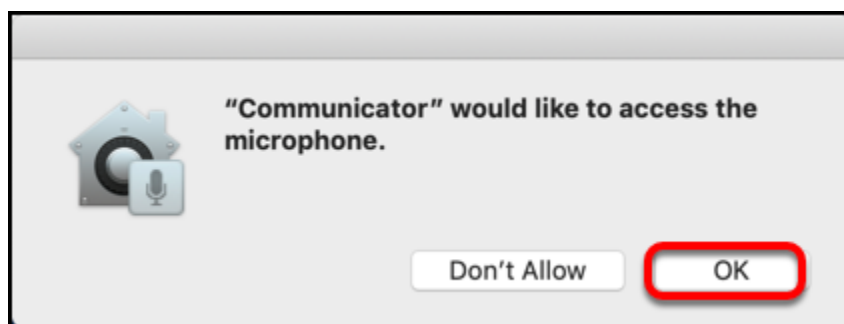# 6. For PC, choose if you want to make Communicator the default calling application on your computer.

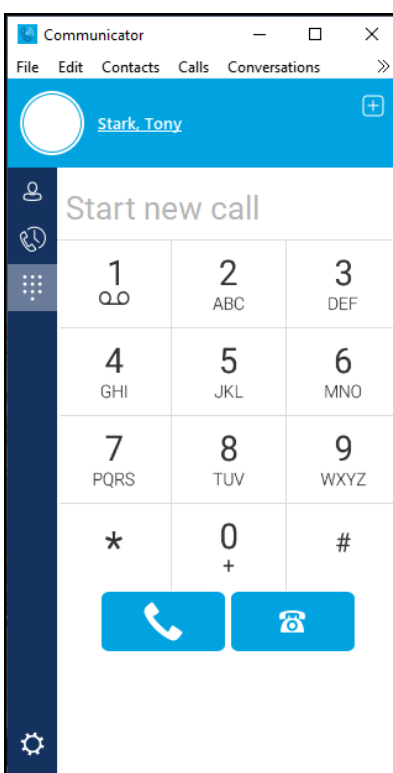# 7. For PC, choose if you want to connect Communicator to the Outlook desktop application.

💡 You must have the Outlook desktop application installed on your computer for this option to work.

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8. For Mac, click OK to allow Communicator to access your microphone and webcam.

9. You're done! You can now make and receive phone calls using Mitel Clearspan Communicator.

Need More Help?

View the Troubleshooting & Resources guide.

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance.

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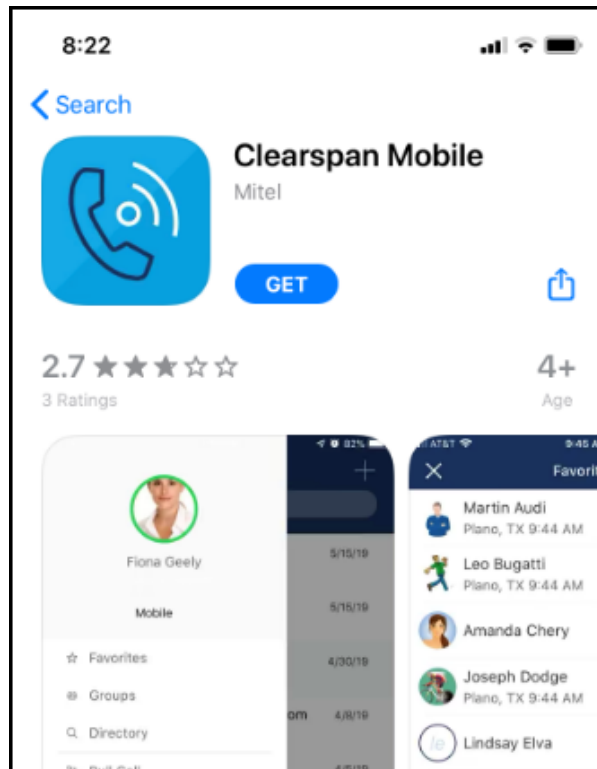# Setting Up Your Mitel Clearspan Communicator on Apple iPhone

This article covers how to set up your Mitel Clearspan Communicator softphone in order to make/receive phone calls for your campus extension on an Apple iPhone.
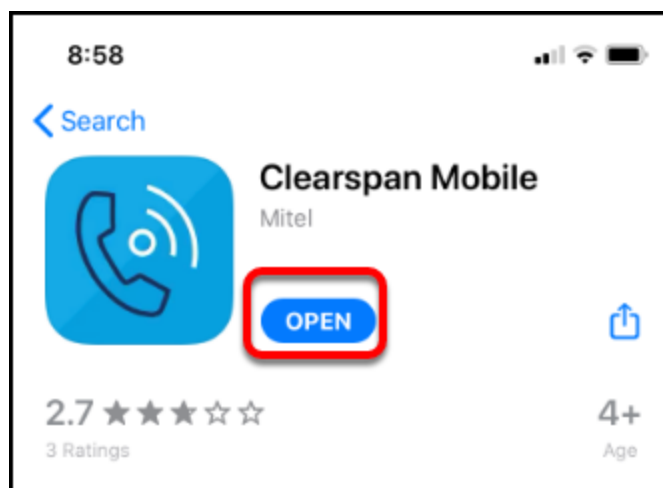
Before You Get Started

⊗   Before you can use Mitel Communicator, you will need to do the following:

- [Submit a Mitel Clearspan Communicator Softphone Request](#)

⚠   Your device must have cell phone service with an active cell phone number in order to use Clearspan Mobile.

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1. Go to the Apple App store and download the Clearspan Mobile app.

2. Open the Clearspan Mobile app.

3. Scroll down to read the license agreement and then tap

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Accept.

4. Tap Accept to accept the terms and conditions.

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5. Tap Skip if you want to skip the quick overview.

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6. Enter the Server Address and tap Continue.
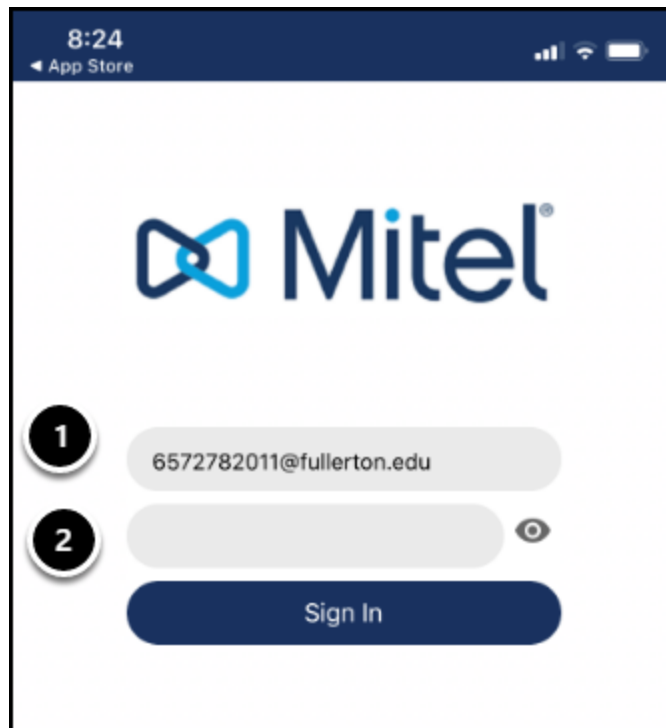

1. **Server Address**: https://myphone.fullerton.edu
2. Do NOT change this field.

7. Enter your myphone.fullerton.edu username and password. Then tap Sign In.

⚠️ This username and password is different from the username and password you use to log in to the campus portal!
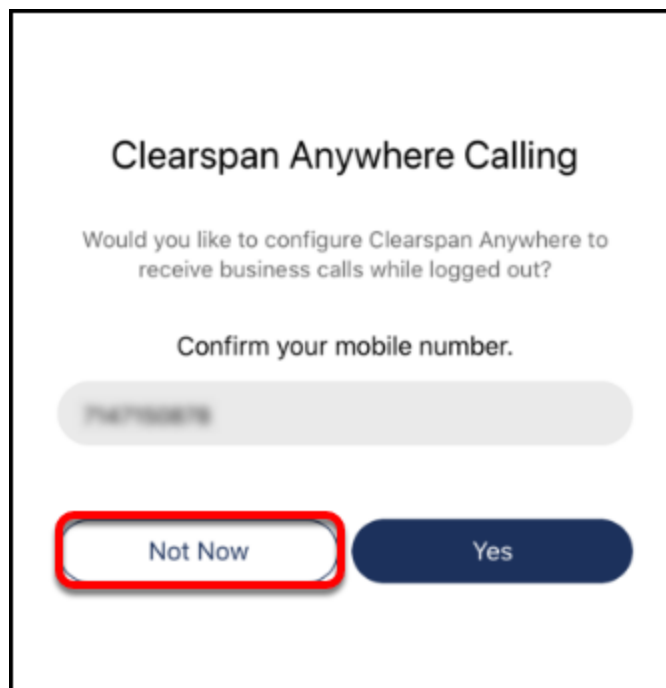
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💡 Don't remember your username or password? Contact the IT Help Desk at
helpdesk@fullerton.edu or 657-278-7777.

1. **Username**: [your 10 digit campus phone number]@fullerton.edu (e.g.,
   6572782011@fullerton.edu)
2. **Password**: your myphone.fullerton.edu password provided by Telecom when
   you requested access to Communicator.

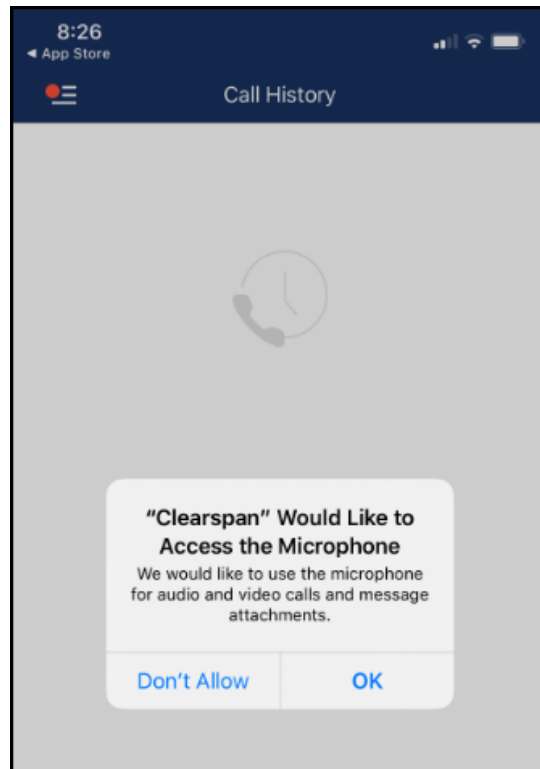## 8. Enter your iPhone phone number and tap Continue.

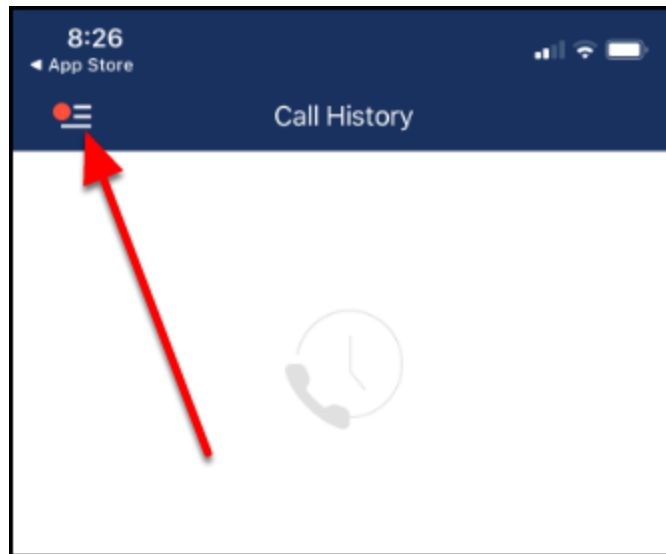## 9. Tap Not Now for Clearspan Anywhere Calling.

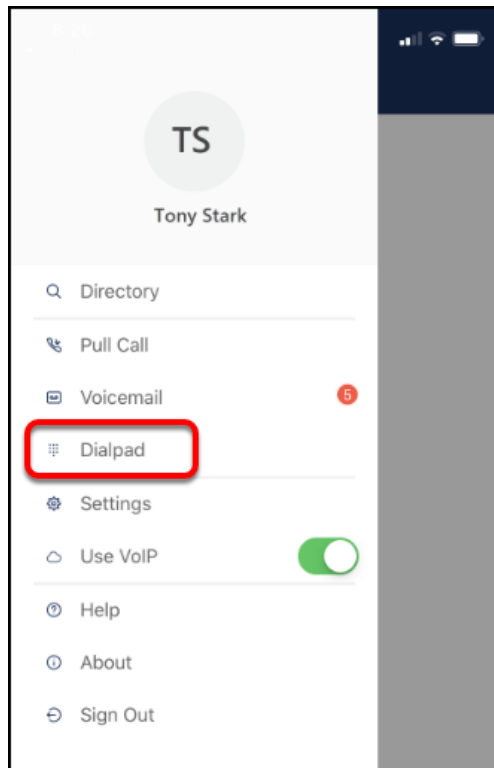Clearspan Anywhere is a feature that must be enabled by Telecom.

10. A series of pop-ups will appear asking to allow Clearspan to access various features such as the microphone, notifications, and your contacts. Tap OK to allow them.

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11. Tap the menu icon to view options and features.

12. To make a call, tap Dialpad.

13. You can now make a call. You will see a pop-up

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notification when you receive calls.

Need More Help?

[View the Troubleshooting & Resources guide.](#)

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance.

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Video: Mitel Clearspan Communicator Setup (PC, Mac, and Apple iPhone)

This article contains a link to the Mitel Clearspan Communicator Setup video tutorial.

View the Mitel Clearspan Communicator Setup video tutorial.

Need More Help?

View the Setting Up Your Mitel Clearspan Communicator on PC or Mac user guide.

View the Setting Up Your Mitel Clearspan Communicator on Apple iPhone user guide.

View the Troubleshooting & Resources guide.

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance.

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Changing Your Mitel Clearspan Password

This article covers how to change your Mitel Clearspan password which is used to sign in to the Clearspan Communicator and Clearspan Mobile softphone apps.
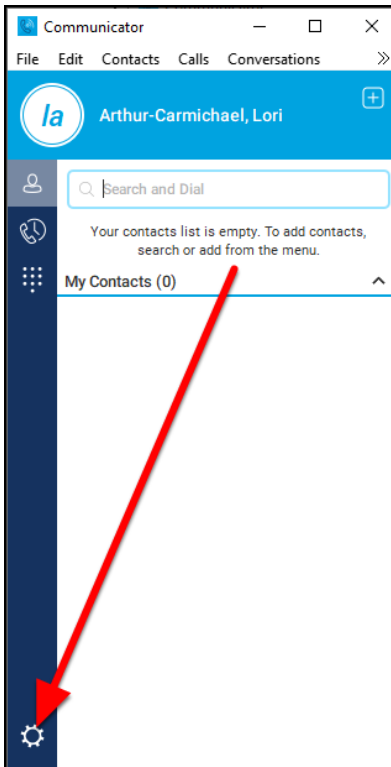
💡 You are required to change your Mitel Clearspan password once a year. Consider changing your Clearspan password in October when you update your campus password for convenience! For more about changing your campus password, [visit the Password Policy website](#).

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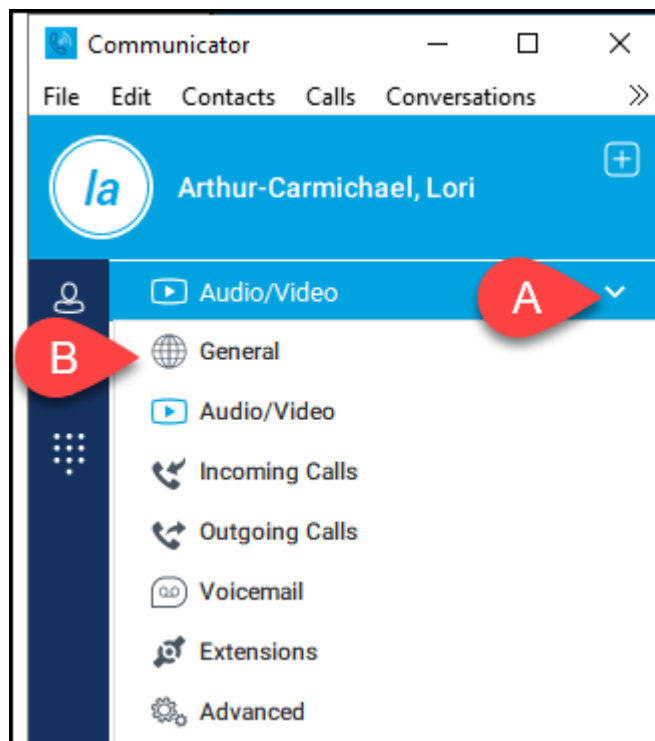**Page 36**

Choose how you want to change your password

I want to change my password on the desktop PC/Mac Communicator App
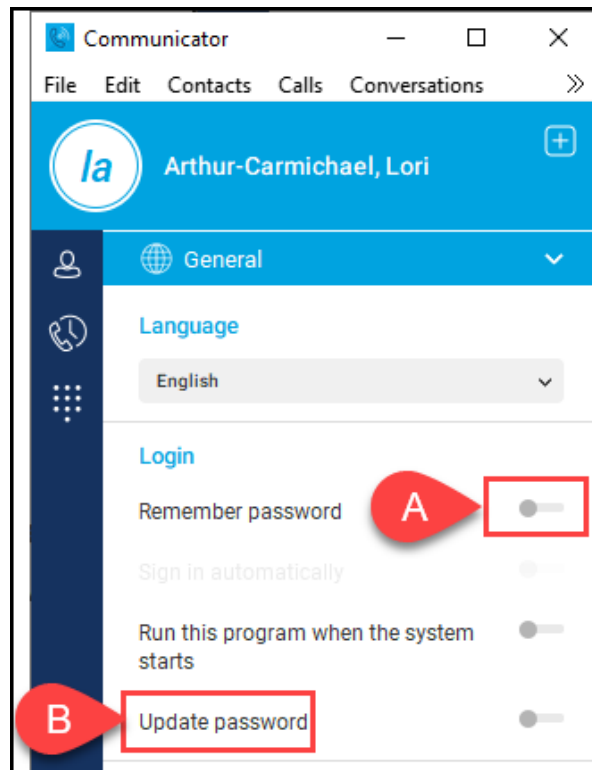
1. Click on the Options gear icon.

2. Click on the options drop-down menu and select General.

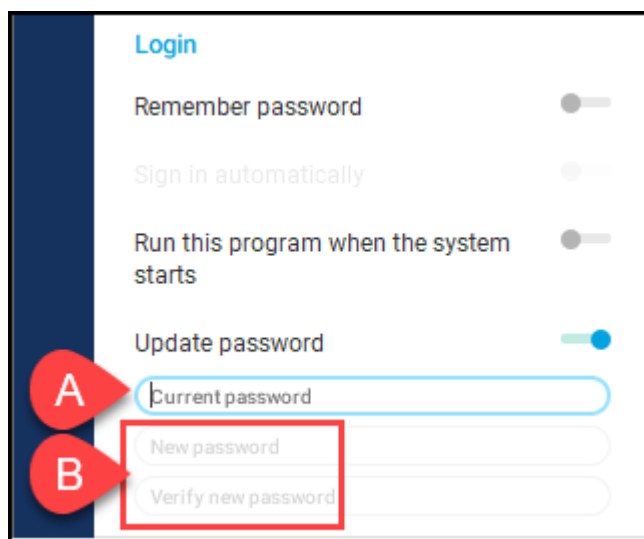💡 Typically the Options screen defaults to the last menu you used.

A. Click on the options drop-down menu.
B. Select **General**.

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3. First, ensure that Remember password is turned off. Then click Update password.

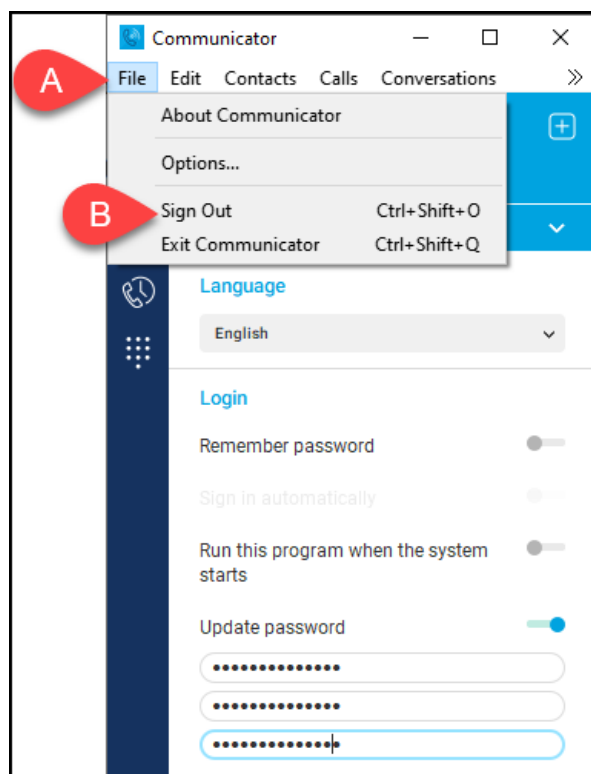A. Turn off Remember password by clicking on the slider.
B. Click **Update password**.

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4. Enter your current password in the first field. Next, enter your new password in the two boxes below.

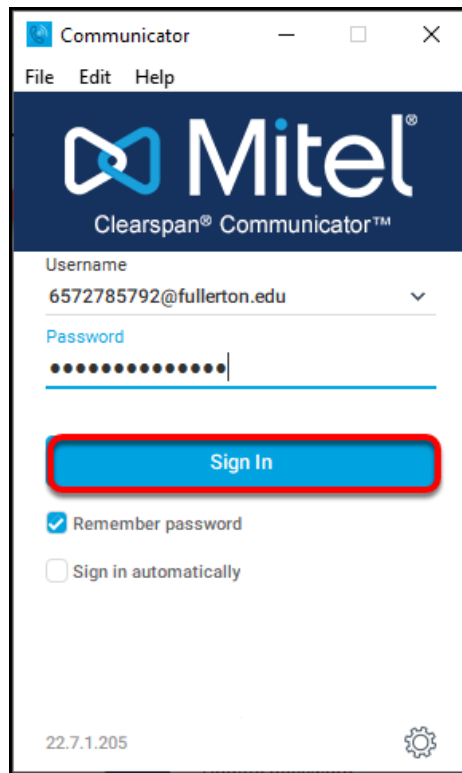A. Enter your current Clearspan password.
B. Enter your new Clearspan password in both boxes to confirm it.

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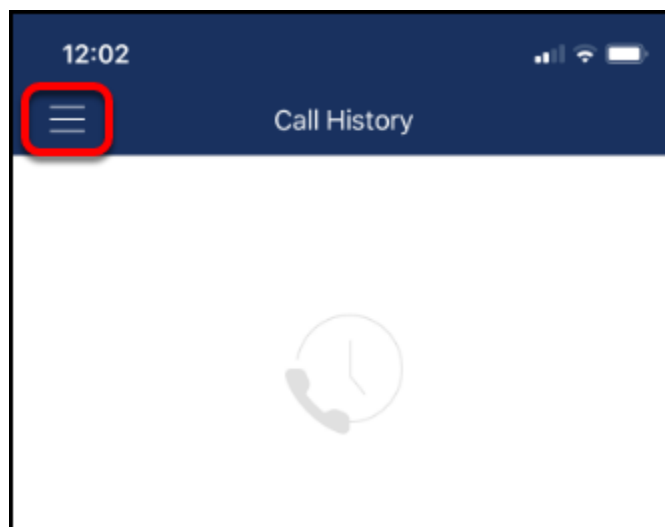**Page 40**

5. Click File and select Sign Out.

6. Enter your new password and click Sign In.

> 💡 You can now check the options to **Remember password** and **Sign in automatically** if you wish.

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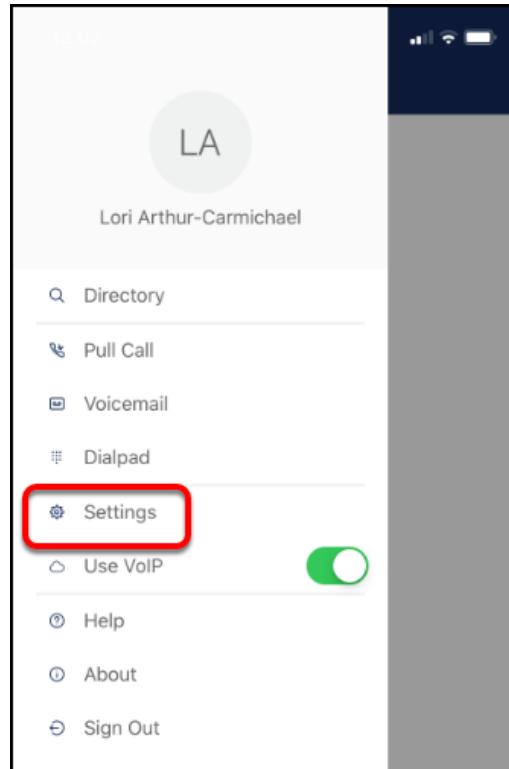
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I want to change my password on the Apple iPhone Clearspan Mobile App

1. Tap on the menu icon.

2. Tap Settings.

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3. Tap Update Password.

4. Enter your current password in the first field. Next, enter your new password in the two boxes below. Then click Update Password.

💡 Remember to use your new password when you next access Clearspan Mobile.

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A. Enter your current Clearspan password.
B. Enter your new Clearspan password in both boxes to confirm it.
C. Click **Update Password**.

Need More Help?

View the Troubleshooting & Resources guide.

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance.

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Desktop PC/Mac: Using Mitel Clearspan Communicator Features

This article contains information on how to use various features of the desktop Mitel Clearspan Communicator softphone for PC and Mac, including making/answering a call, hold, transfer, mute, conference call, call history, and call forward.
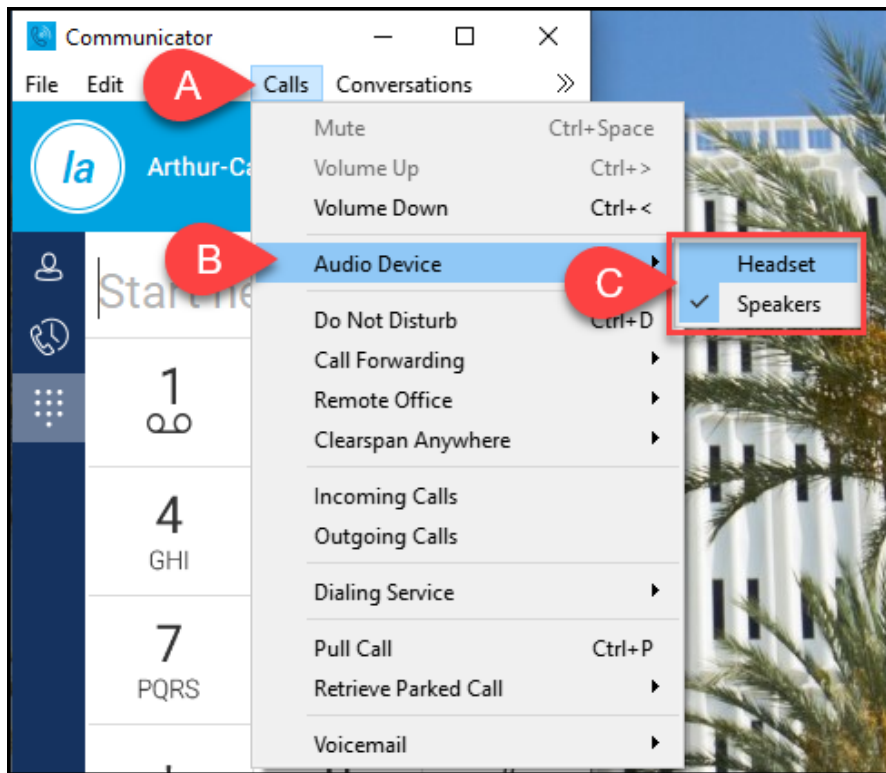
What do you want to do?

Change or Fix My Audio Options (Headset/Speaker Mode, Devices)

ℹ️ There are two modes for audio in Communicator: Headset and Speakers.

If you have a headset plugged in to your computer, it's recommended that you use Headset. Otherwise, use Speakers.
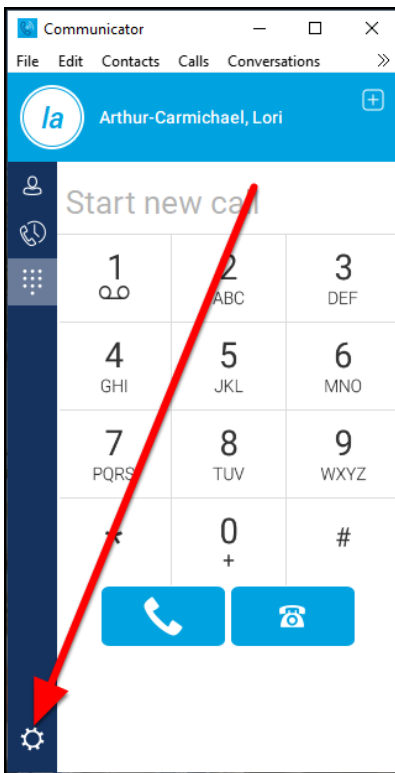
1. To switch between Headset and Speakers mode, click the Calls menu, select Audio Device, and then choose the option you want to use.

💡 Often if you are having audio issues, it is because this setting is incorrect (e.g., you do not have a headset plugged in, but you are set on Headset mode).
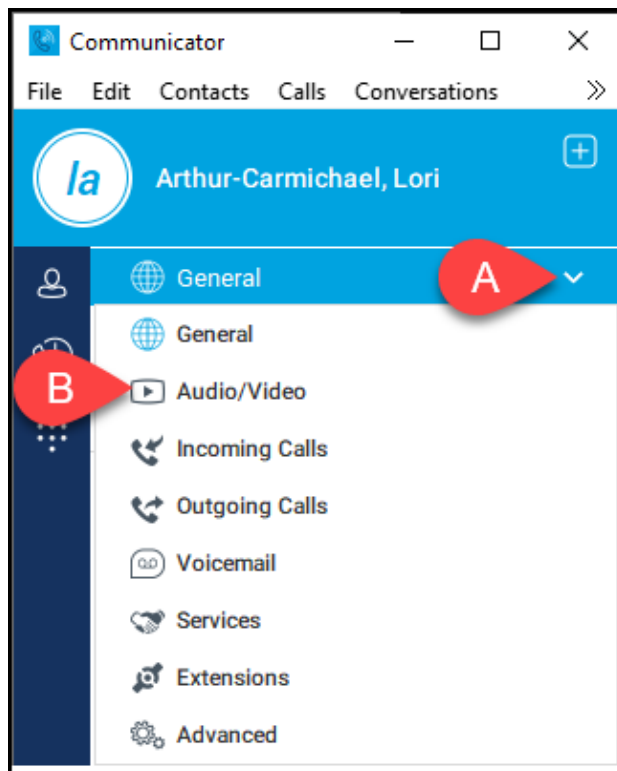
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A. Click **Calls**.
B. Select **Audio Device**.
C. Choose the mode you want to use: **Headset** or **Speakers**.

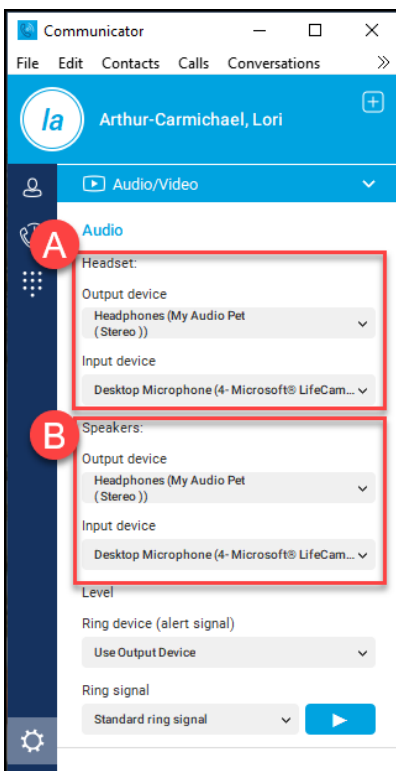Telecom // Downloaded: 12-14-2020 // Disclaimer: This document is only valid as of the day/time when it is downloaded. Please view the original web document for the current version.

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2. To change which device(s) Communicator uses as a microphone or speaker, click the settings gear icon.

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3. Click the drop-down arrow and select Audio/Video.

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4. If you are using a headset, choose the Output and Input devices in the Headset section. If you are using speakers/built-in audio options, choose the Output and Input devices in the Speakers section. Your changes are automatically saved.
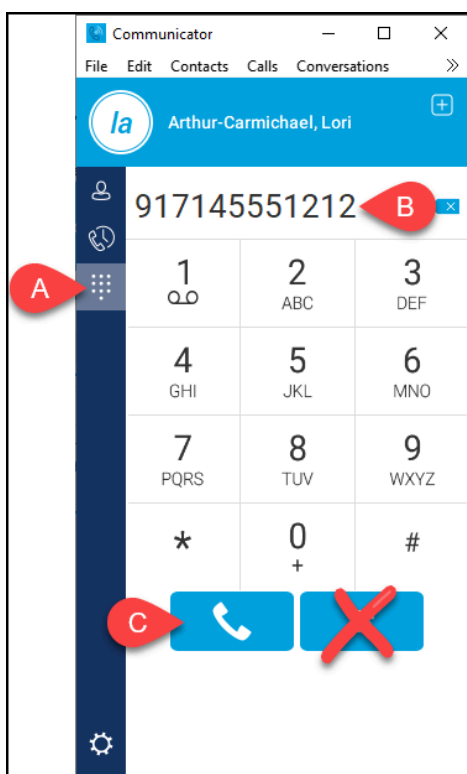
A. If you are using a headset, choose your device in the Headset section.
B. If you are using speakers/built-in audio, choose your device (or devices) in the Speakers section.

Make a Call

1. Click on the Dialpad, enter the phone number you want to call, and then click the Call button.

⚠️ Don't click on the Call from Phone button as that will start the phone call on your campus desk phone.
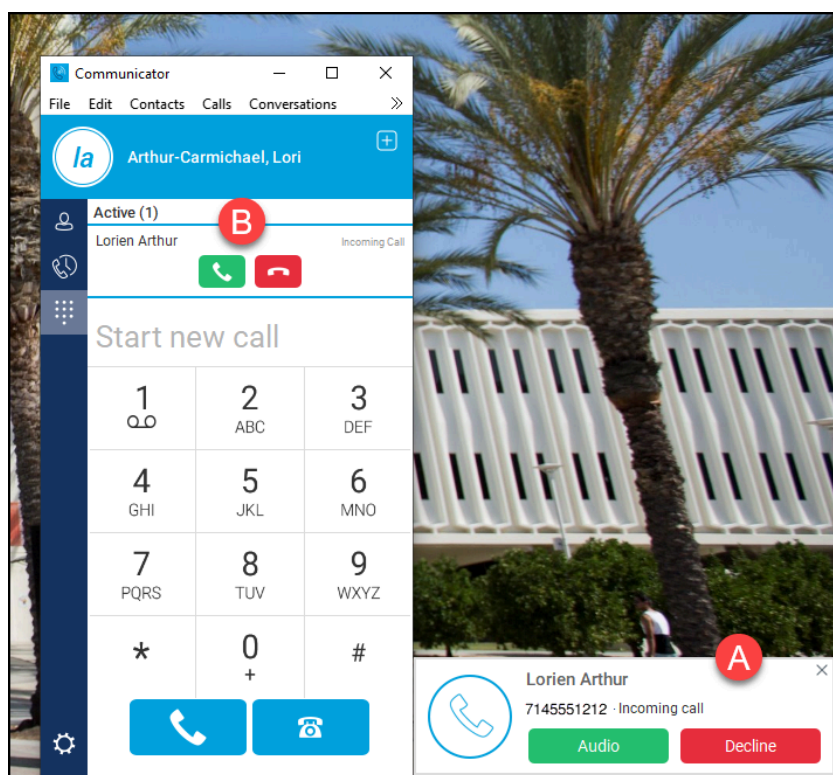

A. Click on the **Dialpad** icon.
B. Enter the phone number you want to call. For campus extensions, enter just the four digit extension (e.g., 2011). For off-campus phone numbers, dial 9+10 digit number (e.g., 9-1-714-555-1212).
C. Click the **Call** button.

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Answer a Call

1. When you receive an incoming call, you can answer/decline by clicking on the relevant buttons on the pop-up message or within Communicator. Click the Audio button or the green phone receiver icon to answer the call.
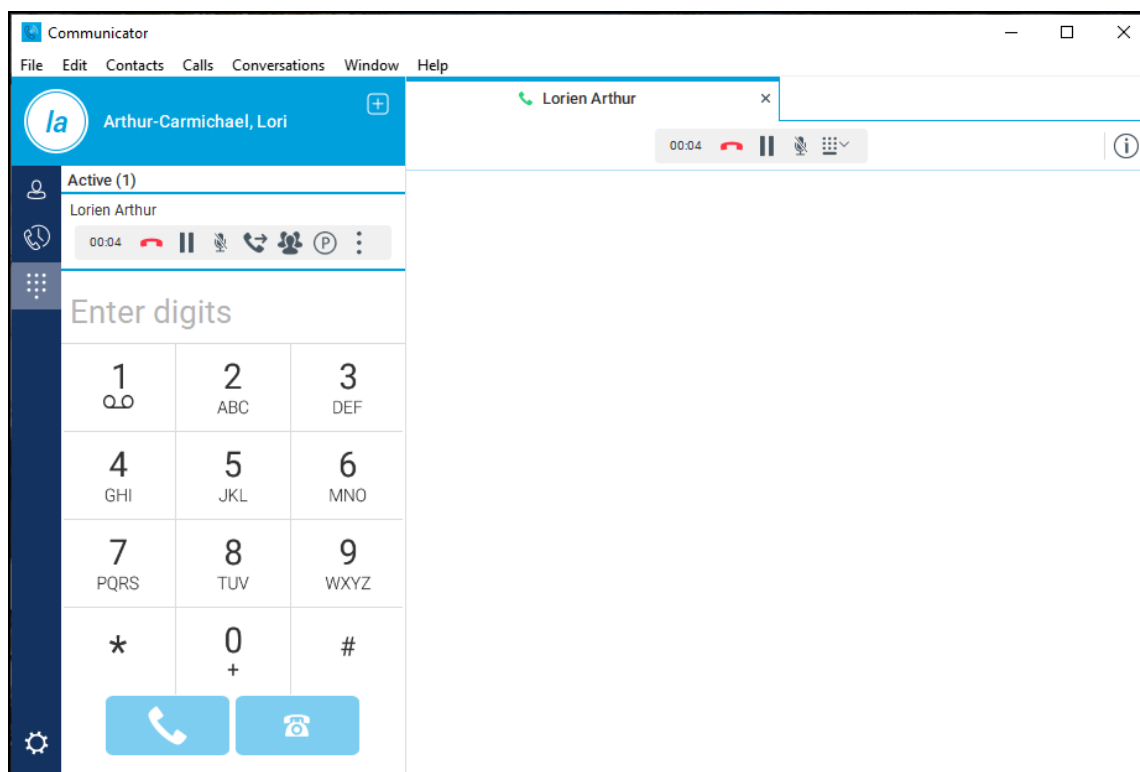
💡 Campus extensions that call you will show the display name associated with the extension. If you connected Communicator to your Outlook contacts, the name associated with the caller (on-campus or off-campus) will show the name from your Contacts.

A. A pop-up window will appear when you have an incoming call. Click **Audio** to answer it.
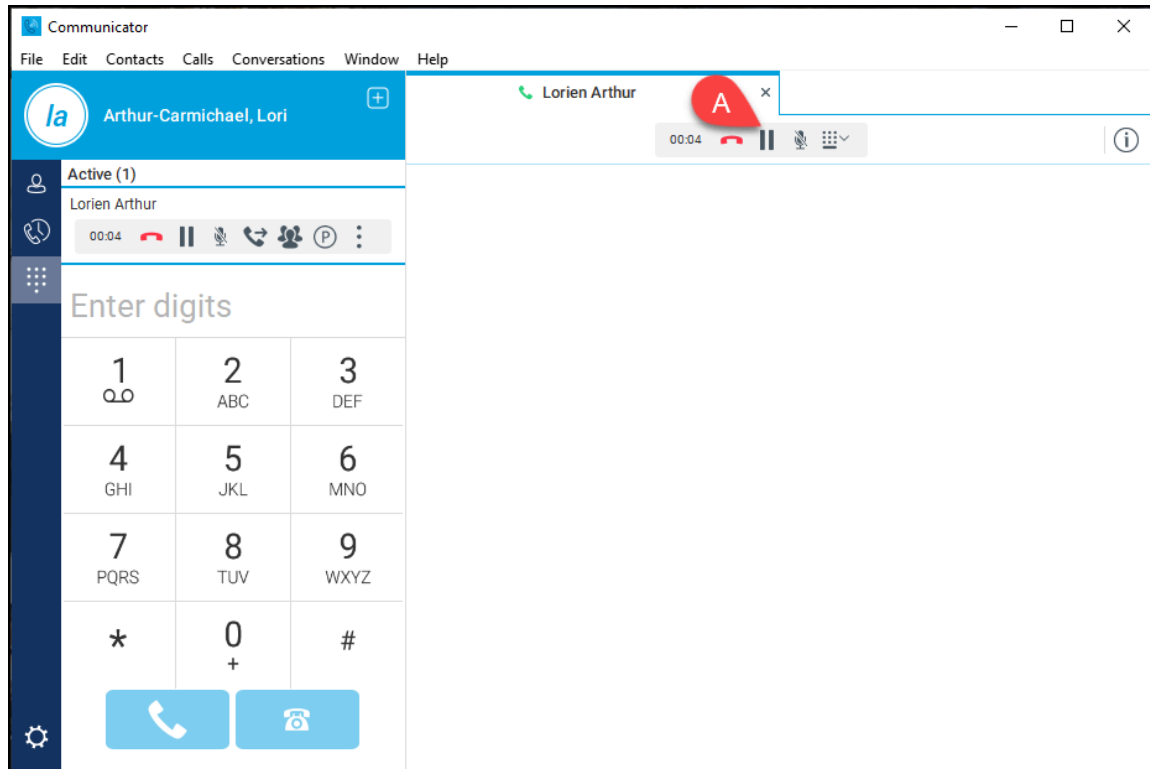B. You can also click the green phone receiver icon in the Communicator app to answer the call.
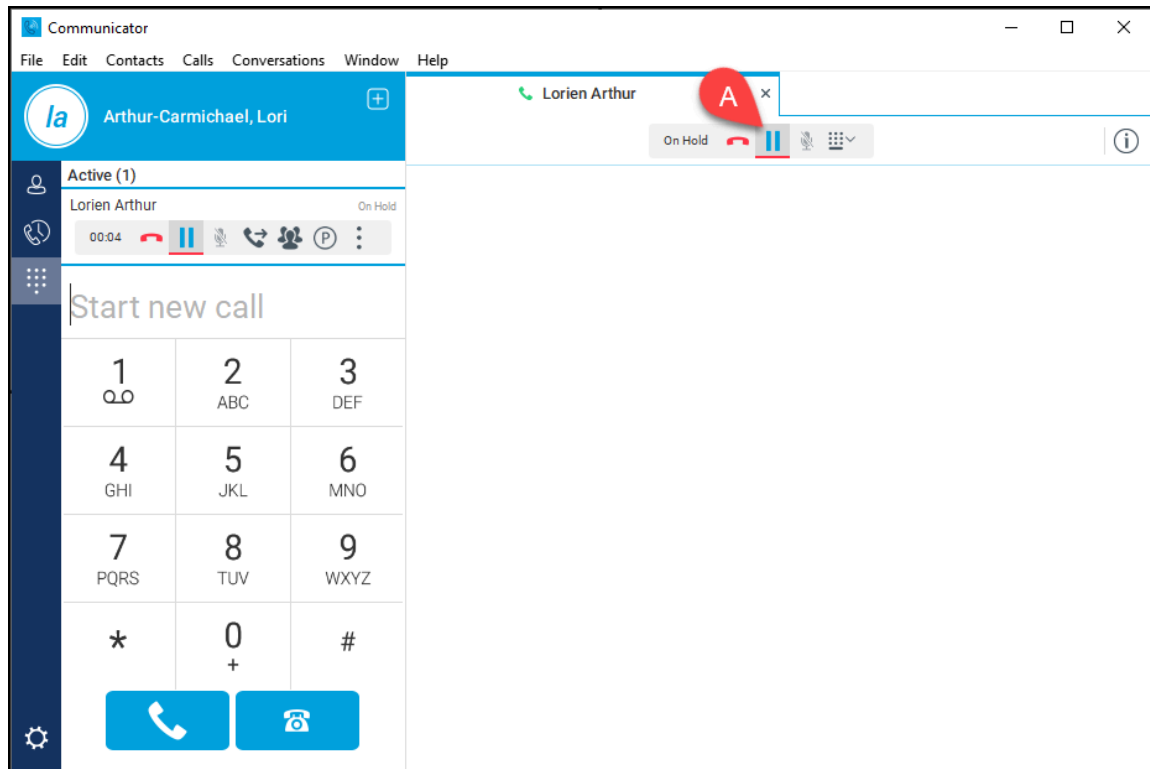
2. You're now in the call.

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Put a Call on Hold

1. Click the pause button to place a call on hold.

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2. Click the pause button again to take the caller off hold.

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Transfer a Call

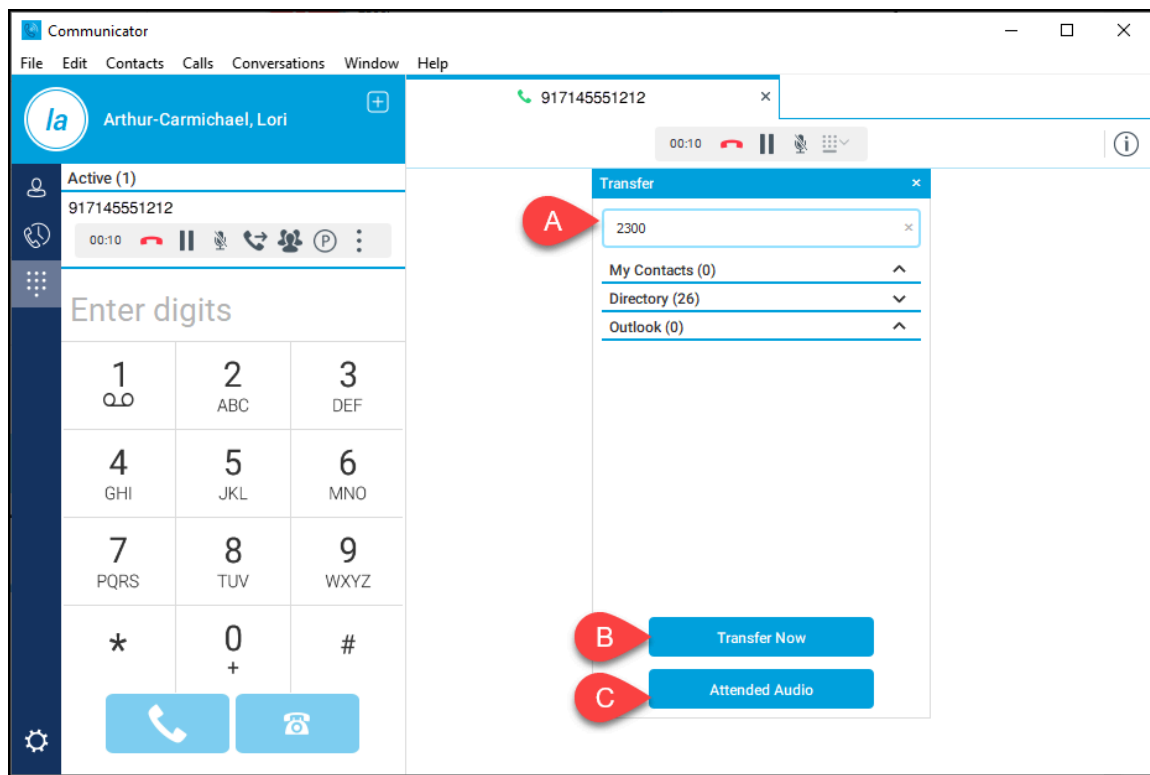## 1. While on a call, click the More icon and select Transfer.

A. Click the More drop-down menu icon.
B. Select **Transfer**.

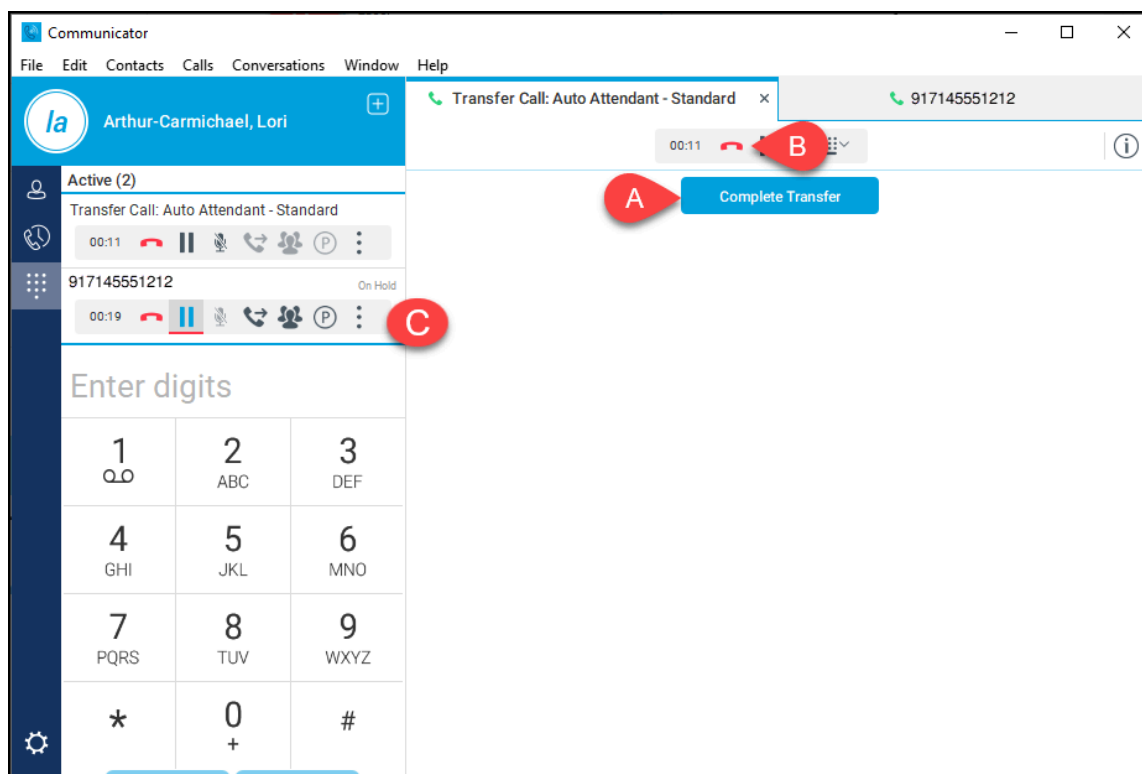## 2. Enter the extension that you want to transfer the call to. Then choose either Transfer Now or Attended Audio.

> 💡 **Transfer Now** = transfers the call and you are done
>
> **Attended Audio** = you can speak to the person you are transferring to first (announce the call) and then either transfer the call to them or not.
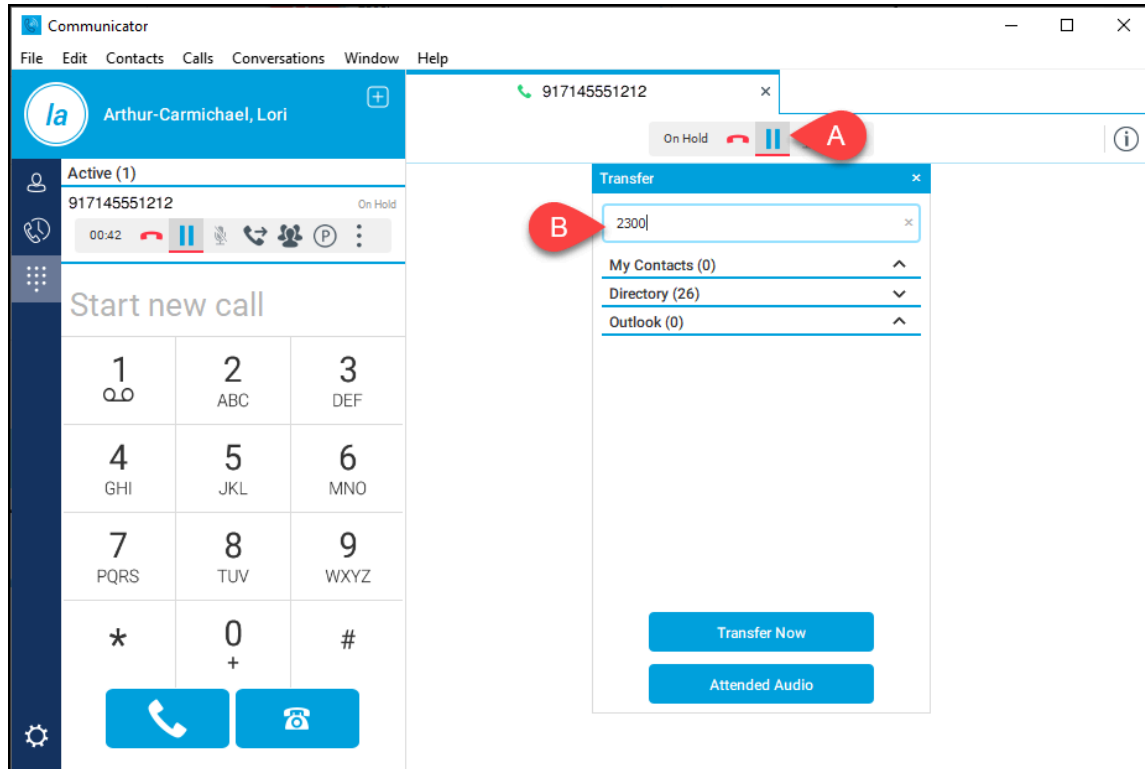
A. Enter the campus extension you want to transfer the call to.
B. To transfer the call now, click **Transfer Now**.
C. To speak with the person you are transferring to before transferring the call (e.g., announce the call, check the person is available), click **Attended Audio**.

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3. If you choose Attended Audio, you will have two options. Click Complete Transfer to transfer the caller. Or click the red hangup icon to stop the transfer.

A. If the user answers and agrees to take the call, click **Complete Transfer**.
B. If the user does not answer or does not agree to take the call, click the hangup icon.
C. Notice the original caller is on hold and is not privy to your conversation.

4. If you do not complete the transfer, click on the pause button to return to the caller. Or you can try transferring the caller to a different extension.
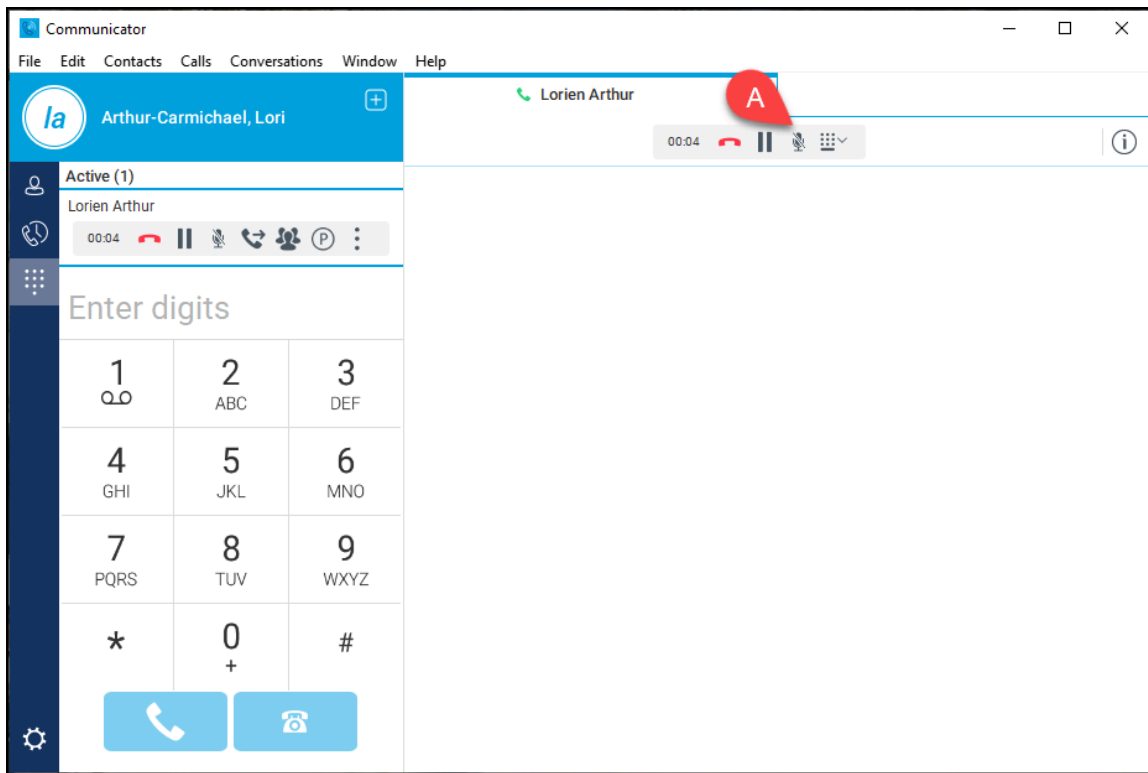

A. Click the pause button to take the caller off hold.
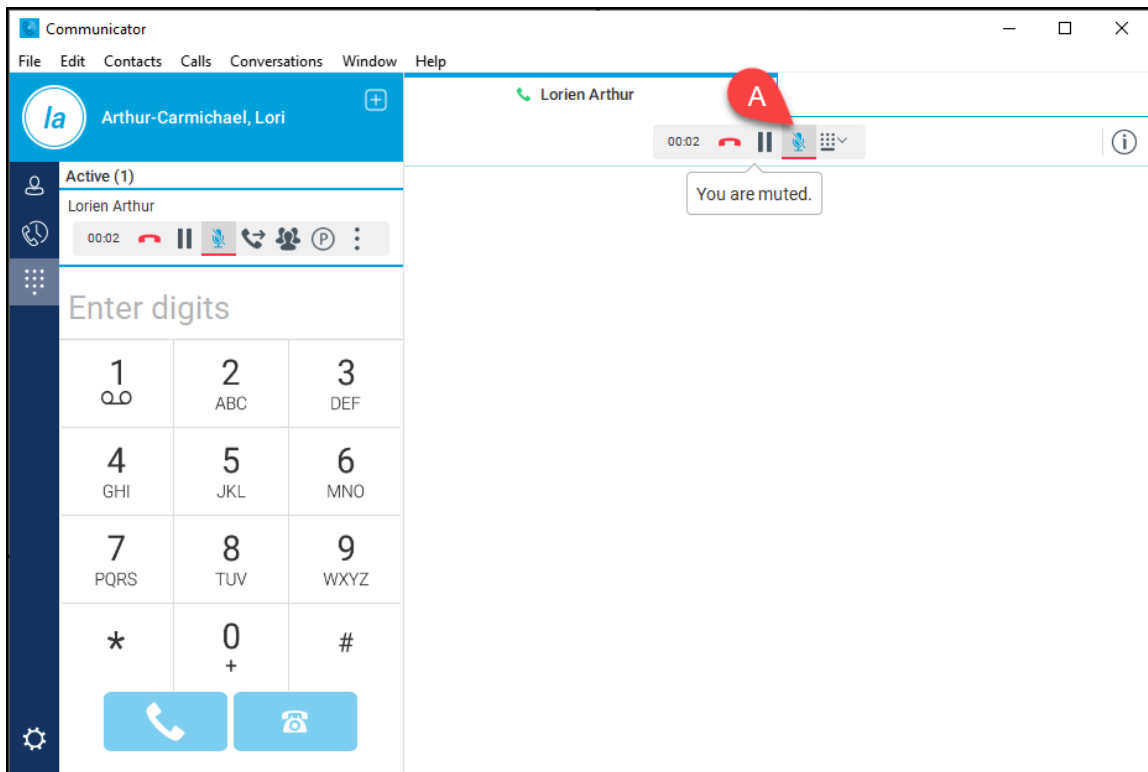B. Or you can enter a new extension to transfer the caller to and choose **Transfer Now** or **Attended Audio**.

Mute Myself During a Call

1. Click the microphone icon to mute yourself.

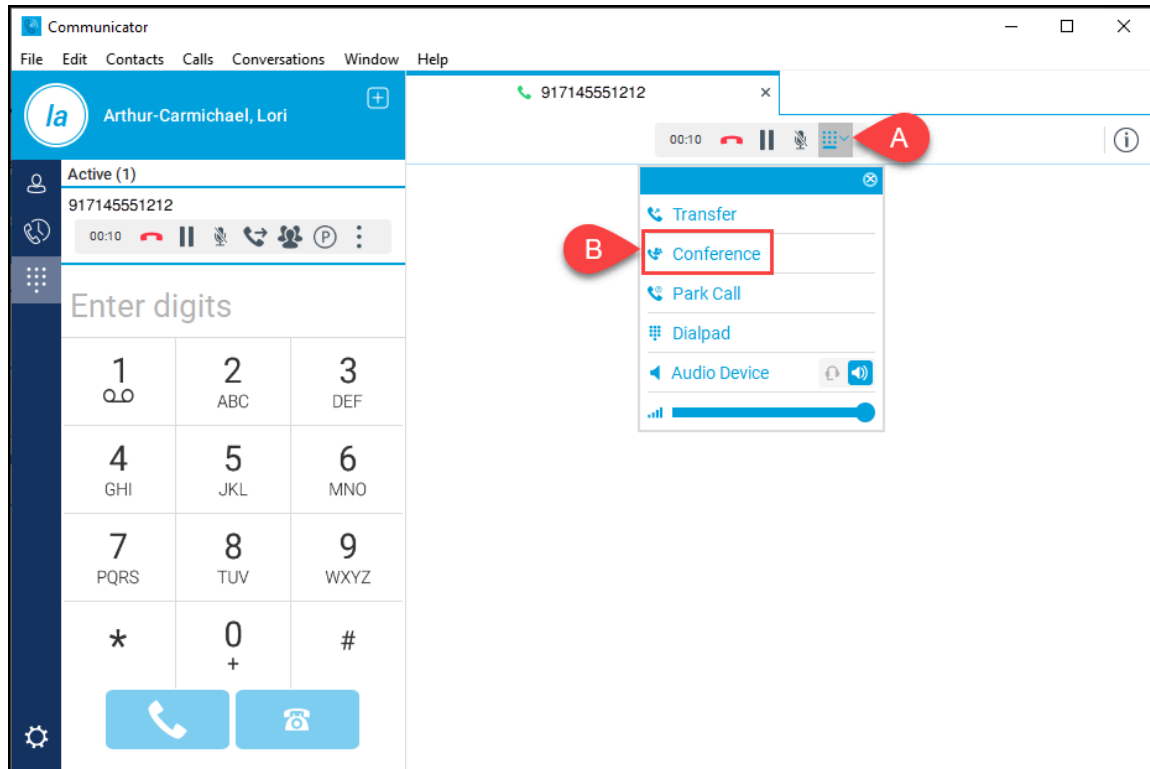> 💡 If your microphone has a mute feature, you can also use that to mute yourself during a call.

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2. Click the microphone icon again to unmute yourself.

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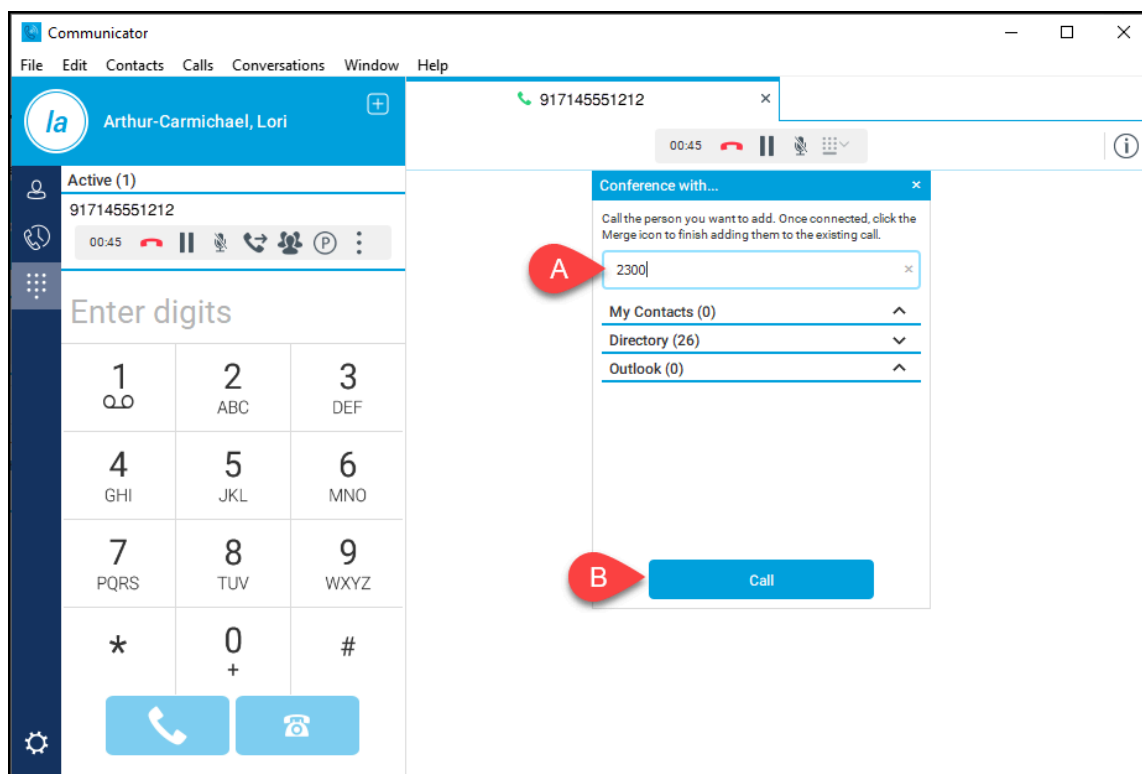
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Make a Conference Call

1. While on a call, click the More button and choose Conference.

A. Click the More drop-down menu icon.
B. Select **Conference**.

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2. Enter the campus extension or phone number of the person you want to add to the conference call. Then click Call.

A. Enter the campus extension or phone number of the person you want to add to the conference call.
B. Click **Call**.

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3. When the person you are adding answers, click the Merge Call button to create the conference call. To cancel the conference call, click the hangup icon and you can click on the original call to return to it.
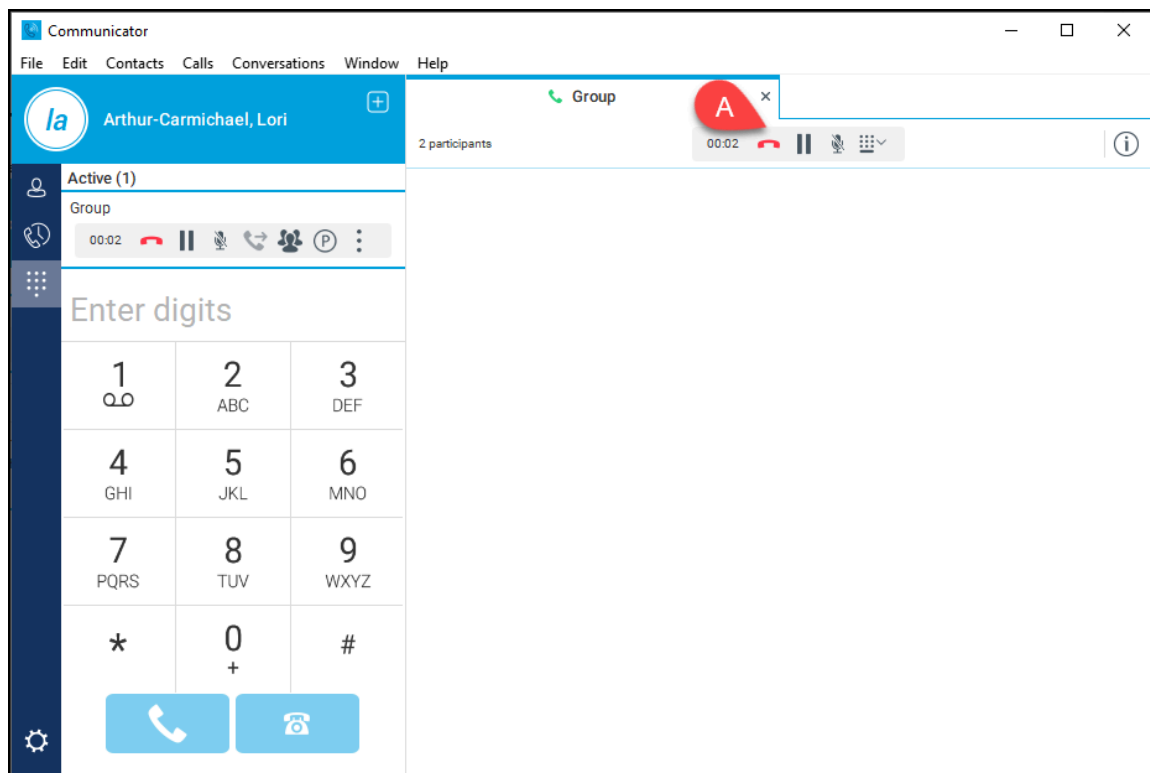

A. Click the Merge Call button to create the conference call.
B. Click the hangup button to cancel the conference call. You can then click on the original call to return to it.

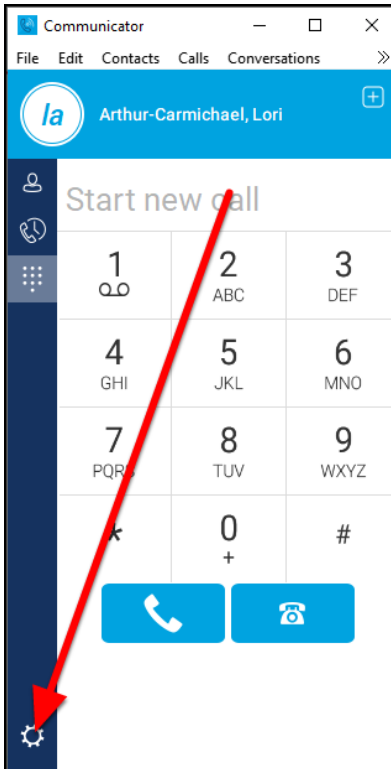## 4. Your conference call is now active. Click the hangup button when you are ready to end the conference call.

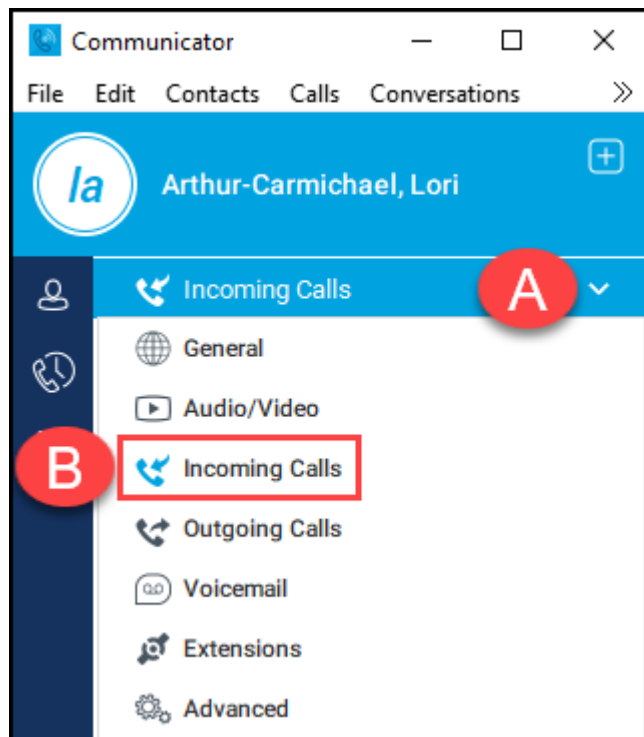⚠ Note that when you hang up, the conference call will be ended for all callers.

Turn Call Forward On/Off

💡 Call Forward should be used to forward phone calls to another campus extension or directly to your voicemail (2525). If you want to forward your calls to an off-campus number, view the Clearspan Anywhere instructions.
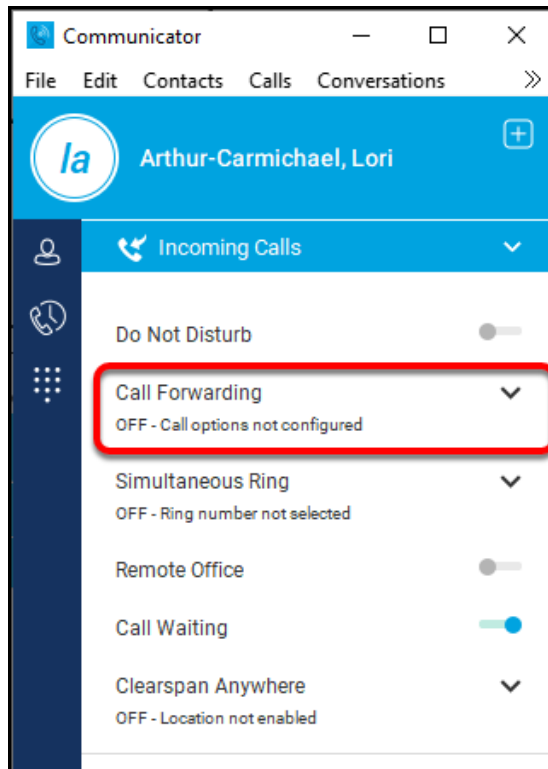
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1. Click on the Settings icon.

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2. Click the drop-down menu and select Incoming Calls.

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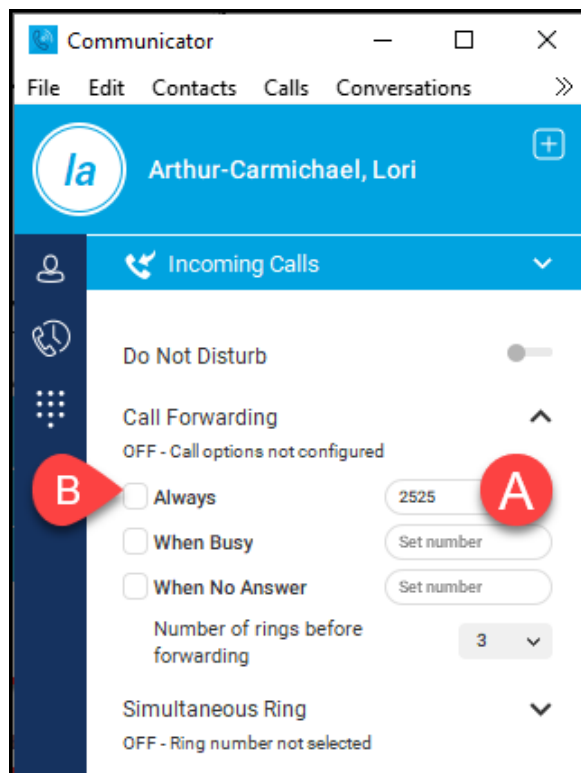
Page 66

3. Click Call Forwarding.

4. Review/enter the extension listed in the call forward option you want to enable/modify. Place a checkmark next to the call forward option to enable it.

Always = all of your calls will be forwarded to this extension

When Busy = when you are on a call, all incoming calls will be forwarded to this extension

When No Answer = when you do not answer an incoming call, the call will be forwarded to this extension
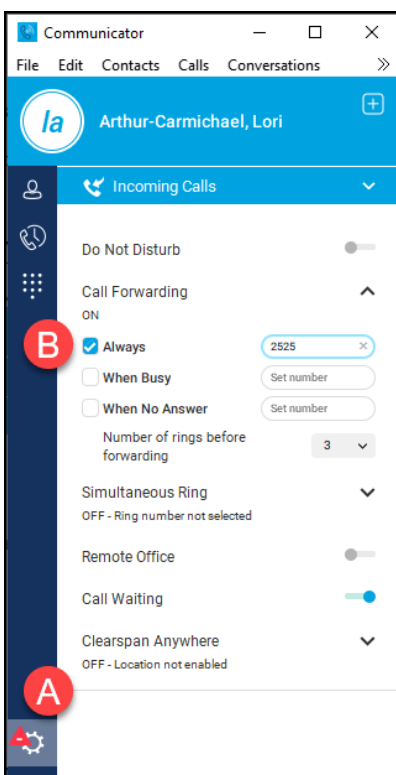
A. Review the extension listed and modify if necessary. Entering 2525 will forward to your campus voicemail.
B. Place a checkmark next to the call forwarding option you want to enable.

5. While Call Forwarding Always is enabled, you will see a triangle icon on the Settings icon. To disable Call Forwarding Always, return to this screen and uncheck Always.

💡 If you enable Call Forward When Busy or When No Answer, you can also return to this screen to modify or disable them, but disabling is often not necessary, especially when forwarding to voicemail.

A. A triangle icon will appear on the Settings icon to remind you when Call Forward Always is enabled.
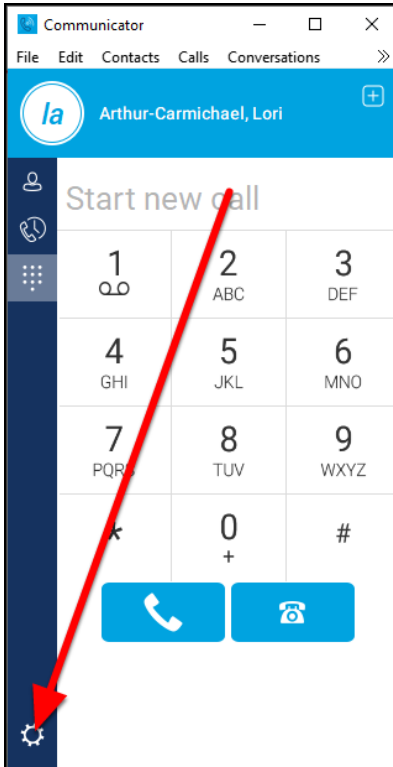
B. Uncheck **Always** to turn off Call Forward Always.

Turn Clearspan Anywhere On/Off (Forwarding Calls Off-Campus)

💡 Clearspan Anywhere should be used to forward phone calls to an off-campus extension (such as your cell phone or home phone number). If you want to forward your calls to a campus extension or to your campus voicemail, view the Call Forward instructions.
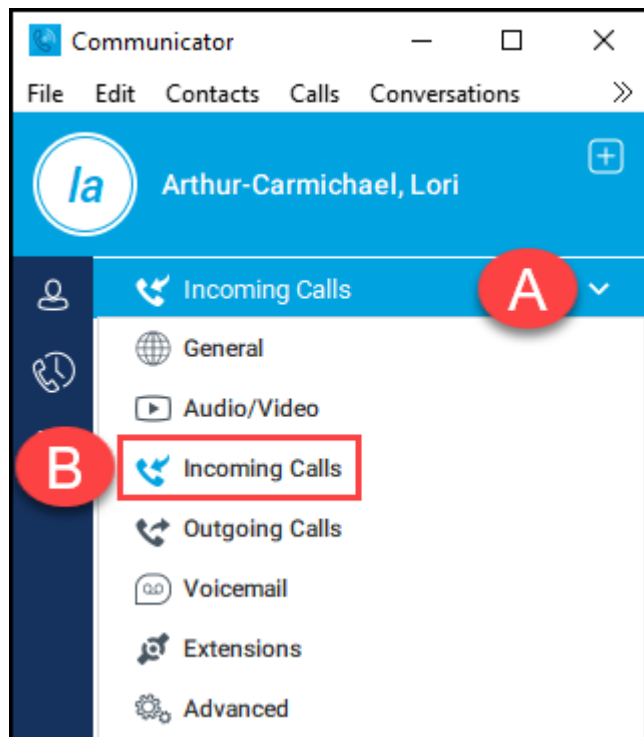
⚠️ Please note that the Clearspan Anywhere feature must be enabled by Telecom before you can use it. Please email telecom@fullerton.edu to

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request Clearspan Anywhere. As a limited number of licenses are available, only users who meet the eligibility criteria are granted access.
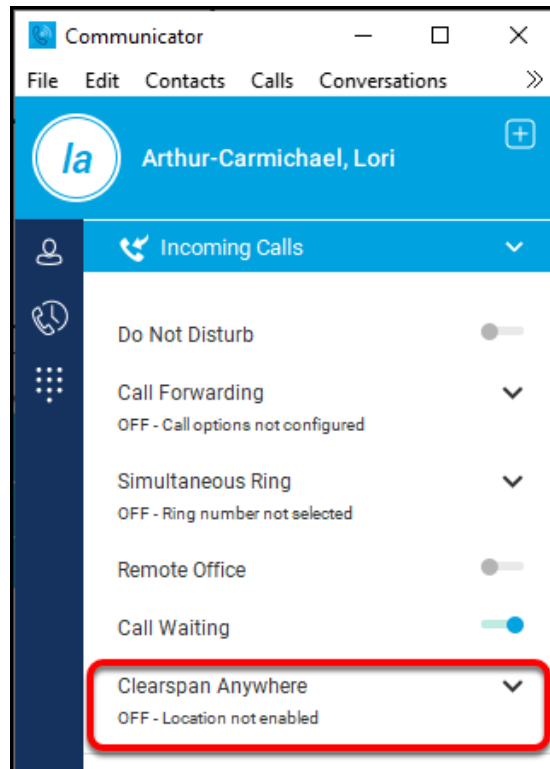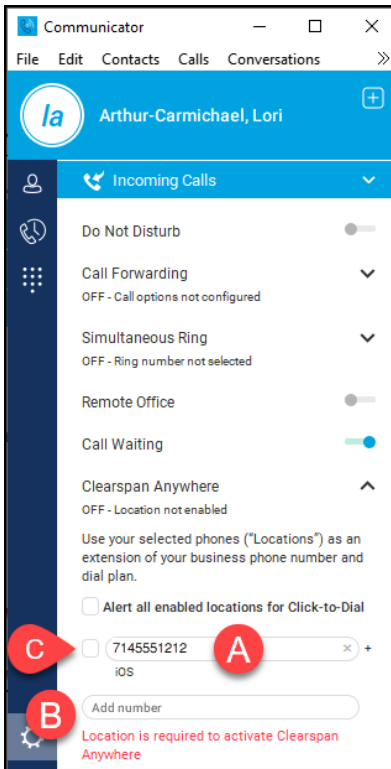
1. Click on the Settings icon.

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2. Click the drop-down menu and select Incoming Calls.

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3. Click Clearspan Anywhere.

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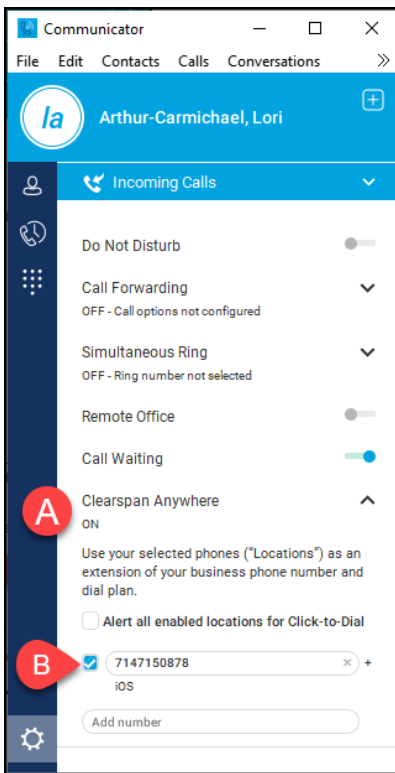# 4. Review/modify the phone number(s) listed. To add an additional phone number, enter it in the Add Number field. To enable Clearspan Anywhere for a phone number, place a checkmark next to the phone number.

5. Clearspan Anywhere is now on. To turn it off, return to this screen and uncheck the box next to the phone number you want to disable.
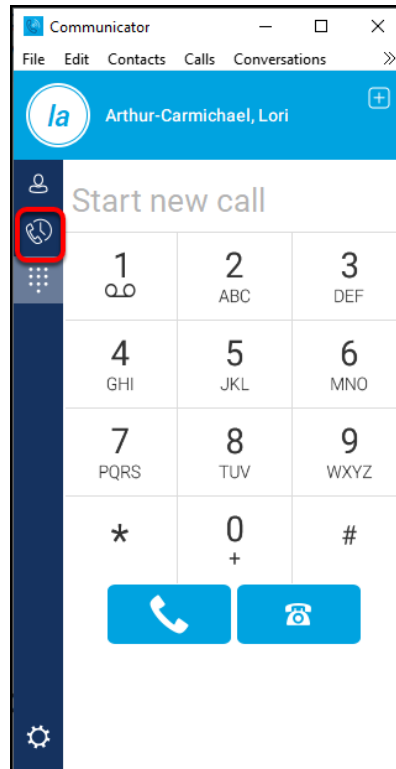
💡 If you have multiple phone numbers in your list, you will need to uncheck each number to enable or disable it.

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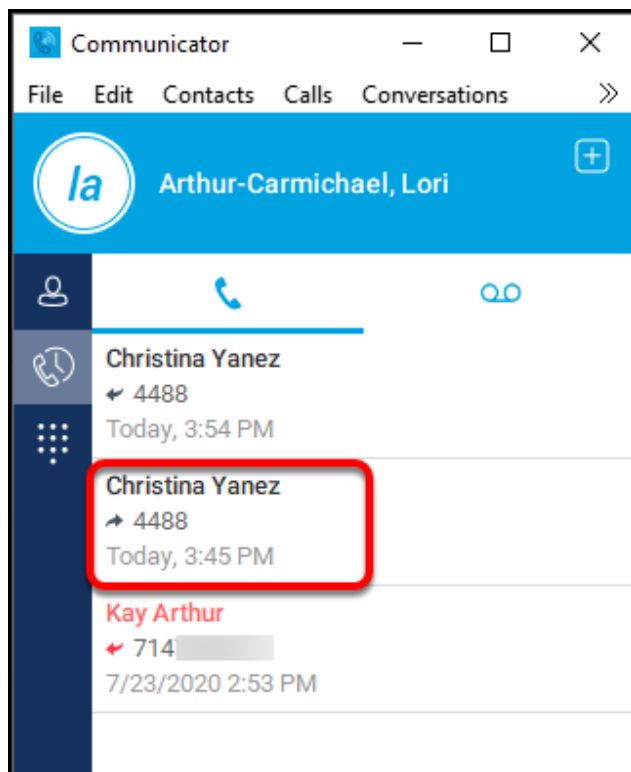
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A. Clearspan Anywhere shows that it is enabled/on.
B. Uncheck the box next to a phone number to disable Clearspan Anywhere for that phone number.

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View Call History

1. Click on the Call History icon.

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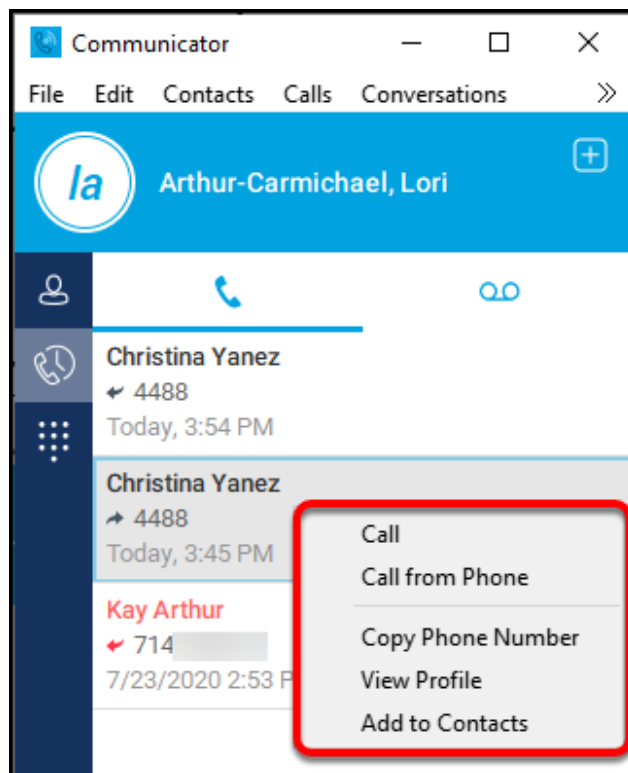
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2. A list of your recent calls will appear. Double click on an entry to call the person. Or right-click (Ctrl + Click on Mac) on an entry to view more options.

3. Make a selection to make a call, copy the phone number, view the profile, or add to contacts.

💡 **Call from Phone** will start the call on your campus desk phone. Don't choose this option unless you are at your desk!

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Need More Help?

View the Troubleshooting & Resources guide.

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance.

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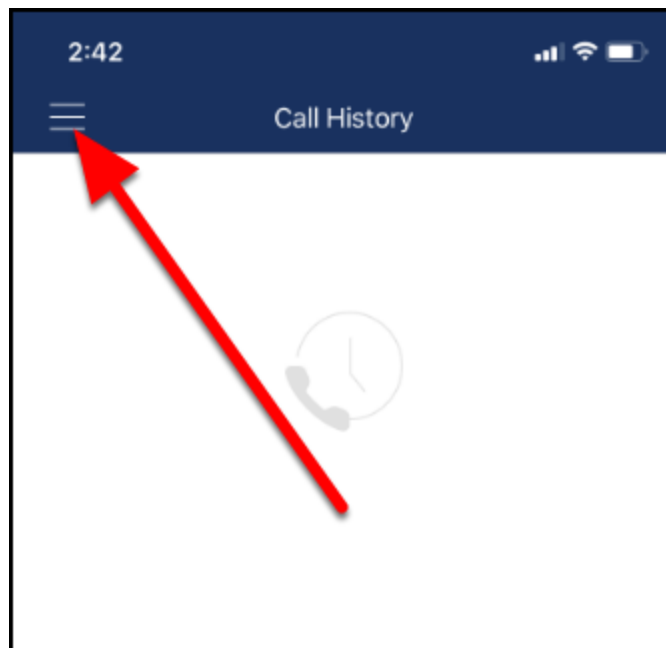
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Apple iPhone: Using Mitel Clearspan Communicator Features

This article contains information on how to use various features of the Clearspan Mobile app for Apple iPhone, including making/answering a call, hold, transfer, mute, and call forward.
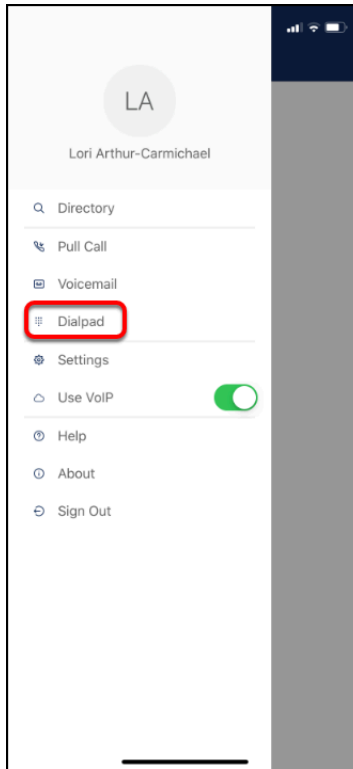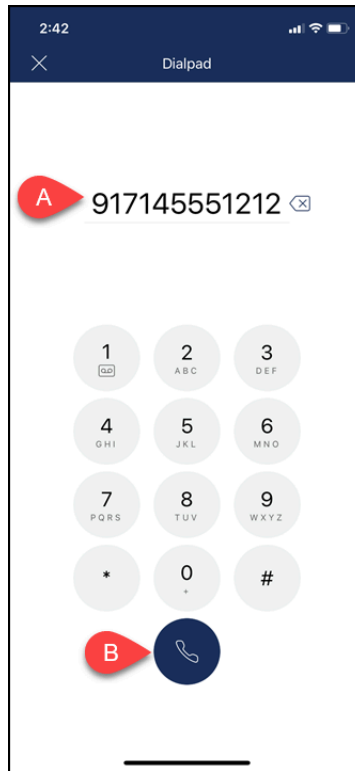
What do you want to do?

Make a Call

1. Tap on the Menu icon.

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2. Tap Dialpad.

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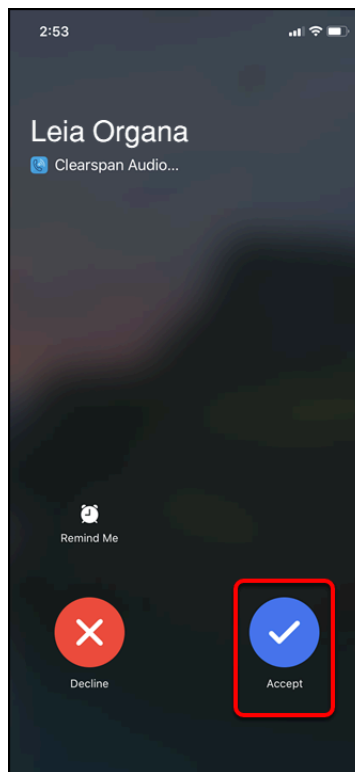# 3. Enter the phone number you want to call and then press the call button.

A. Enter the phone number you want to call. For campus extensions, enter just the four digit extension (e.g., 2011). For off-campus phone numbers, dial 9+10 digit number (e.g., 9-1-714-555-1212).
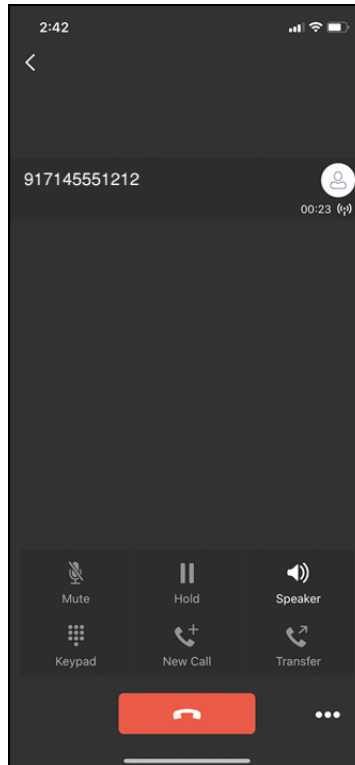B. Tap the Call button.

Answer a Call

1. When you receive an incoming call for your campus extension, it will be marked as Clearspan Audio to differentiate it from your regular incoming calls. Tap Accept to answer the call.

💡 Campus extensions that call you will show the display name associated with the extension. If the caller is in your iPhone Contacts, the name (and photo) associated with the caller (on-campus or off-campus) will show the name/ photo from your Contacts.
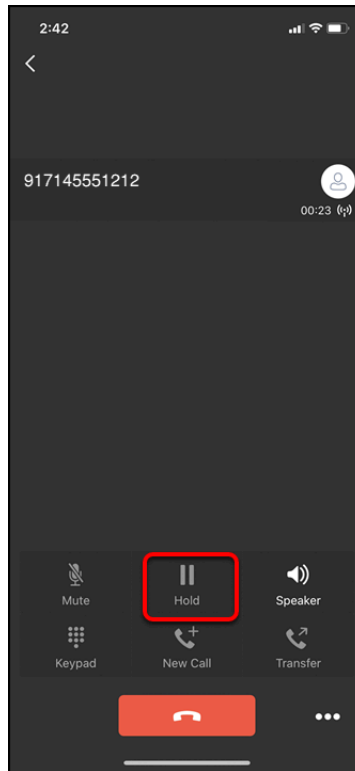
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2. You're now in the call.

ℹ️   Note that you now see the phone number of the caller instead of their name.

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Put a Call on Hold

1. Tap the Hold button to place a call on hold.

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2. Next to the caller's phone number, you'll see that they are on hold. Tap the Hold button again to take the caller off hold.
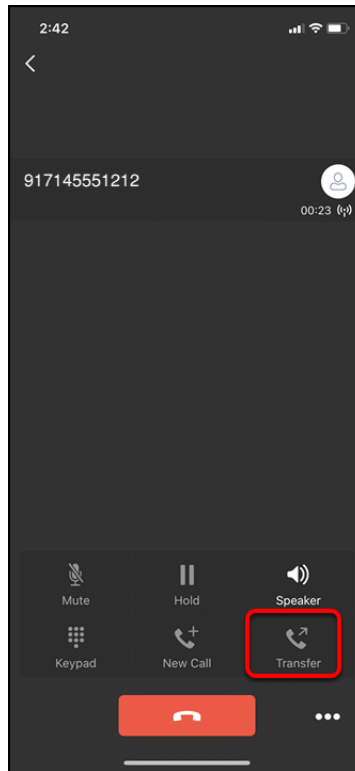

A. Next to the caller's phone number, you'll see **ON HOLD**.
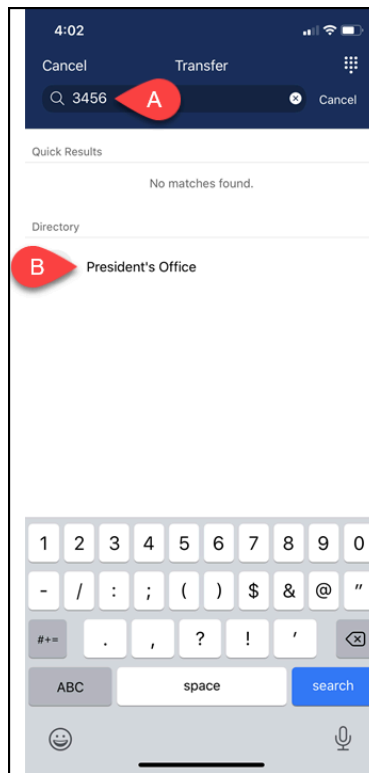B. Tap **Hold** again to take the caller off hold.

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Transfer a Call

1. While on a call, tap Transfer.

2. Enter the extension number or name of the person/department that you want to transfer the call to. Then choose the appropriate listing from the search results.
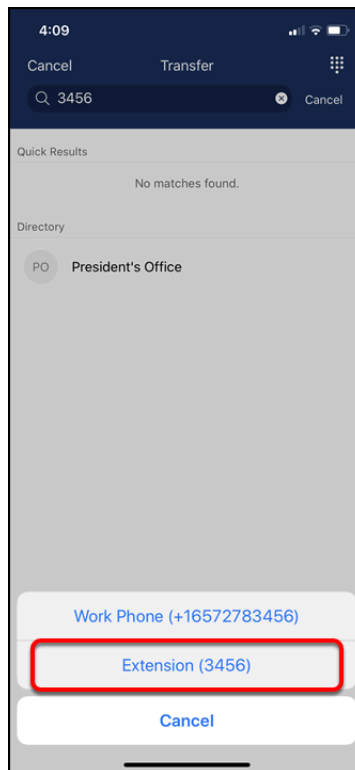
💡 If you know the extension number, it's recommended you enter the number. This directory is searching the **telephone** database, not the Outlook Address Book, so searching by name, especially for a department, may result in a lot of extraneous results such as alarms, conference rooms, and other department-owned extensions.

⚠ Note that Quick Results will search your iPhone Contacts for matches. Although it will appear that you can transfer a call to an off-campus phone number, that feature is not available.

A. Enter the campus extension number or name of the person/department you want to transfer the call to.
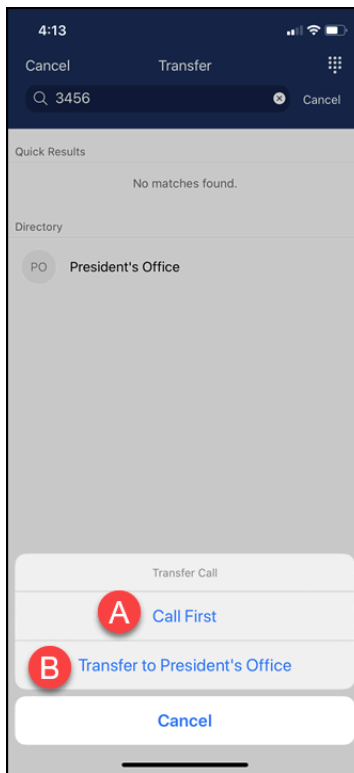B. Tap on the appropriate listing for the extension/name.

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3. Choose Extension when prompted to choose which phone number to transfer to.
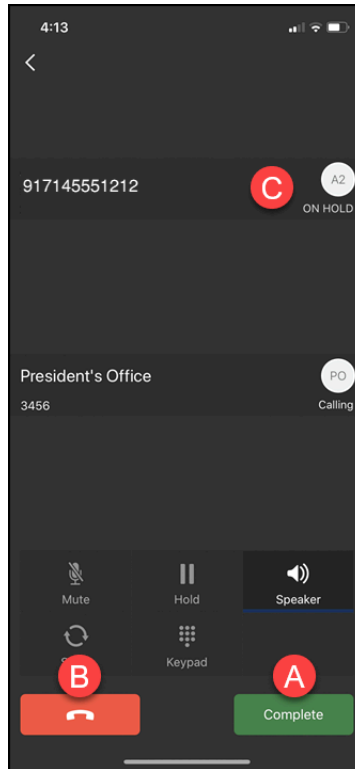

4. Choose either Call First or Transfer to [Name of Extension].

💡 **Call First** = you can speak to the person you are transferring to first (announce the call) and then either transfer the call to them or not.

Transfer to [Name/Department] = transfers the call and you are done

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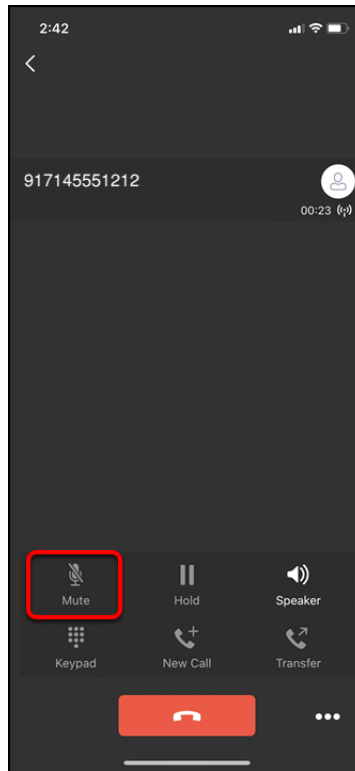
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5. If you choose Call First, you will have two options. Tap Complete to transfer the caller. Or tap the red hangup icon to stop the transfer and go back to the first call.
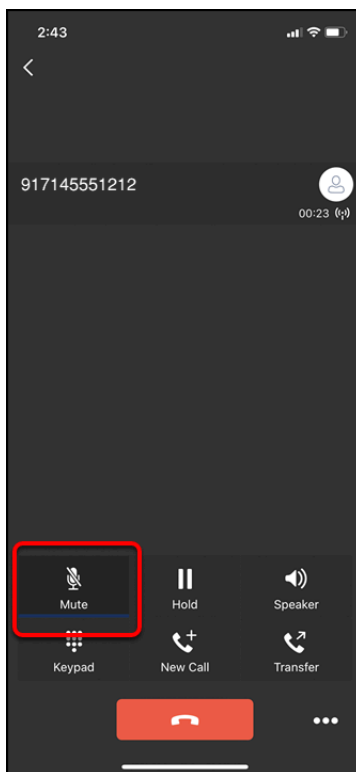

A. If the user answers and agrees to take the call, tap **Complete**.
B. If the user does not answer or does not agree to take the call, click the hangup icon and you will be taken back to the first call.
C. Notice the original caller is on hold and is not privy to your conversation.

Mute Myself During a Call

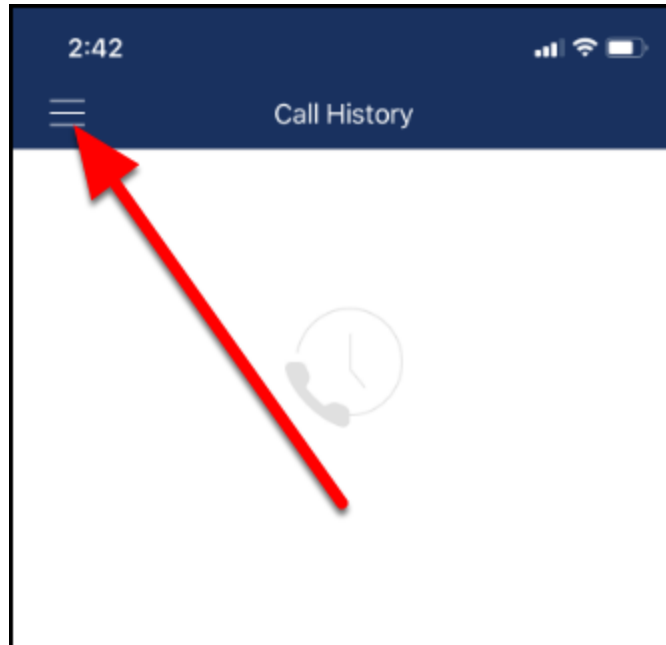## 1. Tap the Mute button to mute yourself.

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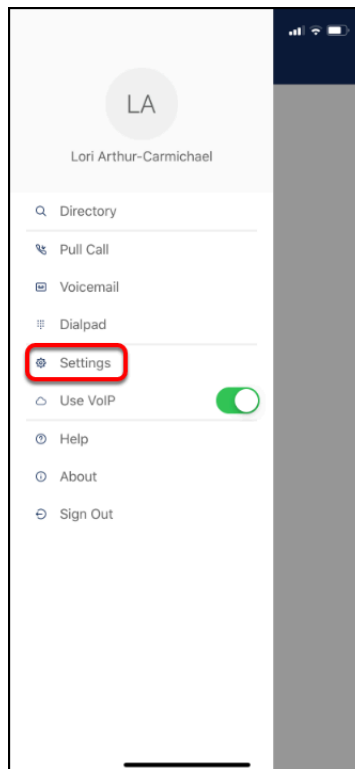## 2. A blue line appears under the Mute button to let you know you are muted. Tap Mute again to unmute yourself.

Turn Call Forward On/Off

💡 Call Forward should be used to forward phone calls to another campus extension or directly to your voicemail (2525). If you want to forward your calls to an off-campus number, view the Clearspan Anywhere instructions.
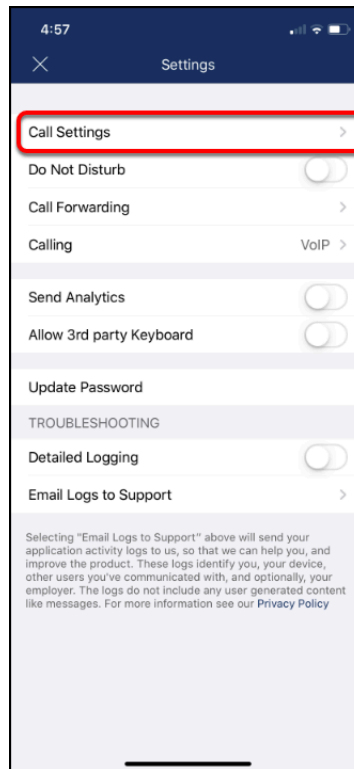
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1. Tap on the Menu icon.

2. Tap Settings.

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3. Tap Call Settings.

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4. Tap Incoming Calls and then tap Call Forwarding.

5. Tap the slider next to the call forward option you want to enable/modify. Then review the extension listed and modify if necessary.
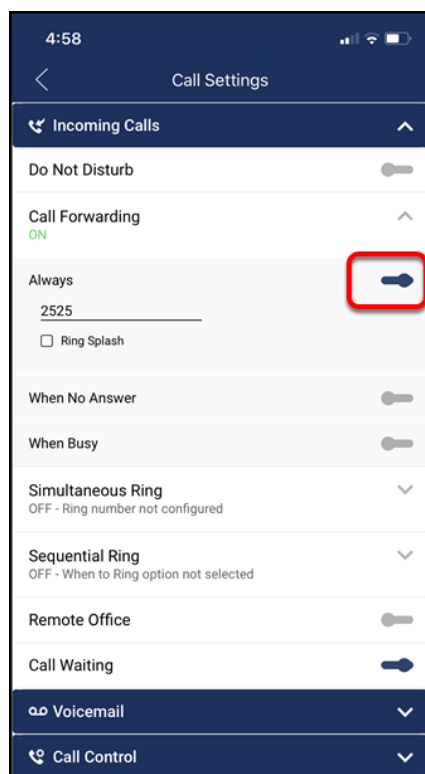
ℹ️ **Always** = all of your calls will be forwarded to this extension

When No Answer = when you do not answer an incoming call, the call will be forwarded to this extension

When Busy = when you are on a call, all incoming calls will be forwarded to this extension

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A. Tap the slider next to the call forwarding option you want to enable/modify.
B. Review the extension listed and modify if necessary. Entering 2525 will forward to your campus voicemail.

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6. When you want to disable the call forwarding, return to this screen and tap the slider to turn it off.

Turn Clearspan Anywhere On/Off (Forwarding Calls Off-Campus)

💡 Clearspan Anywhere should be used to forward phone calls to an off-campus extension (such as your cell phone or home phone number). If you want to forward your calls to a campus extension or to your campus voicemail, [view the Call Forward instructions](#).
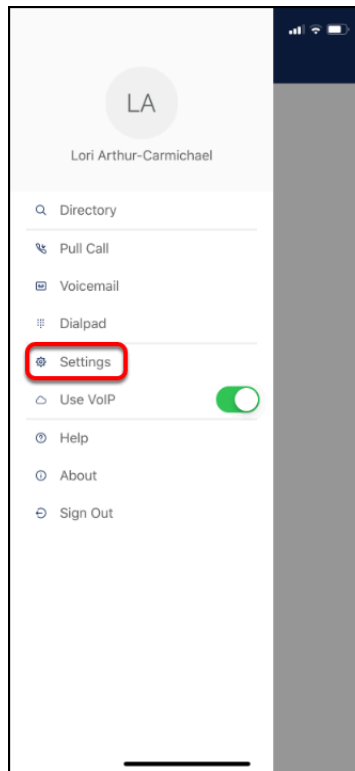
⚠️ Please note that the Clearspan Anywhere feature must be enabled by Telecom before you can use it. Please email telecom@fullerton.edu to

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request Clearspan Anywhere. As a limited number of licenses are available, only users who meet the eligibility criteria are granted access.
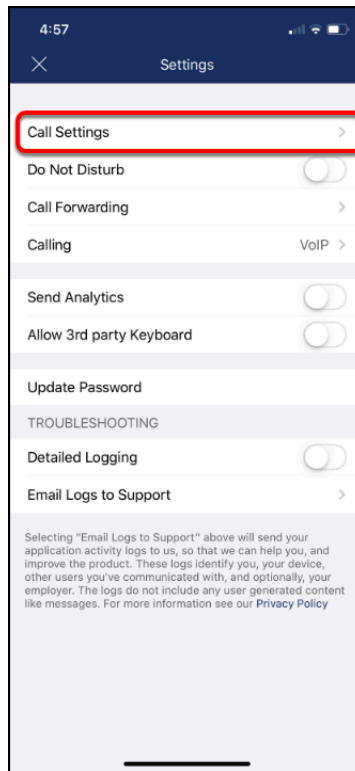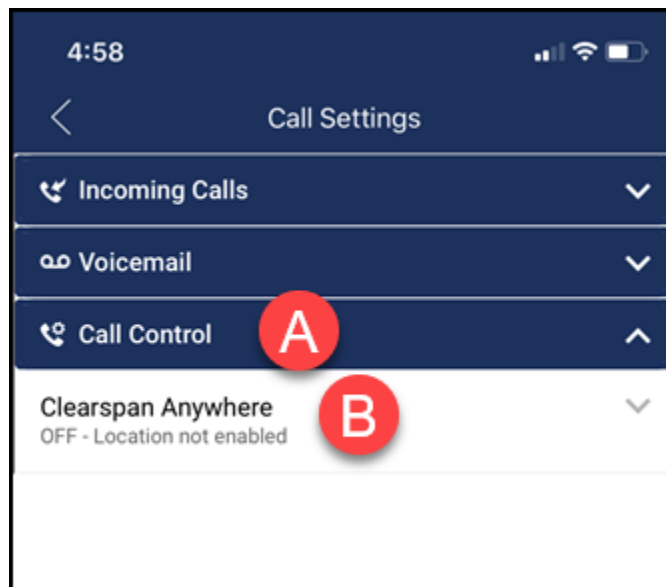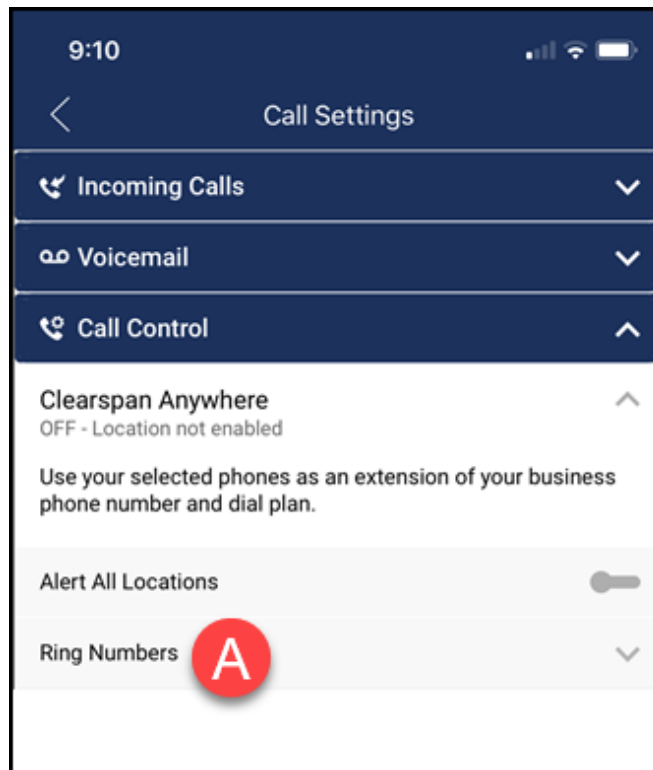
1. Tap on the Menu icon.

2. Tap Settings.

3. Tap Call Settings.
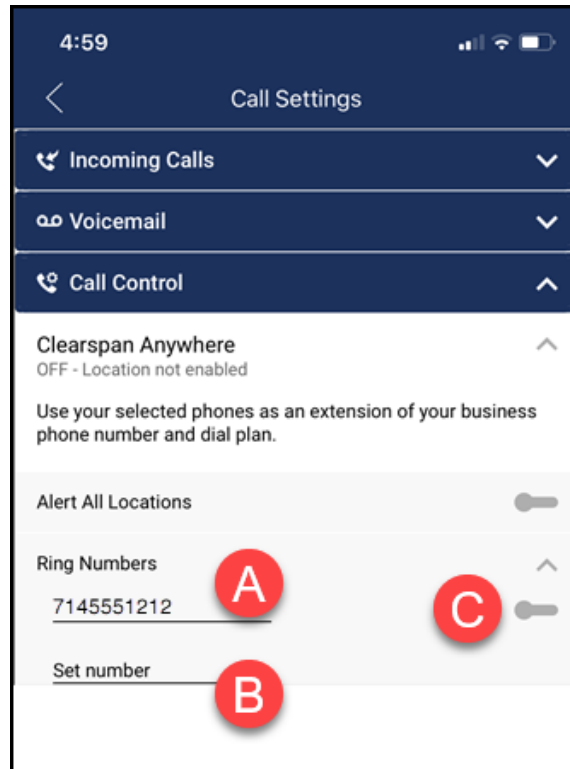

4. Tap Call Control and then tap Clearspan Anywhere.

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5. Tap Ring Numbers to review the phone number(s) associated with your account.

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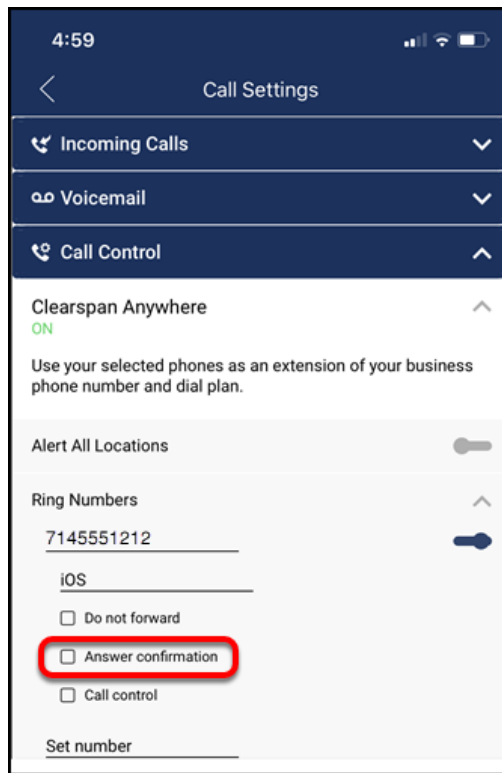
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6. Review/modify the phone number(s) listed. To add an additional phone number, enter it in the Set Number field. To enable Clearspan Anywhere for a phone number, tap the slider next to the phone number.

A. Review the phone number(s) listed and modify if needed.
B. To add an additional phone number, type the phone number in the Set number field.
C. To forward your calls to a phone number, tap the slider next to the phone number to enable it.

7. If you don't want unanswered calls to go to your phone number's voicemail, tap Answer confirmation.
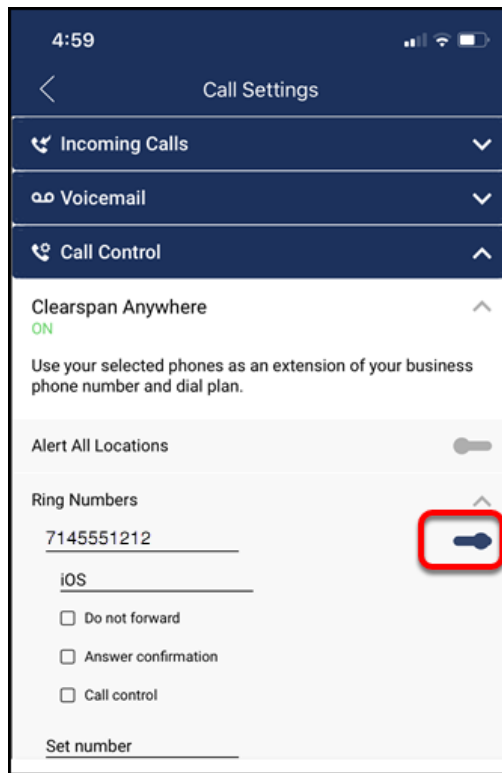
💡 If you are forwarding your calls to a mobile phone, Answer confirmation prevents unanswered calls from going to your mobile device's voicemail.

When Answer confirmation is enabled, you will hear a voice prompt when you answer the call. Simply confirm and then the call will continue.
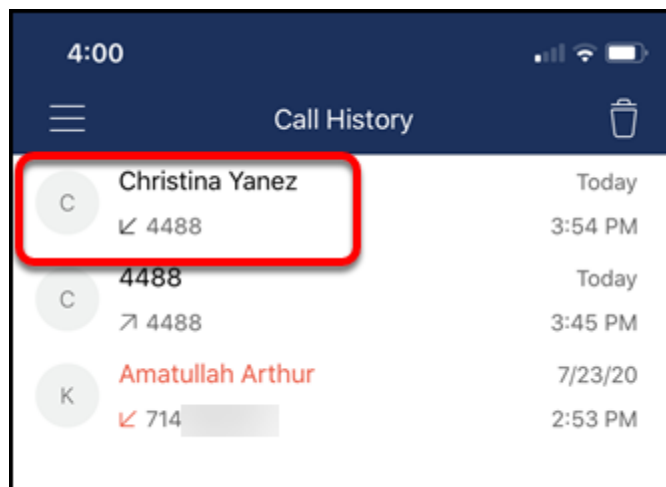
8. When you want to turn off Clearspan Anywhere, return to this screen and tap the slider next to the phone number.

If you have multiple phone numbers in your list, you will need to tap the slider next to each number to enable or disable it.
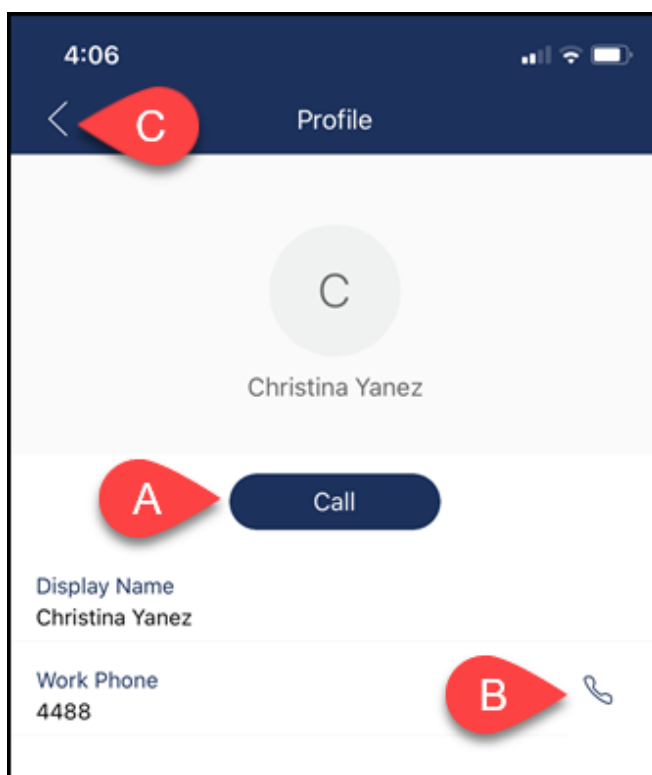
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View Call History

1. Call History is the default screen on Clearspan Mobile. Tap an entry to view the profile for the person, department, or phone number that called you.

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2. Tap Call to call the phone number that called you. If there are multiple phone numbers for the person/department, you can tap the phone icon next to the specific phone number you want to call. Tap the left arrow to return to the Call History screen.

💡 Most often you will see multiple phone numbers for people/departments that are in your iPhone contacts.

Need More Help?

View the Troubleshooting & Resources guide.

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance.

Troubleshooting & Resources for Clearspan Softphone

This article contains troubleshooting information and resources for the Clearspan Communicator and Clearspan Mobile soft phones.

Having trouble connecting? Try VPN!

With some internet and cellular providers, it is necessary for you to be connected to the CSUF VPN, Global Protect, in order to use Clearspan Communicator or Clearspan Mobile.
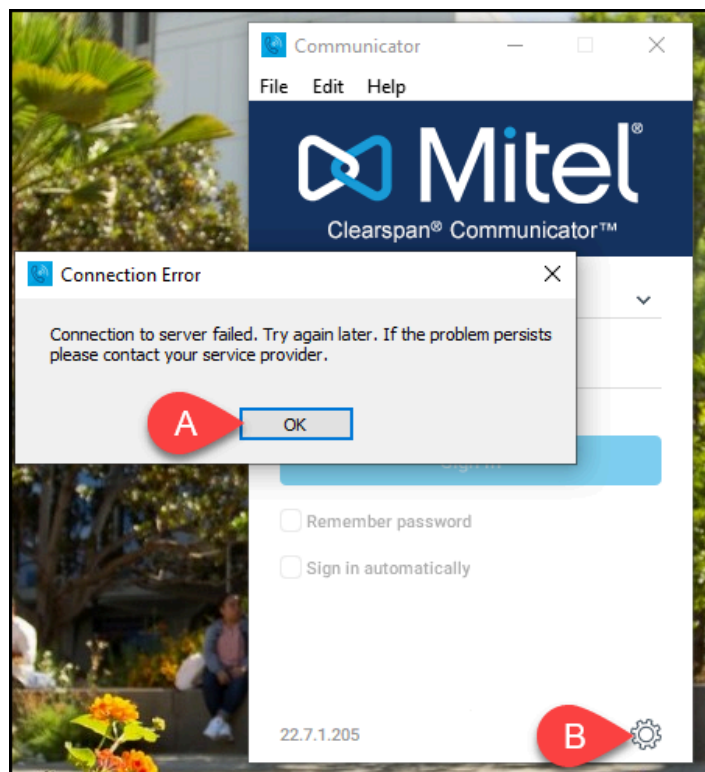
💡 You will need to connect to the full tunnel VPN (gpft.fullerton.edu).

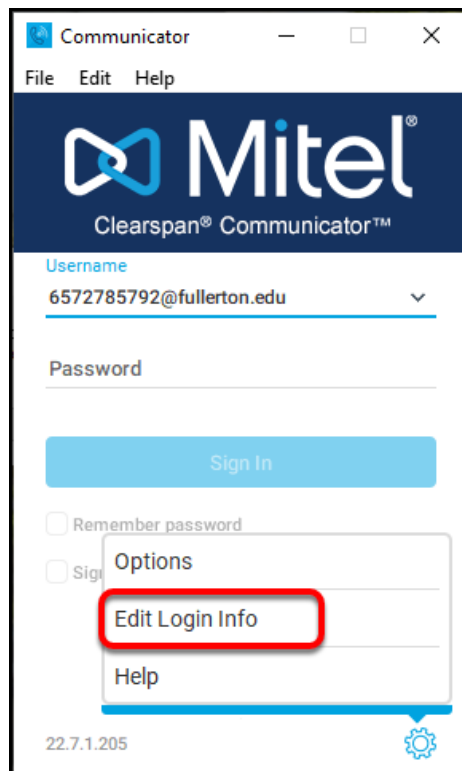[View detailed instructions on connecting to Global Protect VPN.](#)

Getting a connection error?

If you get an error indicating the connection to the server failed, follow these steps to resolve the issue.

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1. Click OK and then click on the settings gear icon in the Communicator app.

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2. Select Edit Login Info.

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3. Double check the Server Address and your Enterprise Email settings; make corrections if necessary. Then click Save.

A. Server Address should be **https://myphone.fullerton.edu**
B. Enterprise Email should be YOUR campus email address.
C. Click **Save** when you are done.

4. Try logging in again.

Need More Help?

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance.

ACD Call Agents

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Logging In/Out as an ACD Agent

This article covers how users who are ACD agents log in to the ACD system to receive calls and log out from the system.

ACD (Automatic Call Distribution) is a system that allows multiple calls to be put on hold until there is an available person (ACD agent) to answer the call. Calls are put on hold in a queue and directed to an available ACD agent usually in the order the calls were received.

💡 Prefer to have a printable one-sheet with these instructions? [Download the ACD Agent: Log In/Out of ACD Job Aid PDF](#).

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Choose the device you are using.

Desk Phone

Do you want to log in or log out?
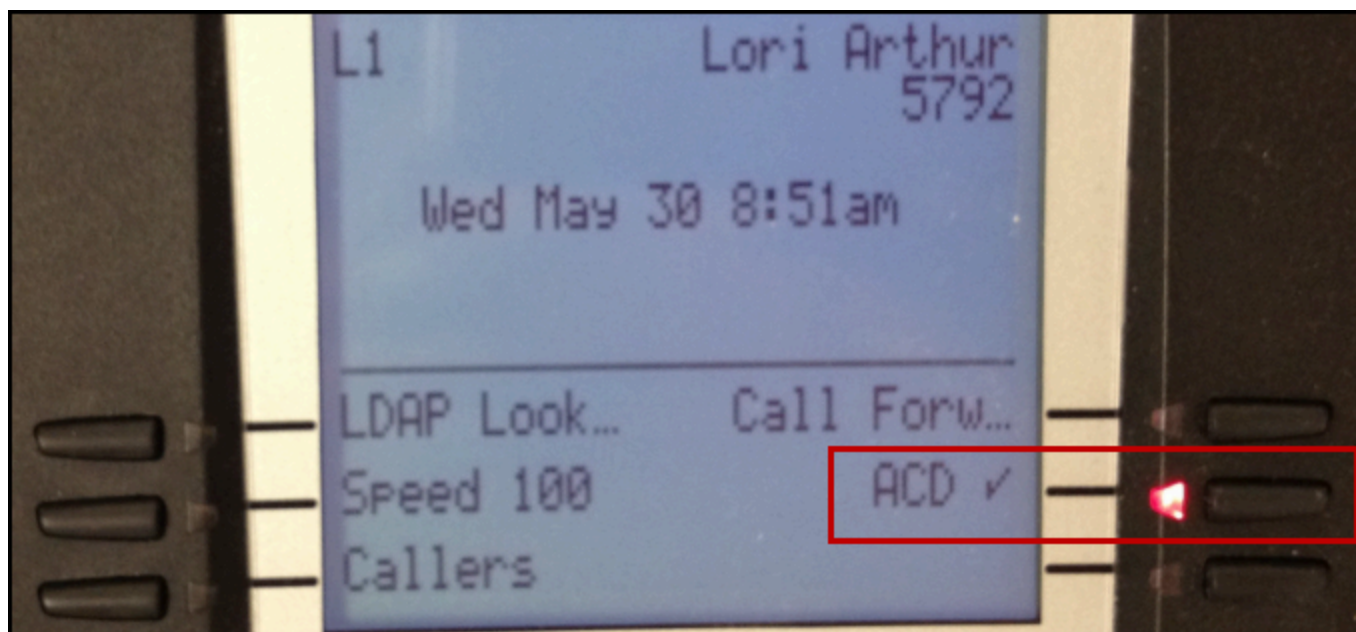
I want to log in

1. Press the ACD soft key.

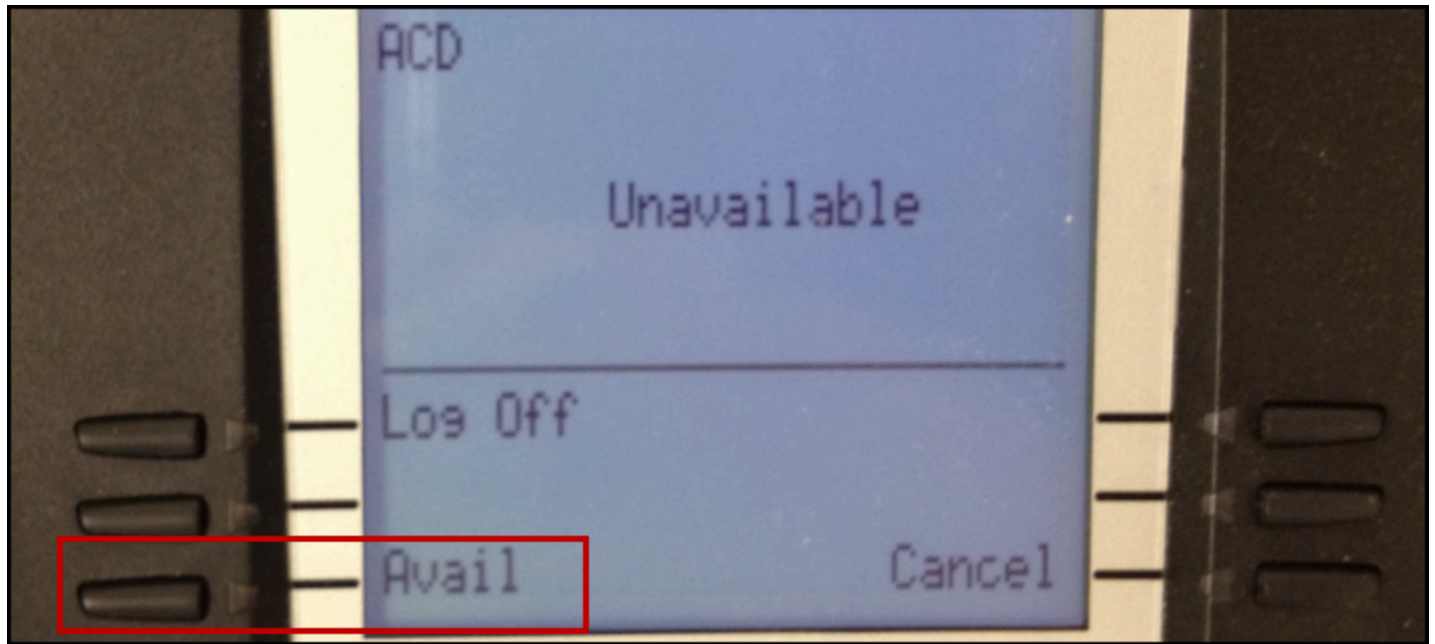Telecom // Downloaded: 12-14-2020 // Disclaimer: This document is only valid as of the day/time when it is downloaded. Please view the original web document for the current version.

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2. Press the Log In soft key.

3. Press the ACD soft key again.

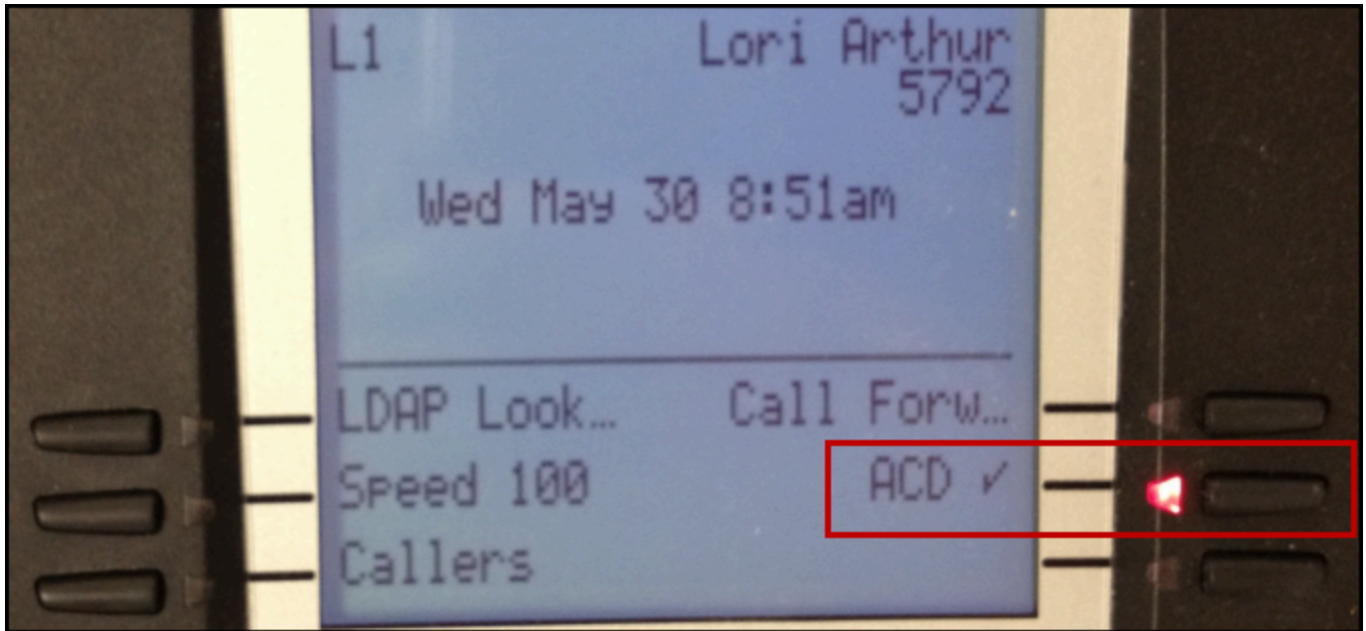💡 A red light will flash and a check mark will appear next to the ACD soft key.

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4. Press the Avail soft key.

5. A solid red light and a check mark appear next to the ACD soft key. You are now logged on to the ACD and will begin receiving calls.
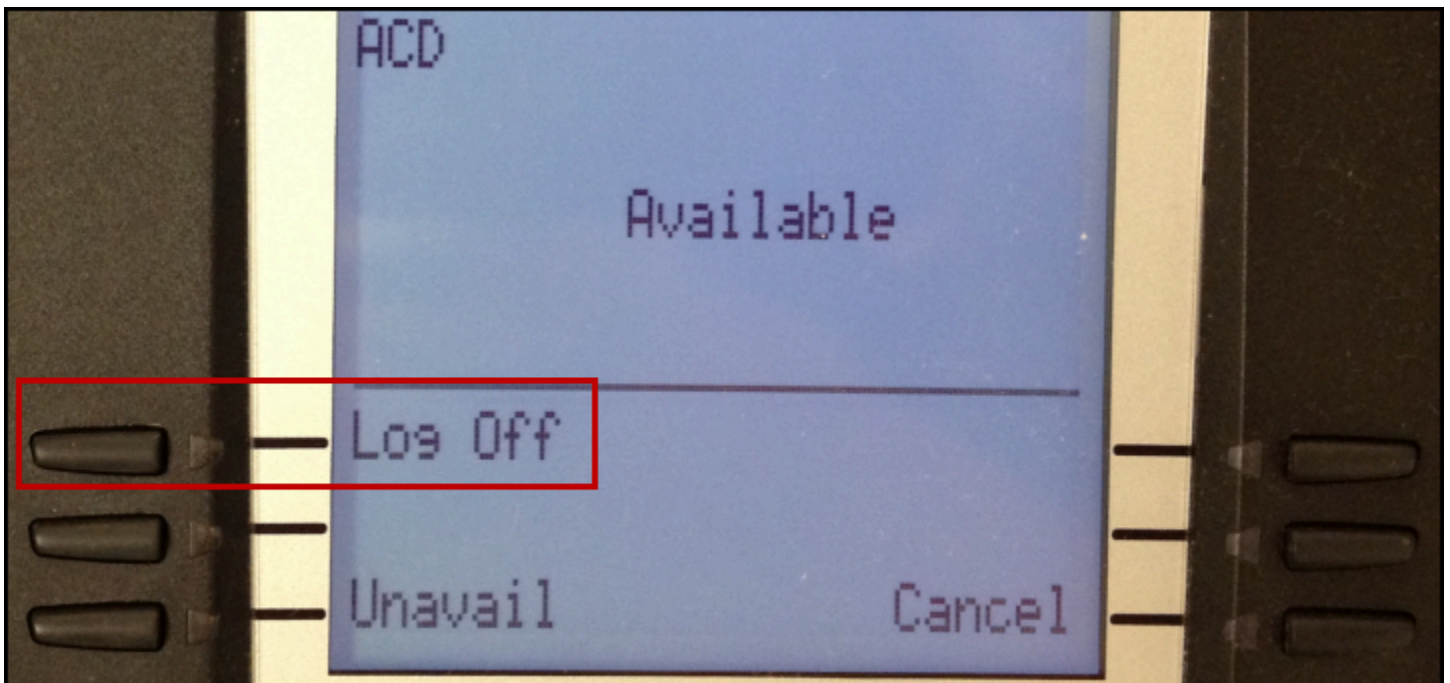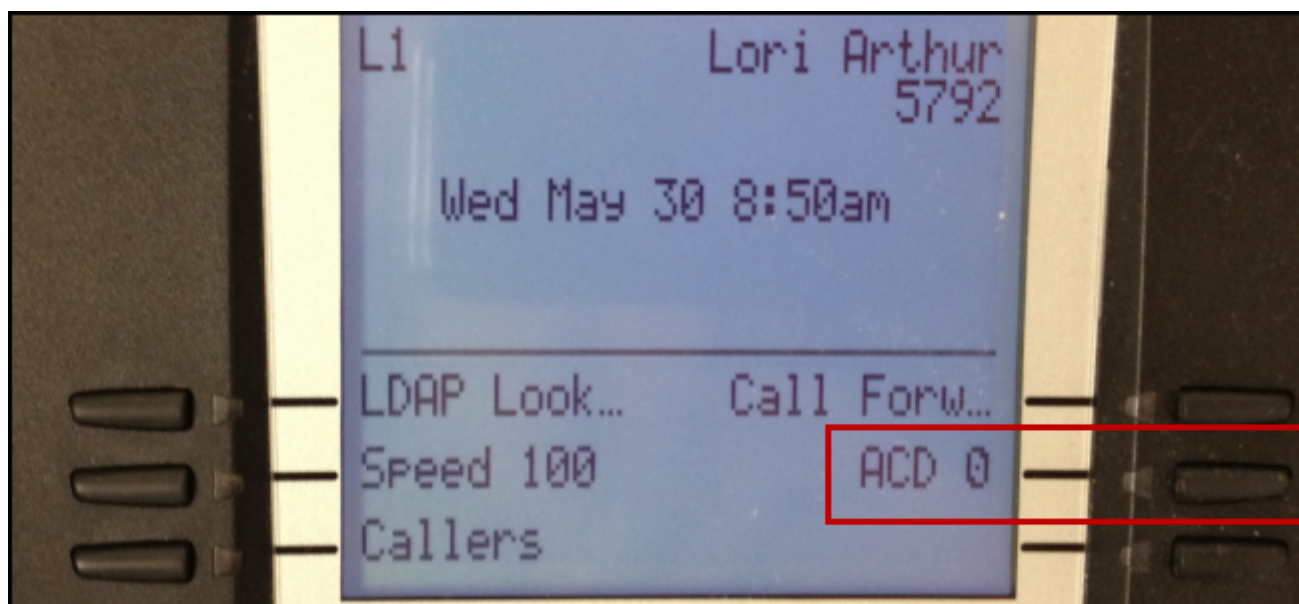
I want to log out

1. Press the ACD soft key.

2. Press the Log Off soft key.

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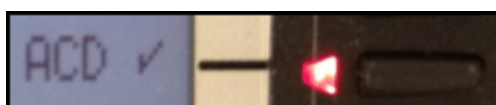
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3. The ACD light is off and there is a "0" next to the ACD soft key.You are now logged off the ACD.

How do I check if I'm logged in?

Logged In

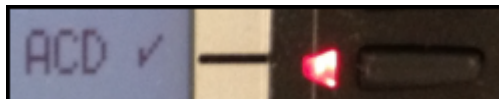You know you are logged in if there is a checkmark next to the ACD softkey AND a solid red light next to it.

Not Logged In

If the ACD softkey has a 0 next to it and there is no solid red light next to it, you are NOT logged in.

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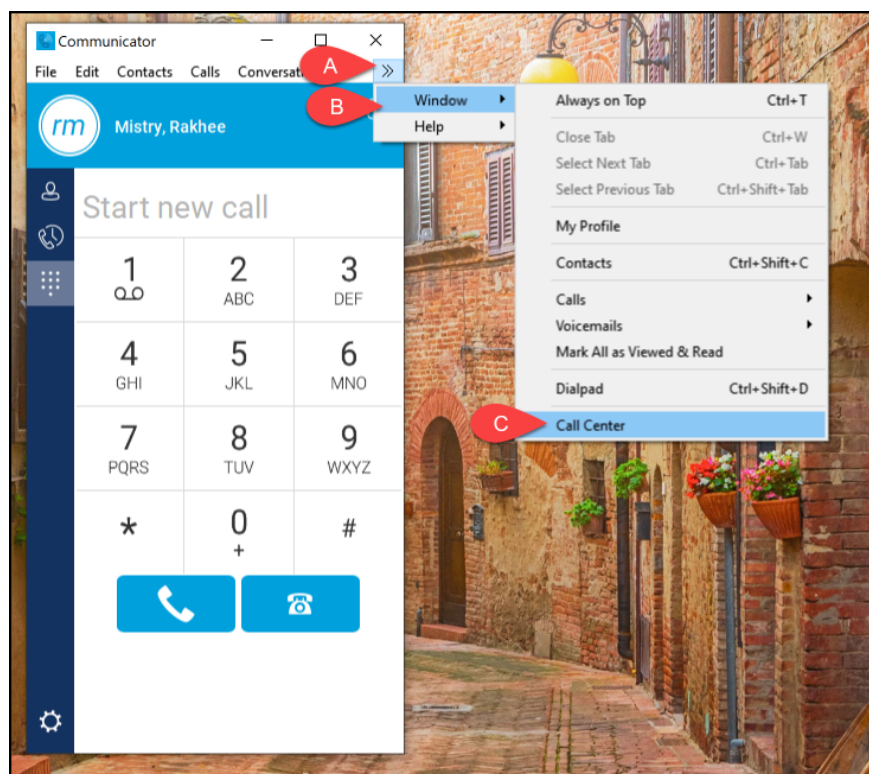# What if the red light is flashing?

If the red light next to the ACD softkey is flashing, you are NOT logged in. Press the ACD soft key and then press Avail soft key to complete the login process.

Clearspan Communicator Softphone

Method 1: Call Center Feature

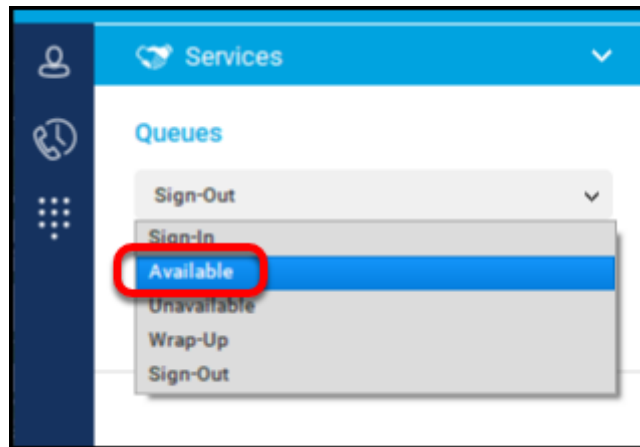## 1. Click on the double right arrow button, select Window, and then select Call Center.

A. Click on the double right arrow icon.
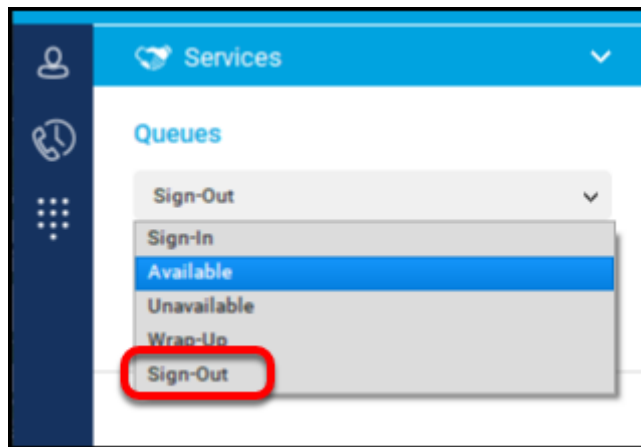B. Select **Window**.
C. Select **Call Center**.

2. To sign in, select Available in the Queues drop-down menu. You are now available to answer ACD calls.

⚠ Please note that you should only use **Available** to log on to the ACD system. Using *Sign-In*, *Unavailable*, or *Wrap-Up* will result in ACD calls not being sent to you.
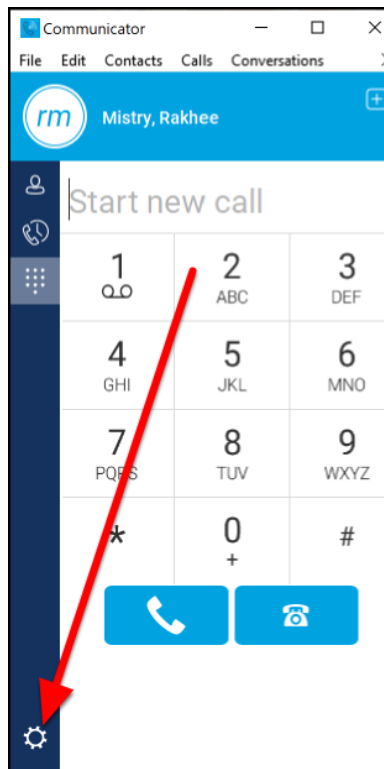

3. To sign out, select Sign-Out. No ACD calls will be sent to you.

⚠ Please note you should use **Sign-Out** even when you go on break. Using *Unavailable* (or *Wrap-Up*) will result in a delay in a caller being transferred to an available agent as the ACD system will make an attempt to send the call to you, find you are unavailable, and then move on to the next agent.
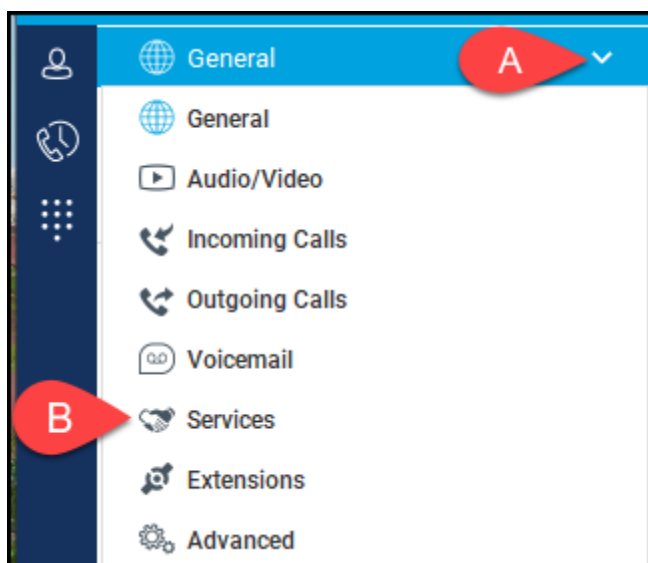
Method 2: Options Menu

1. Click on the Options gear icon.

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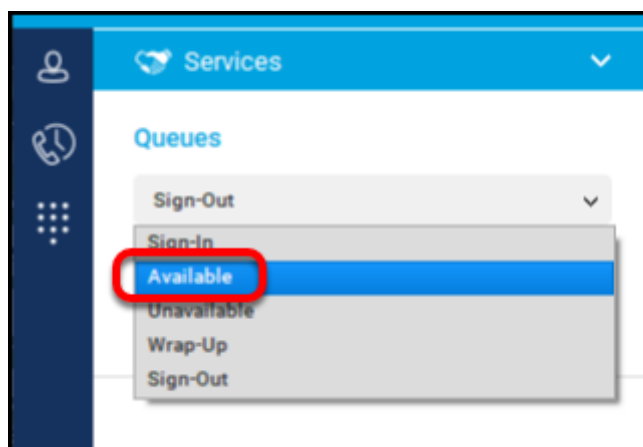
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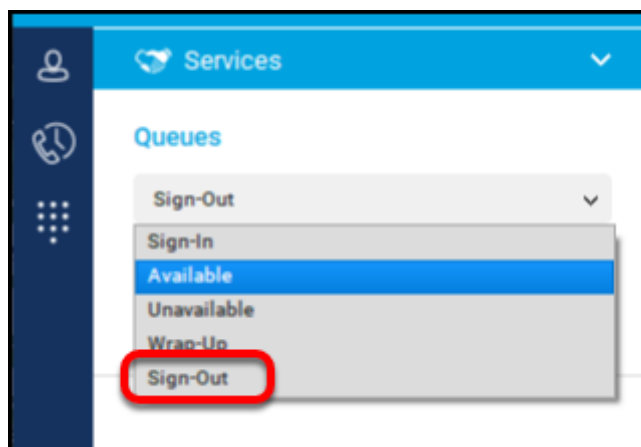## 2. Click on the options drop-down menu and select Services.

3. To sign in, select Available in the Queues drop-down menu. You are now available to answer ACD calls.

⚠️ Please note that you should only use **Available** to log on to the ACD system. Using *Sign-In*, *Unavailable*, or *Wrap-Up* will result in ACD calls not being sent to you.

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4. To sign out, select Sign-Out. No ACD calls will be sent to you.

⚠️ Please note you should use **Sign-Out** even when you go on break. Using *Unavailable* (or *Wrap-Up*) will result in a delay in a caller being transferred to an available agent as the ACD system will make an attempt to send the call to you, find you are unavailable, and then move on to the next agent.

Need More Help?

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