ENREACH CONTACT DESKTOP

USER MANUAL

Date: October 2024

Contents

1 FROM UNIFIED COMMUNICATIONS TO TEAM COLLABORATION

Increasing efficiency in the workplace goes beyond the boundaries of UC. The integration of instant messaging, voice, video and conferencing is crucial to this. Team Collaboration is taken to a new level by logging conversations and all exchanged data. Discussions are extended beyond the boundaries of meetings. The popularity of collaboration software with additional web communication functions shows that the currently available communication solutions do not meet the requirements.

Enreach Contact Desktop meets these requirements - a client solution that combines team collaboration functions with web communication (voice/video group calls).

2 ENREACH CONTACT DESKTOP

Enreach Contact Desktop extends your PBX functionalities on the desktop by seamlessly integrating team collaboration.

The program is available to download for Windows and macOS.

You can initiate, receive and manage calls, regardless of whether you use the integrated softphone, a desk phone or a mobile device. You can also see the presence status of your colleagues.

After downloading, the Enreach Contact Desktop icon will appear in the taskbar.

The application is automatically launched from the Enreach login screen. If the Enreach icon is white , it indicates the availability status. If the symbol lights up red, there is no connection.

> Some screenshots in this document may differ from the actual (current) implementation of Enreach Contact Desktop.

2.1 FEATURES

Enreach Contact Desktop offers the following functions, among others:

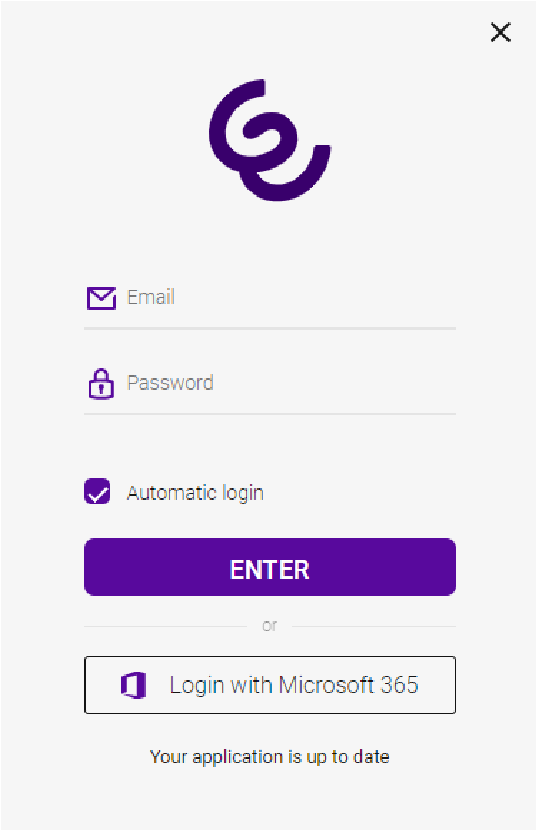
- Call control, see *4 Calling with Enreach Contact Desktop*, page 33
- MEETINGS integration, see *5 MEETINGS Invitations*, page 41
- Outlook and Google integration, see *3.8.5 Integration settings*, page 28

2.2 LOGIN

To log in to Enreach Contact Desktop, you need the login details provided by your administrator.

To log in to Enreach Contact Desktop

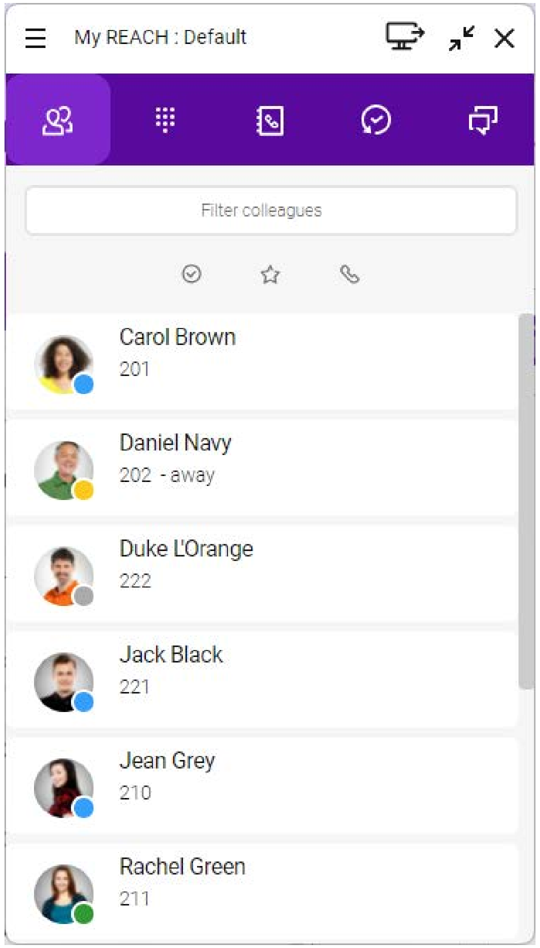
1 Start Enreach Contact Desktop by clicking on the Enreach Contact Desktop icon on your desktop or screen (Mac).



2 Enter your user name and password and click on Log in.
✓ You will be logged in to Enreach Contact Desktop.

> Select the Automatic Login checkbox to automatically log in to Enreach Contact Desktop when you start your computer.

2.3 USER INTERFACE



The Enreach Contact Desktop user interface is divided into five sections that allow you to perform different actions:

- *Internal Phonebook*
- *Dialer*
- *Phonebook*
- *Call history*
- *Chat*

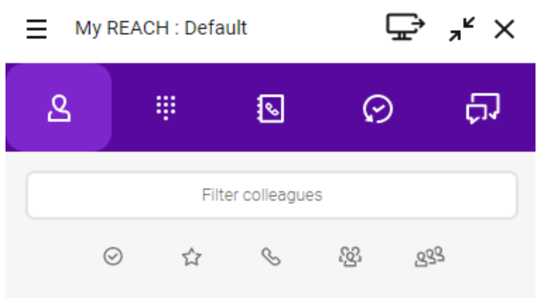
2.3.1 INTERNAL PHONEBOOK

To get an overview of your colleagues and their availability, click on .

> The Internal Phonebook can be edited only with administrator rights and is available to all users in your company.

Search bar

In the search bar you can search by name and phone number. The search query is remembered when you navigate between the tabs.



You can also filter the entries according to various criteria.

- Activate to show colleagues who are online.
- Activate to show your Favorites.
- Activate to show colleagues who are available for calls.
- Activate to filter by groups.

> If you disable the option Show groups in the colleague list settings, the icon to filter groups in the phonebook will not be displayed. See *3.8.6 Colleagues list settings*, page 30.

- Activate to filter by queues.

> If you disable the option Show queues in the colleague list settings, the icon to filter queues in the phonebook will not be displayed. See *3.8.6 Colleagues list settings*, page 30.

> If you have set contacts in the phone book as favorites, they are displayed at the top. The remaining contacts are listed below in alphabetical order.

To expand the options for a contact

1 Move the mouse over a contact.

2 Click on .
✓ The options for the contact will open.

3 Click an icon to perform an action.

- Click on to call the subscriber.
- Click on to send an invitation to an Enreach meeting.
- Click on to open the chat.
- Click on to add a contact to your Favorites or click on to remove a contact from your Favorites.
- Click on to access the contact information.

You can set the behaviour when you click on a colleague in your contact list, see *To set the option 'Click on a colleague in the list to,*, page 31.

Status Display

The status of your contacts is indicated by a coloured dot on the profile picture.

You can set whether to show your status, see *3.4 Presence overwrite*, page 23.

Symbol	State	Explanation
	Available for calls	Contacts that are not logged in to Enreach Contact Desktop but can be reached on a phone or mobile
	Online	Contacts that are logged in to Enreach Contact Desktop
	Away	Contacts who have manually set their presence override to Away.
	Busy	Contacts that are in a call, in a Enreach Meetings session, in an MS Teams call, or have their presence status set to Do Not Disturb
	Offline	Contacts that are not logged in to Enreach Contact Desktop or a device; contacts that have disabled the transmission of their presence status or manually set their status to Show as offline via client

Notification when a contact is available

You can set to receive a notification when a colleague in your contact list becomes available again after a call or meeting.

To set a notification about the availability of a contact

Your desired call partner is currently on the phone or in a meeting and has the status Busy (red).

1 Move the mouse over the contact in your contact list.

2 Click on .
✓ The options for the contact will open.

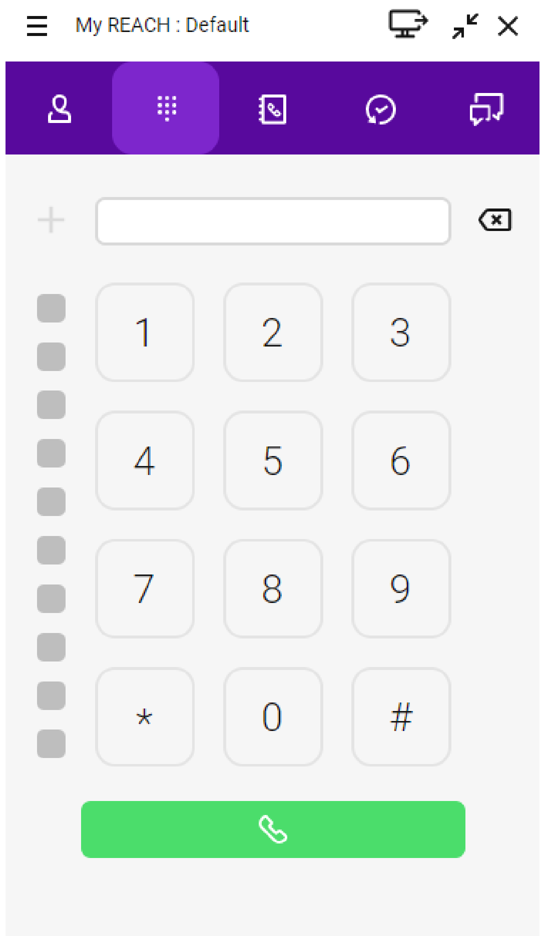
3 Click on .
✓ You have set the notification about the availability of the contact.
The other party ends the call and the status changes to online (green).
✓ You will receive a notification about the availability of the contact.

4 Click on to call the contact directly.

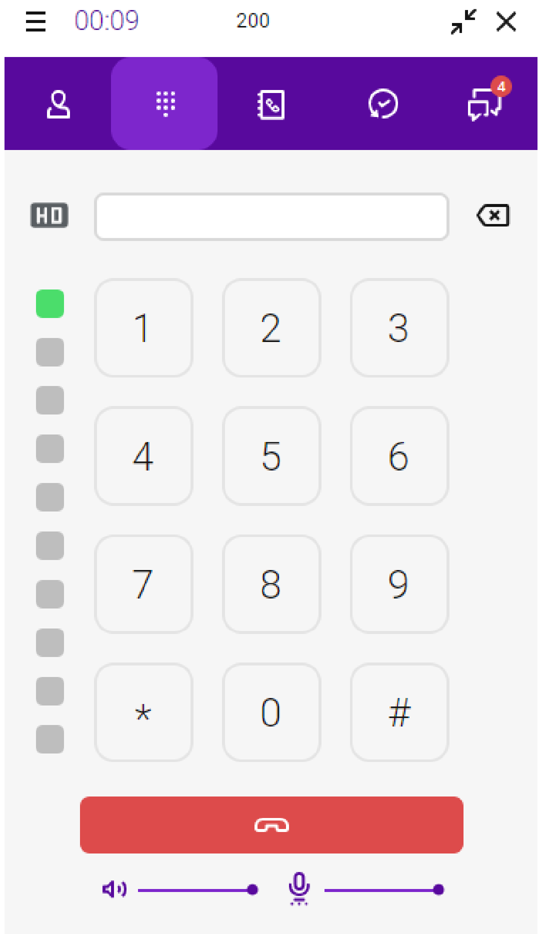
2.3.2 DIALER

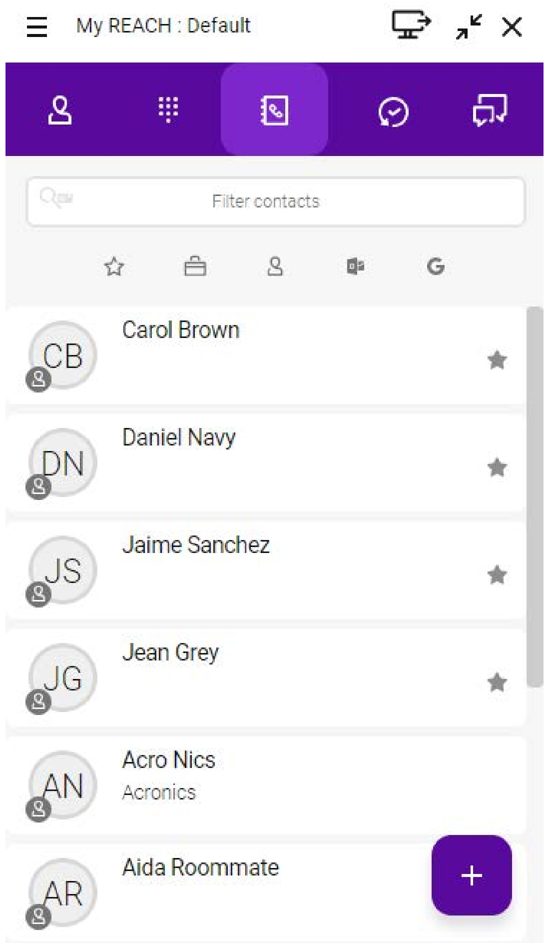
To open the dialer, click on .

You can use the Dialer as on a smartphone, initiating calls to fixed and mobile numbers and company extensions.



During a call, you can adjust the audio and microphone volume and use the Line keys on the softphone. See also *4.3 Use of two simultaneous softphone calls*, page 36.



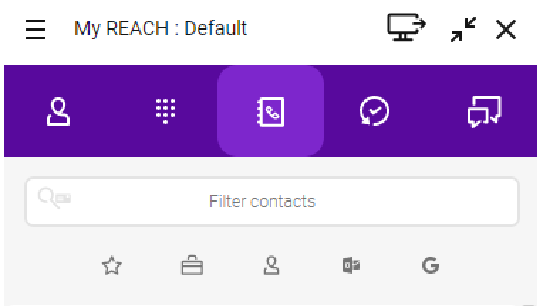


2.3.3 PHONEBOOK

To open the Phonebook, click . The Phonebook contains your external and personal contacts. You can add, modify and remove entries.

Search bar

In the search bar you can search by name and phone number. The search query is remembered when you navigate between the tabs.



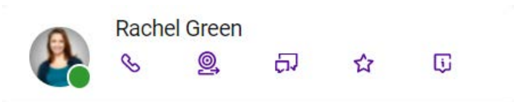
You can also filter the entries according to various criteria.

- Activate to show your Favorites.
- Activate to show company contacts.
- Activate to show personal contacts.
- Activate to show Outlook contacts, if applicable. See *Microsoft integration*, page 28.
- Activate to show Google contacts, if applicable. See *Google Integration*, page 29.

> If you have set contacts in the phone book as favorites, they are displayed at the top. The remaining contacts are listed below in alphabetical order.

To expand the options for a contact

1. Move the mouse over a contact.
2. Click on .
   ✓ The options for the contact will open.



3. Click an icon to perform an action.

- Click on to call the subscriber.
- Click on to edit the contact information.
- Click to delete the contact.
- Click on to add a contact to your Favorites or click on to remove a contact from your Favorites.
- If an email address has been provided for the contact, click on to send an email.
- Click on to access the contact information.

Manage personal contacts

You can add a new personal contact to your phonebook and edit or delete an existing personal contact.

To add a new personal contact

1. On the user interface, click on .
   ✓ The Phonebook opens.
2. Click on + .
3. Enter the desired contact details.
4. Click on Add number.
5. Select the type of number you want to add.
6. Click on OK.
7. Click in the field Enter number and enter the phone number of the contact.
8. Click on Save.
   ✓ The newly created contact will be added to your Personal Contacts.

The execution of the action may take some time.

To edit an existing personal contact

1. On the user interface, click on .
   ✓ The Phonebook opens.
2. Move the mouse over a contact.
3. Click on .
   ✓ The options for the contact will open.

4. Click on .
5. Update the desired fields.
6. Click on Save.
   ✓ The existing contact will be updated.

The execution of the action may take some time.

You can edit only personal contacts that are found within Operator. Personal contacts from third-party sources such as Microsoft, Google or a CRM system cannot be edited.

To delete an existing personal contact

1. On the user interface, click on .
   ✓ The Phonebook opens.
2. Move the mouse over a contact.
3. Click on .
   ✓ The options for the contact will open.

4. Click on .
5. Click on Yes.
   ✓ The contact will be deleted.

Search for contacts within your CRM

Make sure that Enreach Connect is activated and that you have a link with your CRM of choice. For further information see *Enreach Connect*, page 28.

To search for contacts within your CRM

1. On the user interface, click on .
   ✓ The Phonebook opens.
2. Enter your search query in the search bar.
3. Click on .
   ✓ You search within your CRM and up to five best fitting results are shown.
   ✓ Click on the name of the contact to make a direct call.

2.3.4 CALL HISTORY

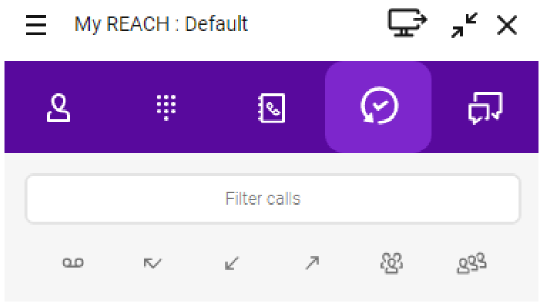
To open the call list, click . The call list provides an overview of your calls. All missed, received, outgoing calls, received voicemails forwards are displayed.

Symbol	Explanation
	Missed call
	Received call
	Outgoing call
	Voicemail
	Answered call after forwarding
	Unanswered call after forwarding

Click on the profile picture of an entry to view the contact's user profile and to start a call.

Search bar

In the search bar of the Call History, you can search by name and phone number. The search query is remembered when you navigate between the tabs.



You can also filter the entries according to various criteria.

- Activate to show all Voicemails.
- Activate to show all missed calls.
- Activate to show all received calls.
- Activate to show all outgoing calls.
- Activate to show all inbound group calls.
- Activate to show all calls offered to a queue.

Voicemails

The Call History provides access to your voicemails. You can select individual messages to listen to or remove them.

To listen to your Voicemails

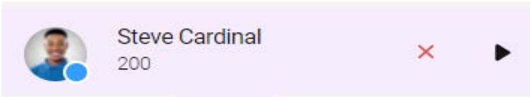
1 Click on .

✓ The Call History opens.

2 Filter the entries in the Call History by clicking .

✓ All voicemails are displayed.

3 Move the mouse over the entry of the voicemail you want to listen to.



4 Click on ▶ to listen to the voicemail or

Click on ✖ to delete the voicemail.

Unresolved phone numbers

You can add contact details to an unresolved phone number in your Call History and add the contact to your Personal Contacts.

To add contact information to an unresolved phone number from the Call History

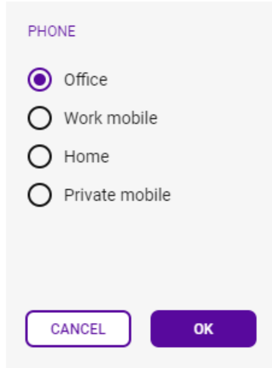
1 On the user interface, click on .

✓ The Call History opens.

2 Move the mouse over the entry with the unresolved phone number.

3 Click on +.

4 Select the type of number you want to add.



5 Click on OK.

6 Enter the desired contact details.

7 Click on Save.

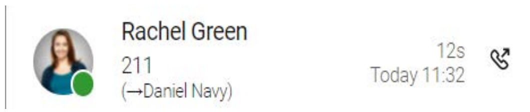
✓ The newly created contact will be added to your Personal Contacts.

The execution of the action may take some time.

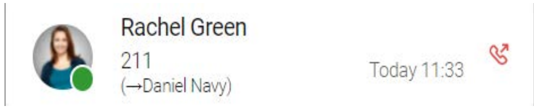
Forwarded calls

The call history displays information about forwards. If you have activated call forwarding and an incoming call is forwarded, an entry appears in the call list.

Example: Rachel Green called you. You have active forward to Daniel Navy. The call is forwarded. Daniel Navy answered the call :



Example: Rachel Green called you. You have active forward to Daniel Navy. The call is forwarded. Daniel Navy did not answer the call :



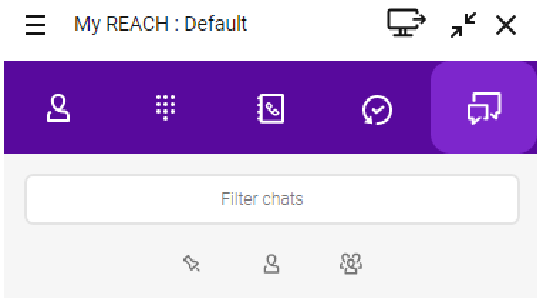
2.3.5 CHAT

To open the chat, click on . In the chat you can send messages, start calls and send Enreach Meetings invitations. Web pages shared in Enreach Contact Desktop are displayed as links, shared locations are displayed with Google Maps recognition.

> All your messages are also available via Enreach Contact Mobile.

Search bar

In the search bar you can search for chats with specific contacts. The search query is remembered when you navigate between the tabs.



You can filter the entries according to various criteria.

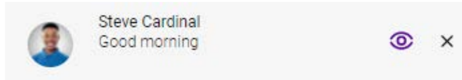
- Activate to show chats that you have pinned.
- Activate to show single chats or activate to show group chats.

> If you have pinned chats, they are displayed at the top. The remaining chats are listed below according to their topicality.

Single Chats

In a single chat, you exchange messages with one participant.

When you receive a chat message, you will get a notification.



To start a single chat

1 Click on .
2 In the search bar, enter the name of the contact you want to start a chat with.
3 Click on the respective Contact.
✓ The chat window opens.
4 Enter your message in the message box.
5 Click on .
✓ Your message is sent to the respective contact.

To start a call from a single chat

1 Click on .
✓ The chat participant is called.

To expand the options for a Single Chat

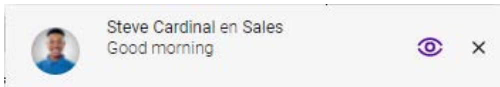
1 Move the mouse over a chat.

2 Click on .
✓ The options for the chat will open.

3 Click an icon to perform an action.
- Click on to call the subscriber.
- Click on to send an invitation to Enreach Meetings.
- Click on to open the chat.
- Click to delete the chat.
- Click on to pin the chat or on to unpin the chat.
- Click on to mute the chat or on to unmute and receive notifications in this chat.

Group Chats

In a group chat you exchange messages with several participants. When you receive a message in a group chat, you will get a notification.



To start a new group chat

1 Click on and then on .

2 Use the filter function and select the contacts you want to start a group chat with.

3 Click on OK.

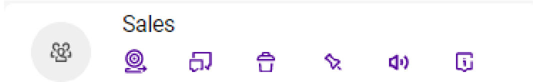
4 Enter the group chats name.

5 Click on OK.
✓ The group chat is created and you can send messages to the participants.

To expand the options for a group chat

1 Move the mouse over a group chat.

2 Click on .
✓ The options for the chat will open.



3 Click an icon to perform an action.
- Click on to send a Enreach Meetings invitation to the members of the group chat.
- Click on to open the chat.
- Click on to delete the chat, if applicable. You must be the administrator of the group chat to be able to delete it.
- Click on to pin the chat or on to unpin the chat.
- Click on to mute the chat or on to unmute and receive notifications in this chat.
- Click on to view the group chat information and edit the group chat, if applicable.

To edit a group chat

1 In an group chat, click on .
✓ The name and members of the group chat are displayed.

You can edit the group chat only if you are the administrator of the group chat and have created the group.

2 Click on Edit.
✓ You can change the name of the group chat, add members ⊕ and delete members ⊗.
3 Click on OK.
✓ Your settings are saved.

Enreach Meetings Invitations

You can send invitations to Enreach Meetings to participants of a single or group chat.

To invite chat participants to Enreach Meetings

1 In a single or group chat, click on the Meetings button.
✓ The invitation is sent.

An invitation to Enreach Meetings expires after 15 minutes.

For further information on Enreach Meetings see *5 MEETINGS Invitations*, page 41.

Sharing files

You can share images, videos and files with your colleagues.

To share files

1 In a single or group chat, click on +.
2 Select the file you want to share.
3 Click on Open.
✓ The file is sent to the respective contact(s).

Editing and deleting messages

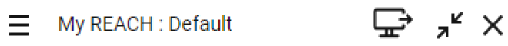
You can edit or delete your own messages.

To edit or delete a message

1 Move the mouse over a message in a single or group chat.
2 Click on •••.
✓ You can edit or delete your message.

Sent files can also be deleted in this way.

2.4 STATUS BAR



You can quickly access important functions via the function bar.

- Menu
- Device selection
- Minimize/Maximize
- Close

2.4.1 MENU

To open the menu, click on ☰.

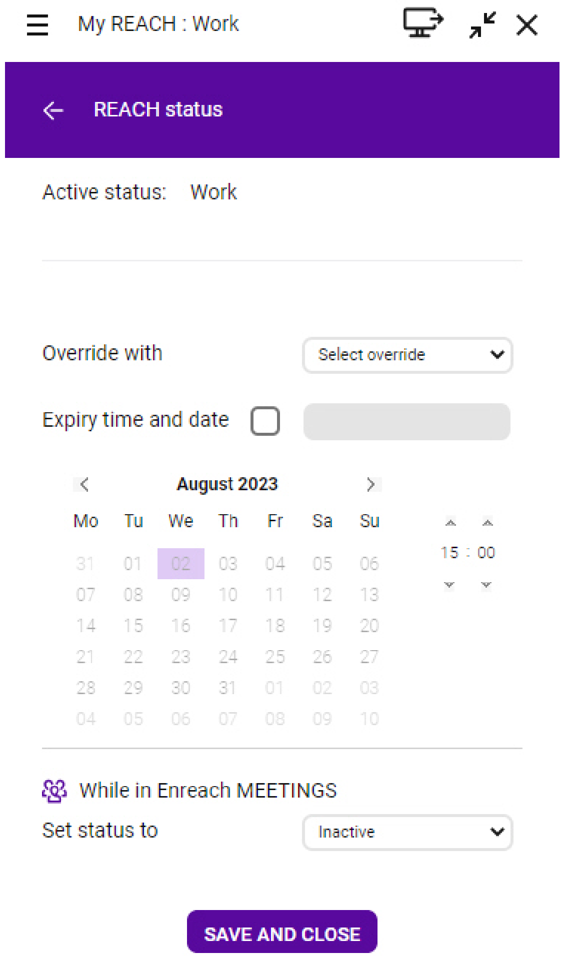
You can change various settings in the menu, see *3.8 Settings*, page 26.

2.4.2 MY REACH OVERRIDE

My REACH shows your current REACH status. Your REACH status depends on the configuration made in the REACH app or in operator.

> You can create one or more status(es) in the REACH app (for Android or iOS) or online (operator). For more information about REACH, see the documentation for REACH.

To open the REACH status settings, click on your current My REACH Status.



Set manual status override

You can overwrite your current status with a manually set status.

To activate the manual status overwrite

1 Click on your **My REACH** status.

2 Select the status you want to set manually from the Override with dropdown list.
3 If required, select the day and time when the manually set status expires.
4 Click on Save and Close.
✓ Your manually set status override is active.

If the manually set status is activated, the selection of the status "While in Enreach Meetings" is deactivated or overridden. To use the status "While in Enreach Meetings", the manually set status must be deactivated.

To deactivate the manual status overwrite

You have set a manual status override.

1 Click on your My REACH status.
2 Click on Disable override.
3 Click on Save and Close.
✓ Your manually set status override is deactivated.

Set status “While in Enreach Meetings or MS Teams call”

If you can choose between one or more REACH status(es), you can link your status to Enreach Meetings or MS Teams. The set status with corresponding routing is automatically set as soon as you are in a Enreach Meetings session or in an MS Teams call. This prevents you from being disturbed by incoming calls during a meeting.

To link your status to Enreach Meetings or MS Teams, you or your administrator have to create at least one status in the REACH App (for Android or iOS) or online (Operator). For more information about REACH, see the documentation for REACH.

To link your status with Enreach Meetings or MS Teams

1 Click on your My REACH status
or
1 Click on Meetings | Status during meeting in the menu.
✓ The REACH status menu opens.
2 At While in Enreach Meetings or MS Teams call, select the status to be set automatically as soon as you are in a Enreach Meetings session.
3 Click on Save and Close.
✓ Your REACH settings are saved.
✓ The selected status becomes active as soon as you are in a Enreach Meetings session or in a MS Teams call.

If you join a Enreach Meetings session as a guest in a web browser, you must first log in as a moderator in the same web browser to activate your availability and the corresponding REACH status While in Enreach Meetings or MS Teams call.

If you are logged in as a moderator in your meeting room, your availability and the corresponding REACH status "While in Enreach Meetings" will become active as soon as at least one guest joins your Enreach Meetings session.

If a manual REACH status override is set, it will remain active while you are in a Enreach Meetings session or in a MS Teams call. To activate your availability and the corresponding REACH status While in Enreach Meetings or MS Teams call, you must deactivate the manual status override, see *To deactivate the manual status overwrite*, page 17.

To deactivate the linking of your status to Enreach Meetings and MS Teams

1 Click on your My REACH status
or
1 Click on Meetings | Status during meeting in the menu.
✓ The REACH status menu opens.
2 At While in Enreach Meetings or MS Teams call, select the status Inactive from the drop-down list.

3 Click on Save and Close.
✓ Your status is no longer linked to Enreach Meetings or MS Teams.

2.4.3 DEVICE SELECTION

To specify from which device you want to start a call (mobile phone, desk phone or desktop), click on .

To select the device from which you start a call

1 In the toolbar, click on "Device selection" to switch to the end device with which a call is to be made.
✓ Calls are initiated via Enreach Contact Desktop.
✓ Calls are initiated via GSM.
✓ Calls are initiated via a desk telephone.

It is also possible to select the device for incoming calls, see *3.2 Incoming device override*, page 23.

2.4.4 MINIMIZE/MAXIMIZE

To minimize Enreach Contact Desktop, click on . The toolbar remains in the foreground if you have selected the corresponding option in the settings.

To enlarge Enreach Contact Desktop to the entire user interface, click on .

2.4.5 CLOSE

To close the window of Enreach Contact Desktop, click . Enreach Contact Desktop will continue to run.

2.5 SOFTPHONE SUPPORT IN A TERMINAL SERVER ENVIROMENT

Enreach Contact Desktop can also be used on a terminal server to control a softphone on a users computer.

This local softphone is mainly used for voice output and recording via a handset or a headset.

The remote calls via the app on the terminal server are made and received in the exact way as if the calls are made when using Enreach Contact Desktop locally. All interactions take place both locally and remotely. The softphone and the locally used audio output devices, such as a headset, are handled by the local Enreach Contact Desktop instance.

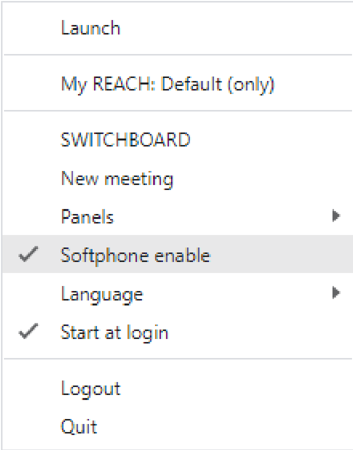
To enable softphone support in terminal server

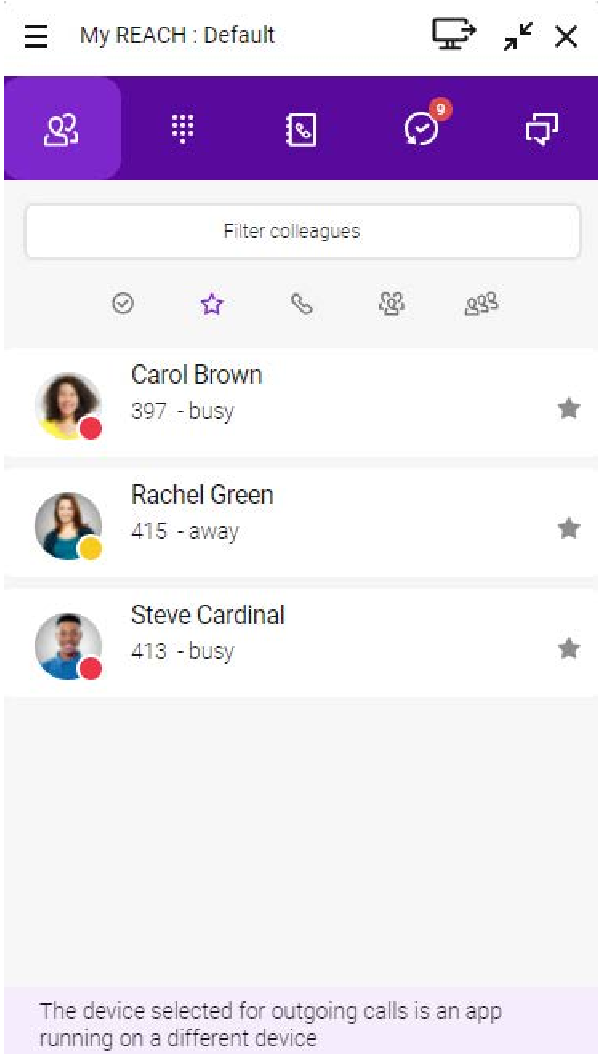
1 Install Enreach Contact Desktop on your local device. This local device is connected e. g. with your headset or other audio device you use in combination with Enreach Contact Desktop.

2 Install Enreach Contact Desktop on your terminal server (e. g. Windows Server or Citrix).

3 Login with the same credentials to both Enreach Contact Desktop instances (local and remote).

4 Disable the softphone on your remote Enreach Contact Desktop instance. You can do this via the context menu in the tray and unmark Softphone enable.





In case your terminal server does not have audio driver, the softphone on your remote Enreach Contact Desktop instance is already disabled.

- ✓ After every login to the remote Enreach Contact Desktop instance or when changing the outgoing device to **softphone**, the application will recognize it is running in a remote setup.

2.6 CONTEXT MENU OPTIONS

You can access the context menu by right-clicking on the Enreach Contact Desktop icon in the notification area of your Windows PC or by clicking on the Enreach Contact Desktop icon in the menu bar of your Mac.

Option	Explanation
Starting	The application is launched and Enreach Contact Desktop opens.
My REACH override	You can set your manual REACH status if necessary or deactivate the override of your status, see *Set manual status override*, page 16.
SWITCHBOARD	The SWITCHBOARD interface opens, see *To log in to SWITCHBOARD*, page 24.
Meetings	Your Enreach Meetings room opens, see *5 MEETINGS Invitations*, page 41.
Panels	You can expand your Enreach Contact Desktop interface with additional windows, see *Panels*, page 20.
Softphone enable	To start and receive calls, your softphone must be enabled. You can tell that your softphone is enabled by the tick in front of this option.
Language	You can select the language in which Enreach Contact Desktop should be displayed.
Start at Login	Enable this option to start Enreach Contact Desktop automatically every time you start your PC.
Help	The online help for Enreach Contact Desktop opens.
Log out	Logs the current user off from Enreach Contact Desktop.
Quit	Exits the Enreach Contact Desktop application.

Panels

You can select, which panels you want to open besides your Enreach Contact Desktop window. You can drag and drop the windows to the desired position on the screen and you can scale the windows.

- Show all
- Online (Show colleagues who are online)
- Favorites
- Colleagues (only for SWITCHBOARD users)
- My queues
- Queue Login

To open the panel "Colleagues" you need a valid license for the SWITCHBOARD option. SWTCHBOARD can optionally be added to Enreach Contact Desktop as an add-on.

How to open Panels

1. Right-click on the Enreach Contact Desktop icon in the notification area of your Windows PC or
   click on the Enreach Contact Desktop icon in the menu bar of your Mac.
   ✓ The Enreach Contact Desktop context menu opens.
2. Select **Panels**.
3. Click on the panel you want to open.
   ✓ The panel opens.

2.7 SHORTCUTS

You can perform certain functions using shortcuts.

Mac users must press the Command key (Cmd) ⌘ instead of "Ctrl" for the shortcuts.

General shortcuts (Enreach Contact Desktop is active but in the background)

Action	Shortcuts
bringing Enreach Contact Desktop to the foreground	Ctrl + Alt + C
bringing Enreach Contact Desktop to the foreground and answer an incoming call	Ctrl + Alt + A
bringing Enreach Contact Desktop to the foreground and rejecting an incoming call	Ctrl + Alt + H

Call control on incoming call (Enreach Contact Desktop in fore-ground)

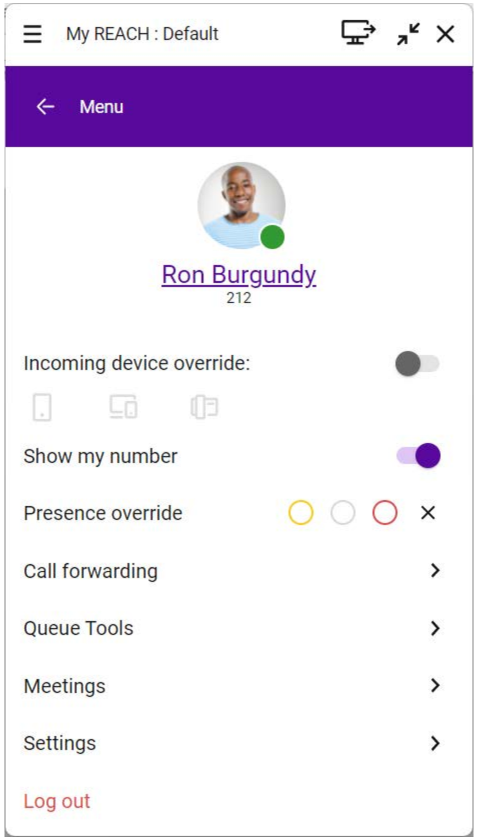
Action	Shortcuts
Answer incoming call	Ctrl + Alt + A
Reject incoming call	Ctrl + Alt + H
Transfer incoming call to a contact (without consultation)	Ctrl + Alt + F
Start transfer without consultation	Ctrl + Alt + B
Forward incoming call to your voicemail	Ctrl + Alt + V

Call control on active call (Enreach Contact Desktop in fore-ground)

Action	Shortcuts
End a call	Alt + H
Switch end device	Alt + D
Hold Switch	Alt + P
Transfer to a contact (opens the options for selecting the transfer type)	Alt + F
Start transfer with consultation	Alt + C
Confirm transfer after consultation	Alt + T
Start transfer without consultation	Alt + B
Start or merge audio call with 3 participants	Alt + M
Toggle between calls during consulted transfer	Alt + Up arrow or Alt + Down arrow

3 CONFIGURE ENREACH CONTACT DESKTOP

Click on the menu icon ☰ to open the settings.



You can make various configurations.

Profile

Incoming device override

Show my number

Presence overwrite

Call forwarding

Queue Tools

Meetings

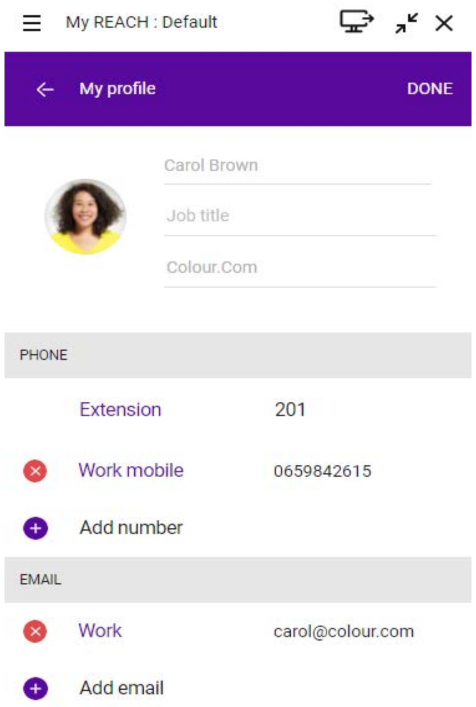
Settings

3.1 PROFILE

Your profile contains user-specific information. You can change your profile picture, job title and add phone numbers or email addresses.

To edit your profile

1. In the menu, click on your name.
2. Click on **Edit**.



3 You can customize your profile picture, job title, phone number(s) and email address.

4 Click on Save to save your changes.
✓ Your changes are saved and are visible to your contacts.

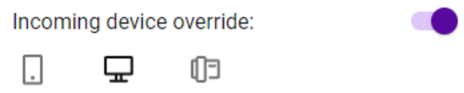
3.2 INCOMING DEVICE OVERRIDE

You can configure on which device incoming calls are offered.

To select which device will signal incoming calls

1 Activate the Incoming device override option in the menu.

2 Click on the device on which you want to receive calls for you.



Symbol colour	Explanation
White	The device is available but is not selected.
Blau	The terminal device is selected. Incoming calls are signalled on this terminal.
Grey	The device is not available.

3.3 SHOW MY NUMBER

If you want to suppress your (telephone)number, you can turn off the toggle of Show my number.

3.4 PRESENCE OVERWRITE

You can change your presence status manually via Enreach Contact Desktop. Your status is visible to all your colleagues.

To set your presence status

1 In the line Presence override, select one of the following options:

Icon	Explanation
	Click on the yellow circle to set your status to Away (Yellow).
	Click on the grey circle to set your status to Show as offline (grey). Select this function to hide their presence.
	Click on the red circle to set your status to Busy (red).

Icon	Explanation
×	Click the cross icon to stop overwriting the presence status manually via Client. Your presence is automatically updated again and falls back to the status Available (green) when you are available in Enreach Contact Desktop. Your status is changed to Busy (red) when you have a voice call or a meeting via Enreach Meetings.

3.5 CALL FORWARDING

You can set conditional or unconditional call forwarding to your voice-mail or a phone number.

To set an Unconditional Forward

1. Click on **Call forwarding** in the menu.
2. Move the **Enable** slider to the right.
3. Select **Activate Unconditional Forward**.
4. Select **Voicemail** to forward calls to your voicemail
   or
4. Select **Number** to forward calls to a phone number or to a colleague in your contact list.
5. Select a contact from the drop-down list or enter a phone number.
6. Click on **Save**.
   ✓ Call forwarding is active.

You can tell that unconditional forwarding is active by the changed status on the user interface. This also indicates that calls are being forwarded to voicemail or one of your contacts.

To set Conditional Forward

1. Click on **Call forwarding** in the menu.
2. Move the **Enable** slider to the right.
3. Select **Activate conditional forwarding**.
4. Enter a timeout (between 1 and 90 seconds) that determines when incoming calls are forwarded.
5. Select **Voicemail** to forward calls to your voicemail
   or
5. Select **Number** to forward calls to a phone number or to a colleague in your contact list.
6. Select a contact from the drop-down list or enter a phone number.
7. Click on **Save**.
   ✓ Call forwarding is active.

3.6 QUEUE TOOLS

The queue tools give you a graphical overview of all waiting fields (queues) in your company for efficient and convenient call manage-ment in a challenging environment.

To log in to QBOARD

1. Click on **Queue Tools** in the menu.
2. Click on **QBOARD**.
   ✓ You will be automatically logged on to QBOARD.

For more information about QBOARD, see the documentation for QBOARD.

To log in to SWITCHBOARD

You need a valid license for the SWITCHBOARD option. SWITCHBOARD can optionally be added to Enreach Contact Desktop as an add-on.

1. Click on **Queue Tools** in the menu.

2 Click on SWITCHBOARD.
✓ You will be automatically registered with SWITCHBOARD.

For more information about SWITCHBOARD, see the documentation for SWITCHBOARD.

To log in and off queues

1 Click on Queue Tools in the menu.

2 Click on Queue Login.
✓ The list of all queues appears.

3 Slide the slider next to each queue to the right (activated) to log in to a queue or to the left (deactivated) to log out of a queue.

4 Click on Save.
✓ You are logged on to the queue or logged off from the queue.

To log off from all queues simultaneously

1 Click on Queue Tools in the menu.

2 Click on Log out of all queues.
✓ You are logged off from all queues.

> When you have logged out of all queues, you can log in again to the queues you were previously logged in to by clicking the "Back to the previous queues" button. The number of queues concerned is shown in the brackets.

3.7 MEETINGS

You can start a meeting with Enreach Meetings during or outside a call. For more information on starting meetings, see *5 MEETINGS Invitations*, page 41.

To log in as a moderator

1 Click on Meetings in the menu.

2 Select New meeting.
✓ The conference room of the meeting opens.

To copy your meeting link

1 Click on Meetings in the menu.

2 Select Copy room link.
✓ The link to your conference room has been copied to the clipboard and you can send it by pasting it e.g. in an e-mail.

To join a meeting as a guest

1 Click on Meetings in the menu.

2 Select Join meeting.

3 Enter the meeting ID or name.

4 Click on OK.
✓ The meeting waiting room opens.

For more information about Enreach Meetings, see the documentation for Enreach Meetings.

Set status “While in Enreach Meetings”

If you can choose between one or more status(es), you can link your status to Enreach Meetings. The set status with corresponding routing is automatically set as soon as you are in a Enreach Meetings session. This prevents you from being disturbed by incoming calls during a meeting.

> To link your status to Enreach Meetings, you or your administrator have to create at least one status in the REACH App (for Android or iOS) or online (Operator). For more information about REACH, see the documentation for REACH.

To link your status with Enreach Meetings

1 Click on your My REACH status

or

Click on Meetings | Status during meeting in the menu.

✓ The REACH status menu opens.

2 At While in Enreach Meetings, select the status to be set automatically as soon as you are in a Enreach Meetings session.

3 Click on Save and Close.

✓ Your REACH settings are saved.

✓ The selected status becomes active as soon as you are in a Enreach Meetings session.

> If you join a Enreach Meetings session as a guest in a web browser, you must first log in as a moderator in the same web browser to activate your availability and the corresponding REACH status While in Enreach Meetings.

> If you are logged in as a moderator in your meeting room, your availability and the corresponding REACH status While in Enreach Meetings will become active as soon as at least one guest joins your Enreach Meetings session.

> If a manual REACH status override is set, it will remain active while you are in a Enreach Meetings session. To activate your availability and the corresponding REACH status While in Enreach Meetings, you must deactivate the manual status override, see *To deactivate the manual status overwrite*, page 17.

To deactivate the linking of your status to Enreach Meetings

1 Click on your My REACH status

or

1 Click on Meetings | Status during meeting in the menu.

✓ The REACH status menu opens.

2 At While in Enreach Meetings, select the status Inactive from the drop-down list.

3 Click on Save and Close.

✓ Your status is no longer linked to Enreach Meetings.

3.8 SETTINGS

You can configure various settings.

Numbering plans

Audio settings

Video settings

Notification settings

Integration settings

Colleagues list settings

Further settings

3.8.1 NUMBERING PLANS

You can manage accessibility in your company using the numbering plans option. In a numbering plan, your organization’s phone numbers can be linked to internal extensions to route incoming calls in a controlled manner. By setting up time configurations linked to numbering plans, you can automatically manage how and at what time your organization can be reached.

To make changes in numbering plans

1 Click on Settings in the menu.

2 Select Numbering plans.

3 If applicable, select the numbering plan scheme for which you want to make changes.

> If your organization provides only one numbering plan scheme, this step will be skipped.

✓ The available numbering plans of the selected numbering plan scheme are displayed, as well as the type of activation and the currently active numbering plan.

4 Select an available numbering plan or select Use timetable.

5 Click on Save.
✓ The changes in the numbering plan are saved and the numbering plan scheme becomes active.

> To access the options in numbering plans in Enreach Contact Desktop, users must have the Time Configuration permission. This permission can be granted by an administrator in the operator web portal. For more information, refer to the Managed Voice 3 manual.

Possible types of activation

Depending on the selection you have made, you have various options for making changes to the numbering plan. The type of activation is displayed in green when you select a numbering plan scheme.

Display	Explanation
Plan is activated by timetable	The numbering plan is activated according to a configured timetable. Deactivate by manually selecting another numbering plan.
Plan is activated manually	The numbering plan was activated manually. You can select another numbering plan or use the "Use timetable" option.
Plan is activated by holiday table	The numbering plan can only be activated and deactivated in the operator web portal. For more information, refer to the Managed Voice 3 manual.

3.8.2 AUDIO SETTINGS

You can set whether you want to use the loudspeaker and microphone of your end device or a connected headset for making calls. You can choose how an incoming call is signalled and select ringtones for calls.

To specify the audio settings

1 Click on Settings in the menu.

2 Select Audio Settings.

- Microphone
  Specify which microphone you want to use for making calls.
- Start echo test
  Click on Start Echo Test to test the audio output
- Speakers
  Specify which speaker you want to use for making calls.
- Headset control
  Specify whether you want to use headset control and which headset control you want to use. For more information on using a headset, see *4.4 Using a headset*, page 36.
- Ringing
  Specify the device for ringtone output.

3 Use the slider to set the desired volume for each.

4 Click on Save.
✓ Your settings are saved.

> If you are using a headset, under Ringing, select "Communication" | "<Headset type>" if you want to hear the ring tone through your headset, see also *4.4 Using a headset*, page 36.

To set ringtones

1 Click on Settings in the menu.

2 Select Audio Settings.

3 Activate the ringtone by selecting Softphone ringing sound.

4 Specify the desired ringtone in the respective drop-down list.

- Internal call
- External call
- Second call

5 If desired, deactivate the Dialpad audio feedback option if you want to mute the sound of the dialpad.

6 Click on Save.
✓ Your settings are saved.

3.8.3 VIDEO SETTINGS

You can select the camera for video calls and take a picture that you can use as a profile picture.

To set the video settings for the camera

1 Click on Settings in the menu.
2 Select Video Settings.
3 From the drop-down list, select the video source you want to use to make video calls.
4 Click on Save.
✓ Your settings are saved.

To take a profile picture

1 Click on Settings in the menu.
2 Select Video Settings.
3 Click on .
✓ The web camera takes a picture.
4 Click the button again to take a new photo.
✓ The web camera takes another photo. The previous photo is deleted.
5 Click on Use as profile picture.
✓ The photo is saved as your profile picture.

3.8.4 NOTIFICATION SETTINGS

You can specify how notifications for events are displayed or disable notifications.

You can specify the following notification settings:

- Call control
- Meeting notifications
- Missed call notifications
- Voicemail notifications
- Desktop chat notifications

3.8.5 INTEGRATION SETTINGS

Under Integration Settings you will find an overview of available integrated applications. Slide the switch to the right to activate an application or to the left to deactivate it.

Enreach Connect

Enreach Connect allows you to integrate Enreach Contact Desktop with your CRM or ERP package or with your contacts database.

This functionality is available with the Enreach Connect add-on.

Microsoft integration

Microsoft Integration allows you to integrate your Microsoft 365 contacts within Enreach Contact Desktop. Incoming calls from one of your Outlook contacts are displayed with the Microsoft integration in Enreach Contact Desktop. You can also find your Outlook contacts in the phonebook in Enreach Contact Desktop.

In addition, you can synchronize your presence status with Microsoft Teams. If you are in a call (red) in Enreach Contact Desktop, then you will be shown Busy (In a call) within Microsoft Teams.

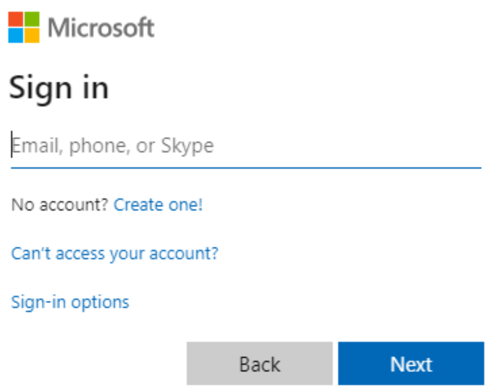
This functionality is available with the add-on Enreach Engage or Enreach Connect.

To enable Microsoft Integration

To activate the integration with Microsoft, you must log in to the Microsoft portal once.

1 Click on Settings in the menu.
2 Select Integration settings.

3 Activate the option Integration with Microsoft.
✓ The following dialog appears:



4 Enter your Outlook e-mail address.
5 Click on Next.
6 Enter your password.
7 Click on Log in.
8 It is recommended to enable the Do not show again option so that you don't have to log in every time you use the integration with Microsoft.
9 Click on Yes.
✓ The interface is set up. Your Outlook contacts are displayed in Enreach Contact Desktop.

To enable Microsoft Teams synchronization

You can synchronize your Microsoft Teams presence status with your Enreach Contact Desktop presence status.

1 Click on Settings in the menu.
2 Select Integration settings.
3 Activate the Presence integration option.
✓ Your Enreach Contact Desktop presence status is synchronized with your Microsoft Teams presence status.

> If you have already used Enreach Contact Desktop with a previous presence integration, you must disable both Microsoft and presence integration in the integration settings and then re-enable them to update your presence in Microsoft.

Google Integration

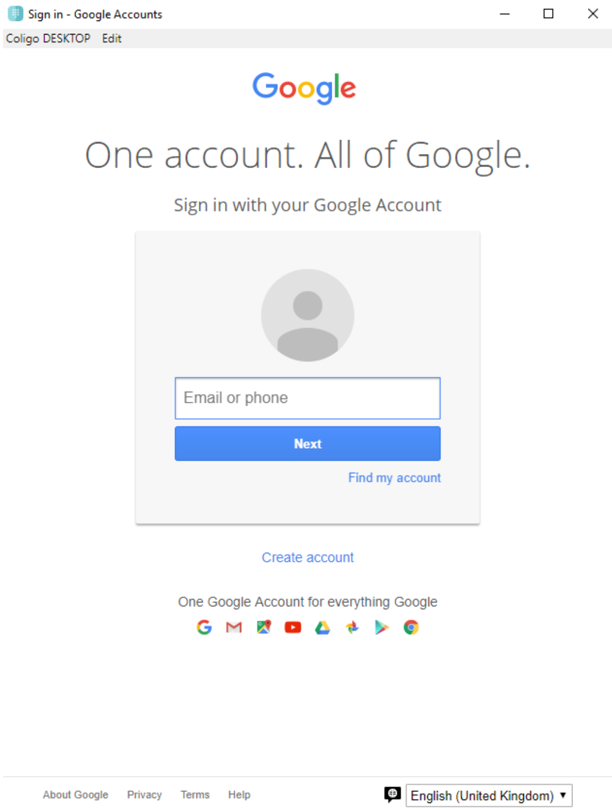
Google Integration allows you to integrate your Google contacts with Enreach Contact Desktop. An incoming call from one of your Google contacts is displayed with the contact's name in Enreach Contact Desktop using Google integration. All your Google contacts can also be found in Enreach Contact Desktop under Phonebook.

This functionality is available with the Enreach Engage add-on.

To enable Google Integration

To activate the integration with Google, you have to register once at the Google portal.

1 Click on Settings in the menu.
2 Select Integration settings.
3 Activate the option Integration with Google.
✓ The following dialog appears:



4 Enter the email address associated with your Google Account.

5 Click on Next.

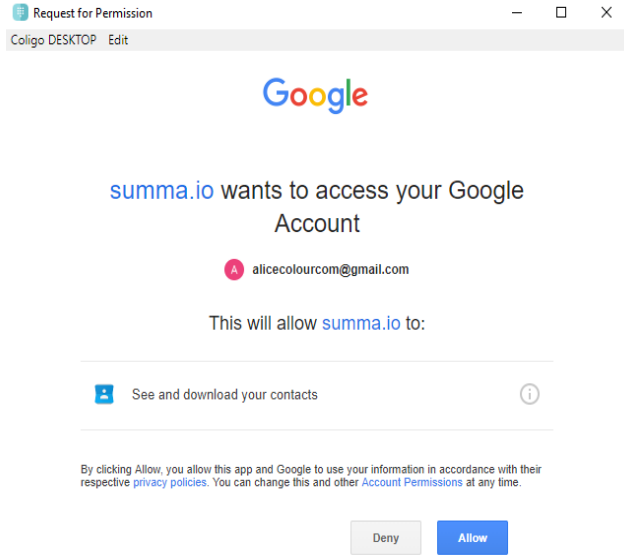
6 Enter your password.

7 Click on Registration.

8 It's recommended to enable the Stay signed in option so that you don't have to sign in every time you use Google integration.

9 Click on Log in.

✓ The following dialog appears:



10 Click on Allow.

✓ The interface is set up. Your Google contacts are displayed in Enreach Contact Desktop.

3.8.6 COLLEAGUES LIST SETTINGS

You can specify which action Enreach Contact Desktop will perform when you click on a colleague in the contact list. You can filter the information that will be displayed.

To set the Colleagues list settings

1 Click on Settings in the menu.

2 Select Colleagues list settings.

3 Select the desired setting:

Option	Explanation
Show groups	Click the check box to enable or disable the display of groups in your contact list.

Option	Explanation
Show queues	Click the check box to enable or disable the display of Queues in your contact list.

4 Click on Save.
✓ Your settings are saved.

To set the option “Click on a colleague in the list to”

1 Click on Settings in the menu.
2 Select Colleagues list settings.
3 Select one of the following options from the drop-down list:
- Expand tile
- Call user ext
- Open chat

4 Click on Save.
✓ Your settings are saved.

3.8.7 FURTHER SETTINGS

Autostart

If you have activated the Autostart option Enreach Contact Desktop will be started automatically every time you start your computer.

Status bar in the foreground when minimized

Enable this option to see the status bar in the foreground when you minimize Enreach Contact Desktop.

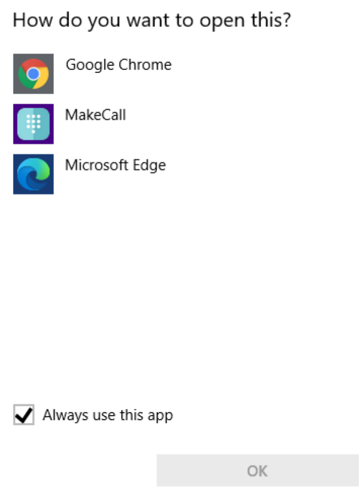
Call control shortcuts

Enable this option to control calls using keyboard shortcuts.

Click to dial

Enable this option to make a call by clicking a phone number in the web browser.

For the use of the application "Dialer" a one-time permission is requested.



1 Select "MakeCall" and activate the checkbox Always use this app.
2 Click on OK.
✓ The call is set up.

Set call hotkey

Specify which hotkey you want to use to dial a highlighted phone number and make a call.

Language

Select the language in which Enreach Contact Desktop should be displayed:

- German
- English

- Dutch

3.9 LOG OFF

To log out from Enreach Contact Desktop

1. Click on Log out in the menu.
   ✓ You are no longer logged in to Enreach Contact Desktop and will no longer receive calls and notifications.

4 CALLING WITH ENREACH CONTACT DESKTOP

In this chapter you will find detailed descriptions of the Enreach Contact Desktop telephony functions.

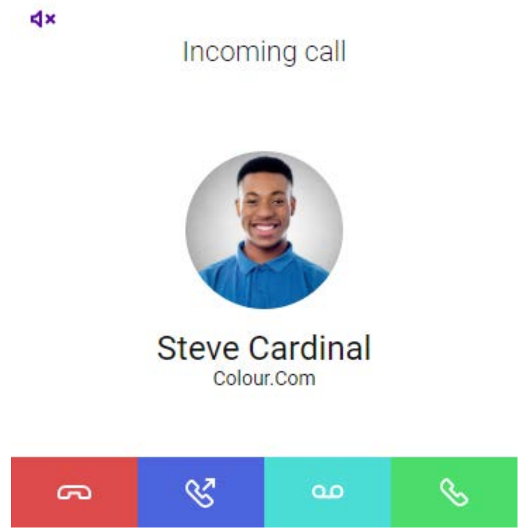
Enreach Contact Desktop has a softphone that allows you to receive and initiate calls via the desktop and to use various call control options. The basic scenarios are explained below.

Calls are managed via the softphone. If you are logged on to aa alternative device, a window opens when a call comes in on one of the additionally connected devices. The call can be transferred, forwarded and terminated. You can change the device without interrupting the call.

Calls made in HD voice quality are indicated by an icon in the call control HD.

4.1 INCOMING CALL

If you receive a call, a call is forwarded to you, or a call is received by a group of which you are a member, an **Incoming Call** pop-up window appears containing the caller's contact information.



To answer a call

1 When you receive an incoming call, click the icon in the pop-up window or on the toolbar.
   ✓ You can now make calls to your call partner via the integrated input and output devices or via a headset.

Privacy group members can see the status of other members in the list and answer a call on their behalf.

To reject a call

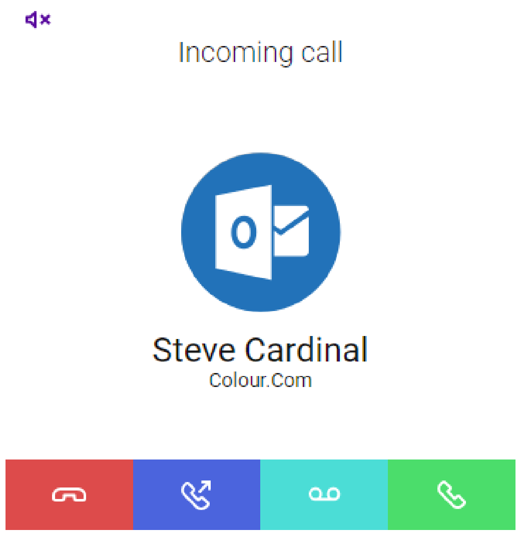
1 When you receive an incoming call, click the icon in the pop-up window or on the toolbar.
   ✓ The call attempt is interrupted immediately.

To mute the ringtone on an incoming call

1 When you receive an incoming call, click the icon at the upper left of the pop-up window.
✓ The ringtone is muted.

Incoming calls from Outlook or Google contacts

With Microsoft and Google integration, incoming calls from one of your Outlook or Google contacts are displayed with names in Enreach Contact Desktop.



For further information see also *3.8.5 Integration settings*, page 28.

To forward an incoming call to your voicemail

You are receiving a call.

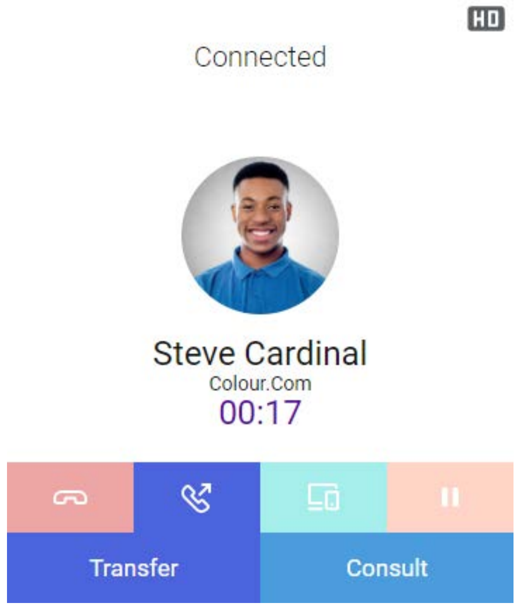
1 Click on .
✓ The call is immediately forwarded to your voicemail.

4.2 TRANSFERRING CALLS

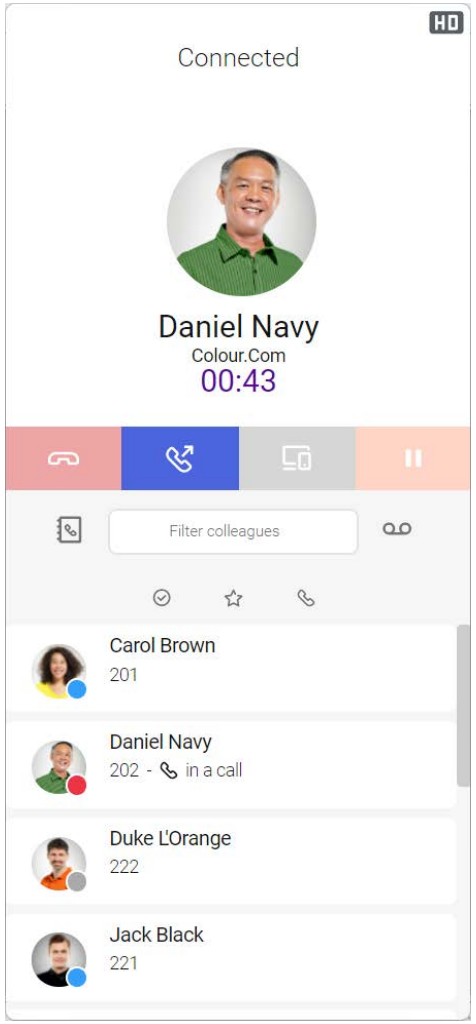
With Enreach Contact Desktop you can easily transfer an incoming or answered call to another contact or to another device.

To transfer an active call to another contact

1 During a call, click on .
✓ The contact selection menu appears.



2 Click on Transfer to transfer the call without consultation or click on Consult to start a consultation call.
✓ In any case a menu for contact selection appears.



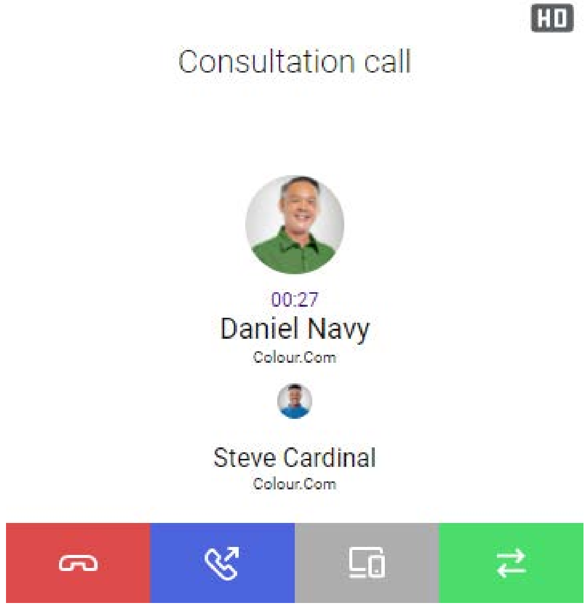
You can choose whether to select a contact from your phonebook or from your colleague list.

3 Click next to the search bar to display your phonebook.

Click next to the search bar to view your list of colleagues.

4 Click on the respective contact.

If you have decided to consult, the first subscriber is put on hold and you can call and consult with the other subscriber.



5 Click on to switch between parties.

6 Click on .

7 Click on Transfer to connect the participants with each other.
or

8 Click on Conference to start a conference with both participants.

To transfer an active call to one of your devices

1 During a call, click on .

2 Select the device to which you want to forward the call from the list displayed.

✓ The selected device rings.

3 Answer the call on the device.
✓ You can continue the call.

4.3 USE OF TWO SIMULTANEOUS SOFTPHONE CALLS

The Enreach Contact Desktop softphone has two lines.

You can easily put a call on hold and start a second call and switch between lines at the click of a mouse.

You can manage the lines using the dialer, see *2.3.2 Dialer*, page 7.

Hold

Use the **Hold** function to put the currently active call on hold, for example if you want to make an enquiry or start a second call. When a call is put on hold, your conversation partner hears music on hold.

To put a call on hold

You are having a telephone conversation on a line.

1 Click on .
✓ The Dialer opens.

2 Click on the line with the active call .
✓ The call will be placed on hold, and your conversation partner will hear music on hold. The line symbol turns red .

Click once again on this line to re-activate a connection on hold.

Switch between Lines

You can switch between your lines. If you have a call on a line and switch to another line, your call will be held. The subscriber will hear music on hold.

Switching between different lines is also called Call Swap.

Switch between Lines

If you have two connections, you can switch between the active connection and the connection on hold.

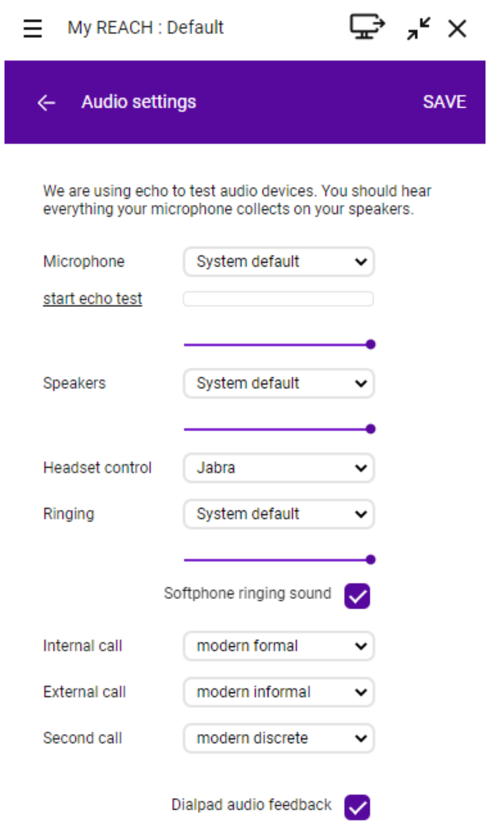
The active line is indicated by the green line key . The line on hold is indicated by the red line key .

1 Click on the line with the held connection .
✓ The active call is now on hold and the previously held call now becomes active.

4.4 USING A HEADSET

You can set up preferences that allow you to perform various call control functions using the buttons on your headset. You can use the buttons on your headset to answer, end, reject, and mute calls.

> You must select the preferred device in the audio settings in Enreach Contact Desktop. This is mandatory for Headset control. The selection System default will not allow headset integration.



The General setting under Headset control connects headsets to Enreach Contact Desktop based on Human Interface Device (HID) support. Headsets also connect to Microsoft Teams based on HID support. If multiple applications attempt to use the headset at the same time, calls may be interrupted or the headset controls may be temporarily unavailable.

Jabra headsets

If you have a Jabra headset, it is recommended to select Jabra under Headset Control. This provides the best experience for Jabra headsets (see *List of supported Jabra headsets*, page 39).

If you regularly make calls with Microsoft Teams in addition to Enreach Contact Desktop, it is recommended that you use a Jabra headset and set Headset control to Jabra. With Jabra, Enreach Contact Desktop and Microsoft Teams can work side by side without interrupting or dropping calls.

Headsets from other vendors

If you use a headset from another vendor, you can select the General setting under Headset control (various headsets from Poly and Yealink, among others, are supported, see *Support for headsets from other manufacturers*, page 40). This setting is used to connect headsets with HID (Human Interface Device) support to Enreach Contact Desktop.

For example, if you have a Poly or Yealink headset and never or rarely make calls with Microsoft Teams, you can set the Headset control to General. As long as you are not calling through Microsoft Teams, calls from Enreach Contact Desktop will not be disconnected.

For example, if you have a Poly or Yealink headset and make regular calls with Microsoft Teams, you can set the Headset control to Disabled if desired. Then, Enreach Contact Desktop and Microsoft Teams can work side by side without interrupting or dropping calls. However, you will then not be able to use the headset buttons in Enreach Contact Desktop (to answer, end, reject and mute calls via the headset buttons).

Currently, Microsoft Teams does not yet offer an option to disable headset controls within Teams (if it did, headset buttons could still be used within Enreach Contact Desktop).

Headset support

You can use features of headsets in Enreach Contact Desktop. For example, if you want to answer a call, you can do so directly from your headset. Below is an example of what is possible with the Jabra Evolve 65 and 75.

Jabra Evolve 65

RIGHT EARCUP		
	Turn headset on/off	Slide the **On/Off/ Bluetooth** switch to **On** or **Off**

Jabra Evolve 75

	Answer call	Press the **Answer/End call** button
	End call	Press the **Answer/End call** button
	Play/pause music	**Hold (1 sec) the Answer/End call button**
	Reject call	**Double-tap the Answer/End call button**
	Volume up/down	Press the **Volume up** or **Volume down** button
	Next track	Hold (1 sec) the **Volume up** button
	Previous track	Hold (1 sec) the **Volume down** button
	Battery status	Press the **Volume up** or **Volume down** button, when not on a call or listening to music

Jabra Evolve 75

	Function	Action
	Headset on/off	Slide the **On/off/connect** switch
	Answer/end call	Tap the **Multi-function** button
	Reject call	Double-tap the **Multi-function** button
	Battery and connection status	Tap the **Multi-function** button when not on a call
	Enable/disable Voice prompts	Press and hold the **Multi-function** button while turning on the headset
	Adjust volume	Tap the **Volume up** or **Volume down** button
	Manual busylight on/off	Simultaneously tap the **Volume up** and **Volume down** buttons
	Enable/disable Busylight function	Simultaneously press and hold (3 secs) the **Volume up** and **Volume down** buttons
	Mute/unmute microphone	Press and hold (2 secs) the **Volume down** button

List of supported Jabra headsets

Note that you select the Jabra option under Headset Control in the audio settings.

Biz	Engage	Evolve	Evolve 2	Link	Pro	Speak
Biz 1500	Engage 50	Evolve 20	Evolve 2 40	Link 360	Pro 930	Speak 410
Biz 2300	Engage 65	Evolve 30	Evolve 2 65	Link 370	Pro 935	Speak 510
Biz 2400	Engage 75	Evolve 40	Evolve 2 80	Link 380	Pro 9450	Speak 710
		Evolve 65			Pro 9470	Speak 750
		Evolve 65e				Speak 810
		Evolve 65t				
		Evolve 75				
		Evolve 75e				
		Evolve 80				

You can find all manuals for the above supported Jabra headsets and features at https://www.jabra.com/support.

It is recommended to use the dongle of the Jabra headset, which may be included in the delivery, in combination with Enreach Contact Desktop.

Support for headsets from other manufacturers

Note that you select the General option under Headset Control in the audio settings.

Poly/Plantronics				
Blackwire	**BT**	**Calisto**	**D series**	**Savi**
Blackwire C420	BT300C	Calisto 3200	D100	Savi 8200 UC
Blackwire C510	BT600	Calisto 5300		
Blackwire C520	BT700			
Blackwire C725				
Blackwire 3315				
Blackwire 5210				

It is recommended to use the dongle of the Poly headset, which may be included in the delivery, in combination with Enreach Contact Desktop.

Yealink			
CP	**UH**	**WDD**	**WH**
CP700	UH36	WDD60	WH62
	UH38		WH66

It is recommended to use the dongle of the Yealink headset, which may be included in the delivery, in combination with Enreach Contact Desktop.

Gigaset
ION

It is recommended to use the dongle of the Gigalink headset, which may be included in the delivery, in combination with Enreach Contact Desktop.

5 MEETINGS INVITATIONS

With Enreach Contact Desktop you can invite contacts from your contact list or chat to Enreach Meetings.

5.1 STARTING A MEETING

To invite a contact from your contact list to Enreach Meetings

1 Open the contact list .

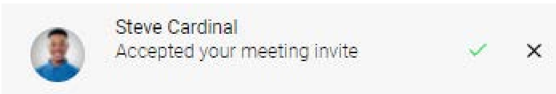
2 Expand the options for the contact you want to invite to Enreach Meetings by clicking on .

3 Click on the meeting invitation icon .

✓ The invitation is sent.

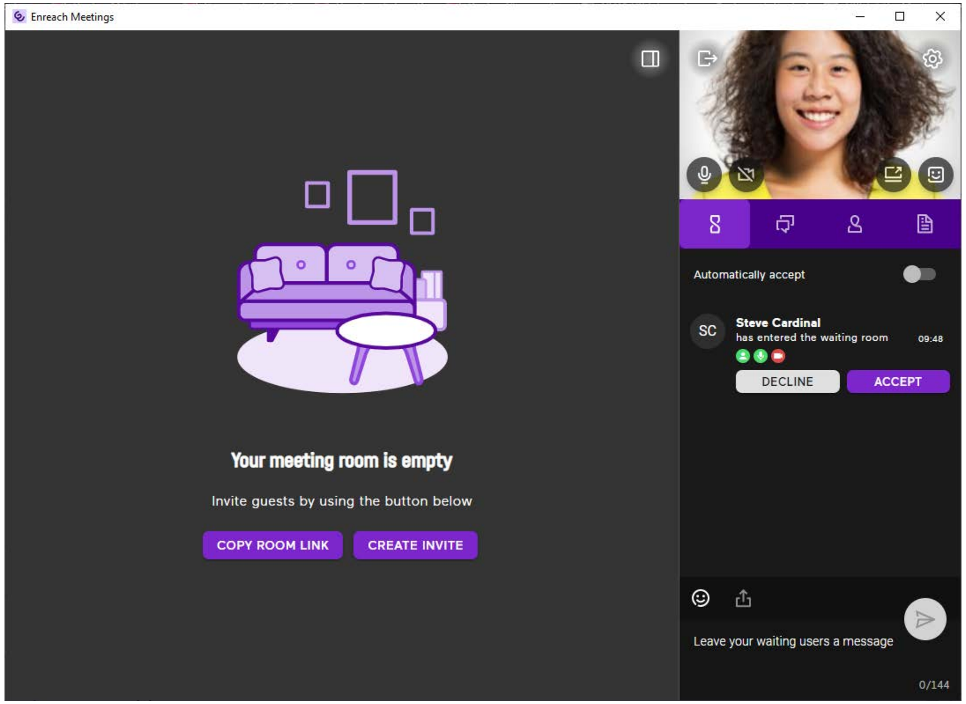
> You can view, edit or delete the invitation in the chat of the contact.

4 If the invited guest has accepted the Enreach Meetings invitation, you will receive a notification.



5 Click on .

✓ The conference room of the meeting opens.



6 Click on ACCEPT to accept the guest's participation.

✓ The guest attends the meeting.

or

7 Click DECLINE to decline the guest's participation.

✓ The guest will receive a notification of rejection, but can request to participate again at any time.

> To ensure that you are not disturbed during a Enreach Meetings session, you can set a "While in Enreach Meetings" status. The status is activated as soon as you are in a meeting with at least one participant. You will not be disturbed by incoming calls during the meeting, as these will be routed depending on the configuration in the REACH app or in operator, see *Set status 'While in Enreach Meetings or MS Teams call*, , page 17.

To start a meeting from a single chat

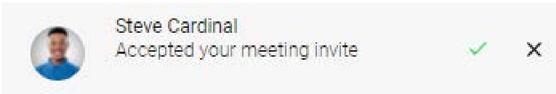
1 Open the chat .

2 Expand the options for the contact you want to invite to MEETINGS by clicking on .

3 Click on the meeting invitation icon .

✓ The invitation is sent.

4 If the invited guest has accepted the MEETINGS invitation, you will receive a notification.



5 Click on .

✓ The conference room of the meeting opens.

To start a meeting from a group chat

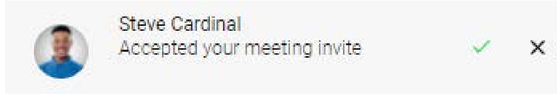
1 Open the chat .

2 Expand the options for the group you want to invite to MEETINGS by clicking .

3 Click on the meeting invitation icon .

✓ The invitation is sent to all members of the group chat.

4 If the invited guest has accepted the MEETINGS invitation, you will receive a notification.

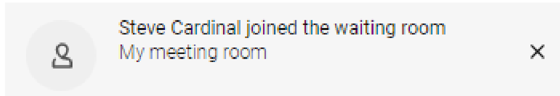


5 Click on .

✓ The conference room of the meeting opens.

To accept or decline guests outside your organization

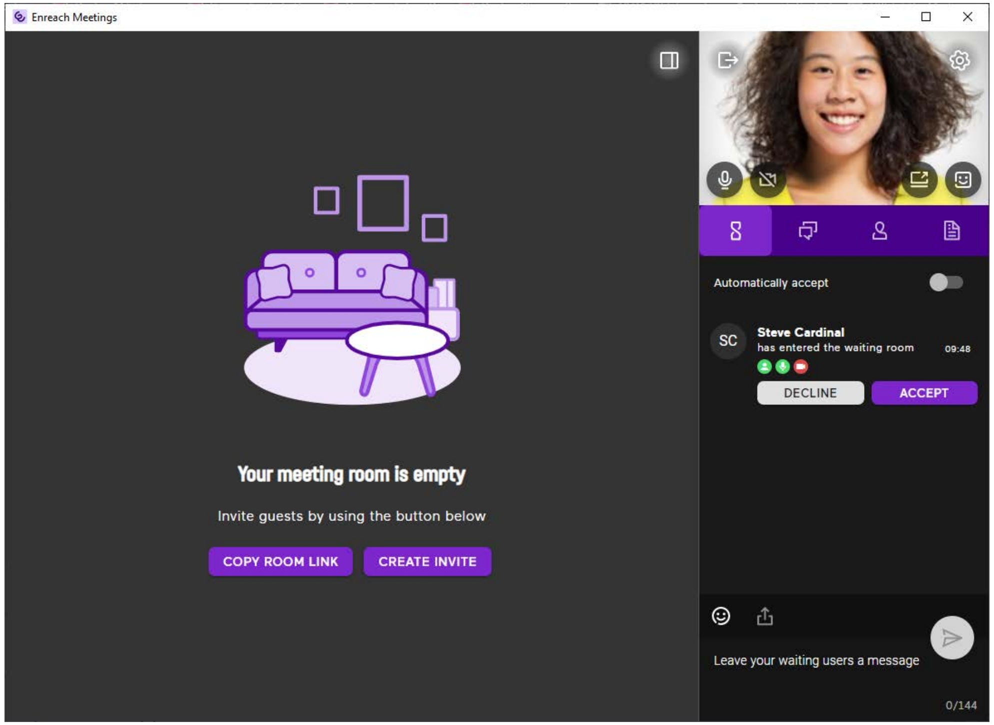
1 You will receive a notification that someone outside your organization is entering the waiting room.



2 Click on to ignore the request.

or

2 Click on the grey area to go directly to the meeting room.



3 Click on ACCEPT to accept the guest's participation.
✓ The guest attends the meeting.

or

4 Click DECLINE to decline the guest's participation.
✓ The guest will receive a notification of rejection, but can request to participate again at any time.

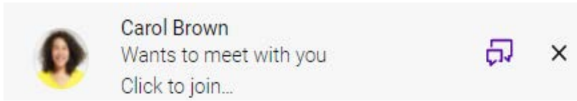
5.2 JOINING A MEETING

You can accept a MEETINGS invitation directly through Enreach Contact Desktop.

> You will find all MEETINGS invitations in the chat. This way you can attend a meeting later. An invitation expires after 15 minutes.

To accept a Enreach Meetings invitation

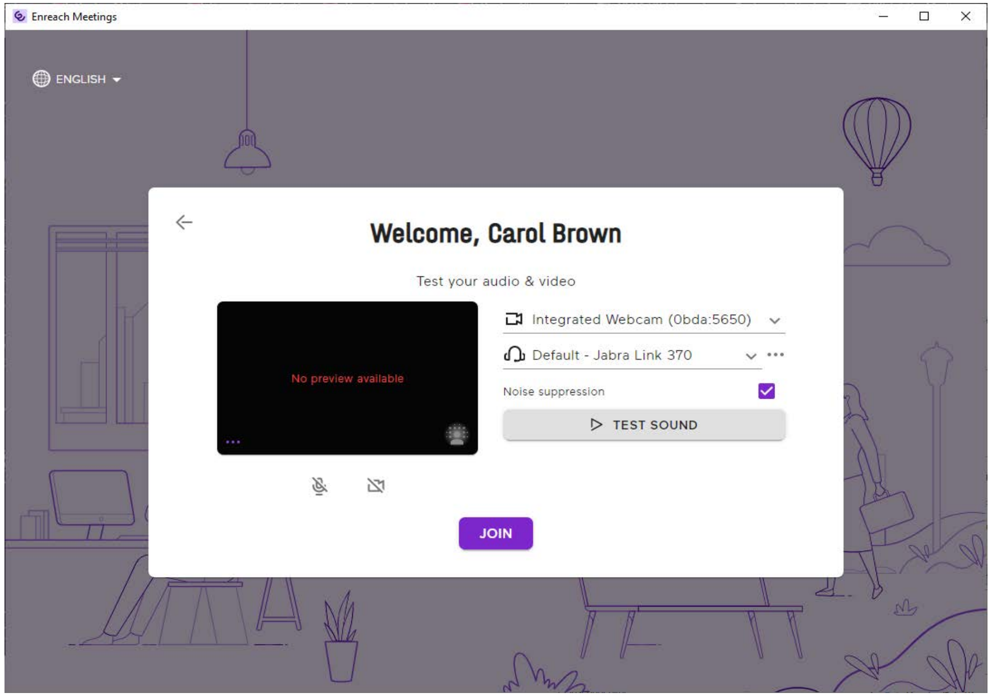
You have received a MEETINGS invitation from a colleague.



1 Click the chat icon to open the meeting request in chat and send a message to the host.

2 Click on the cross symbol ✕ to ignore the request.

3 Click on the grey area to join the meeting.
✓ The meeting waiting room opens.



4 Specify your audio and video settings.
✓ The host will receive a request for your participation. Once your participation has been confirmed, you will be taken to the meeting room.

For more information about Enreach Meetings, see the documentation for Enreach Meetings.

6 SOFTWARE UPDATE

When a new version of Enreach Contact Desktop is available, you will be notified on the login page. From there you can view the notes on the change log and start the update installer with one click. If you are already logged into the app, you will see a notification with a red dot on the tray icon and an update notice in the dropdown list.

6.1 WHAT'S NEW

Enreach Contact Desktop offers additional features, more flexibility and ease of use with each new version.

Version 1.35

Version 1.34

6.1.1 VERSION 1.35

This new version of Enreach Contact Desktop is updated with the following improvements:

Support for HTTP/HTTPS proxy

Caller ID override for outgoing calls

New presence state for Manager

MacOS support for Apple (ARM) processors

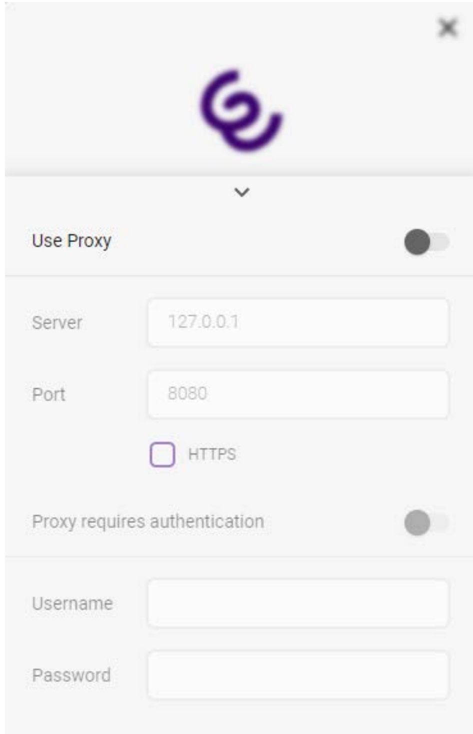
Further improvements

Support for HTTP/HTTPS proxy

From now on Enreach Contact Desktop is also supported in http/https proxy environments.

To set up Coligo DESKTOP in http/https proxy environments

1. Click on in the Enreach Contact Desktop login dialog.
   ✓ The following window appears:



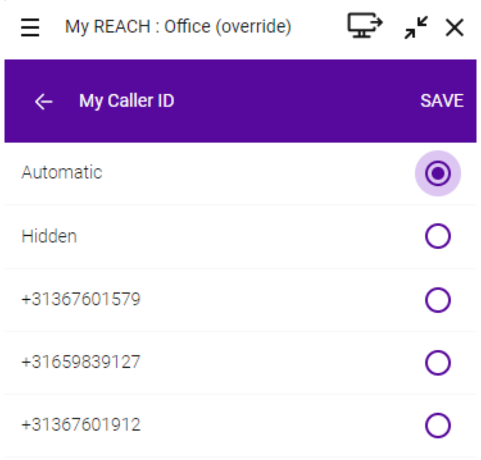
2. Activate **Use Proxy**.
3. Enter the server and the port and, if necessary, activate HTTPS for the HTTPS proxy.
4. If the respective proxy requires authentication, activate the lower switch and enter your user name and password.

Caller ID override for outgoing calls

You have the option of defining your caller ID, which is used for all outgoing calls.

To set your caller ID for outgoing calls

1 Select My Caller ID in the menu.
✓ The following window appears:

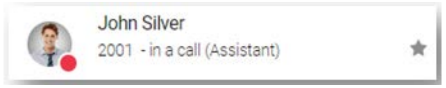


2 Select one of the following options:
- Automatic: uses your REACH configuration to determine the caller ID used for all outgoing calls
- Hidden: hides your caller ID so that you are shown anonymously for all outgoing calls
- Specific caller ID: a number you choose, either your personal or company number, is used as the caller ID for all outgoing calls

New presence state for Manager

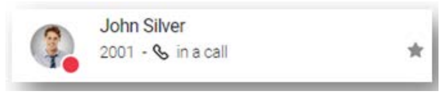
There is a new presence status for managers in the event that an assistant is handling a call on behalf of the manager. Previously, the manager was also shown as busy/in a call for active assistant calls. The assistant could therefore not see when the manager was available to forward an assistant call to the manager, for example.

This has been improved by introducing the presence of busy/in a call (assistant).



The assistant establishes that the manager (John Silver) is actually available as he is handling a call on behalf of the manager. This allows him to forward a call to the manager if necessary.

If the manager (John Silver) is on a call himself, the assistant observes that he is busy.

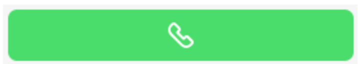


In this scenario, the assistant will not forward a call to the manager as the manager is already in a call.

MacOS support for Apple (ARM) processors

Beginning with the M1 processor, Apple has started to implement ARM architecture in their MacBooks. For MacOS end users with ARM architecture based laptops or desktops, we introduce and recommend to install the Enreach Contact Desktop macOS ARM build.

Further improvements

- Copy voicemail transcription to your clipboard - this nice feature is expanded with copy the transcription to your clipboard. Simply select Copy on the respective voicemail transcription.
- Redialing the last number dialed - an existing function is redialing the last number dialed by clicking on  in the dialer. This feature has been improved by even remembering the last dialed number after you logged out and logged in again.

- Redirect incoming to voicemail intermittent not working – in rare cases redirect incoming call to voicemail does not work, this has been fixed.
- Edit button missing intermittent on group chats – in rare cases the **Edit** button was missing on (mainly old) group chats, this has been fixed.

6.1.2 VERSION 1.34

This version of Enreach Contact Desktop contains the following improvements:

MSI in machine context

Further improvements

MSI in machine context

The installation process for the Enreach Contact Desktop MSI was improved. The benefits are:

- Single installation on terminal server for all users
- User data is still saved in user context for each user

For existing installations of previous MSI version, please deinstall previous MSI and install this new MSI. You can find the new MSI via desktop.coligo.com.

Further improvements

- Special characters allowed and resolved when entering number during transfer: special characters such as brackets are allowed, recognized and resolved when entered during transfer flow.
- Client framework updated: The client framework of Enreach Contact Desktop has been updated (Electron 30) to be up to par with contemporary standards.
- Answer button missing for group calls within remote Enreach Contact Desktop setup: When using Enreach Contact Desktop in remote setup (eg terminal server) the answer button was not available on the remote instance of Enreach Contact Desktop. This has been fixed.
- Presence override improved: In case you set a presence override (such as Busy or Away) this is now stored server side. This ensures consistent presence state across all devices.

Manager/Assistant improvements: Intermittently a redundant call control window for call pickup was presented. This has been addressed.

7 REQUIREMENTS

To use Enreach Contact Desktop, you must meet the following network requirements. Make sure your IT administrator is aware of these requirements. If the requirements are not met, Enreach Contact Desktop will not function or will function only partially.

Operating Systems

The latest Enreach Contact Desktop version (v1.34) requires at least Windows 10 (64 bit only) or macOS 10.15 (Catalina).

Network Requirements

The websocket and signaling endpoint iam.voipoperator.eu will no longer be supported later this year. Please upgrade to aim.voipoperator.eu if you upgrade to Enreach Contact Desktop version 1.26.3 or later.

Description	IP address domain	Protocol	Port
TURN/STUN	stun.voipoperator.tel	TCP, UDP	443, 3478
STUN Google One	stun.l.google.com	UDP	19302
Automatic update processes	desktop.coligo.com	TCP	443
WebSocket API connections	iam.voipoperator.eu Update to: aim.voipoperator.eu	TCP	443
Reach API	reachapi.ispworks.nl	TCP	443
Media	89.184.190.0/24	UDP	16384 - 32768
Signalling	iam.voipoperator.eu Update to: aim.voipoperator.eu	TCP	443, 4006

Description	IP address domain	Protocol	Port
File transfer	iamfile.voipoperator.eu	TCP	4006
Enreach Connect Login and Recognition Service (only required when using the Enreach Connect Addon)	40.68.112.237 40.118.63.133 137.135.129.175 Update to: 51.144.182.8	TCP	443
Enreach Connect Download Service (only required when using the Enreach Connect Addon)	52.239.140.202 52.239.142.100 13.80.19.225	TCP	443
Enreach Connect Remote Log Service (only required when using the Enreach Connect Addon)	137.117.182.212	TCP	1339
Microsoft integration	login.microsoftonline.com graph.microsoft.com	TCP	443
Google integration	accounts.google.com content-people.googleapis.com	TCP	443
Queues	api.q.infinity.k8s.ispworks.nl	TCP	443