TouchTone Quick Start Guide: Communicator (Softphone) for Desktop

TouchTone's Communicator allows you to make/receive calls and update phone settings from your desktop. Communicator's features include voicemail retrieval, call history, address book/contacts, call logs, call transfers, and much more.

Getting Started

Download and install TouchTone Communicator (softphone) application.

- [TouchTone Communicator for Windows (EXE)](#)
- [TouchTone Communicator for Windows (MSI)](#)
- [TouchTone Communicator for Skype for Business Integration (EXE)](#)
- [TouchTone Communicator for Skype for Business Integration (MSI)](#)
- [TouchTone Communicator for Mac](#)

Upon opening the TouchTone Communicator Application, you will be presented with a login screen. The username and password are the same as the credentials used for the [TouchTone Web Portal](#).

HINT: Your username is the 10-digit direct dial number (DID) of your phone. You can test your credentials at [businessvoip.touchtone.net](#).

Placing a Call

Depending on your setup there are two ways to place a call.

From a Computer (using headset or speakers, no phone required)

Open the application on your desktop. Type a phone number in the dial pad and press the "Call" button.

From a Phone (IP desk phone required)

Open the application on your desktop. Type a phone number in the dial pad and press the "Phone" button.

When you click this button, your desk phone instantly starts ringing and the call is established from your desk phone. This function depends on whether you have an IP phone configured with your TouchTone service.
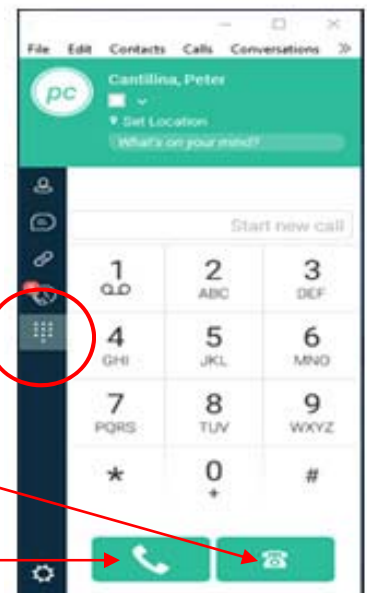
To place a call from your IP phone

To place a call from a computer

Answering a Call

When someone is calling you, you will see a pop-up notification on your screen. You can choose to answer or reject the call. Alternatively, you can silence the incoming call by closing the pop-up notification window. If you silence the call, the ringtone is silenced only. The caller does not see anything on their end.
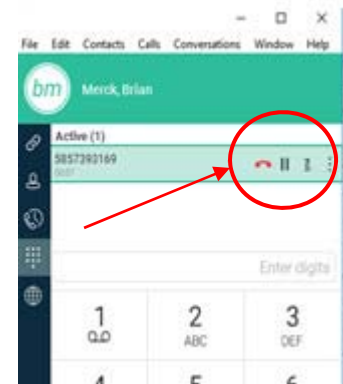
Call Waiting

You can have one active call at any one time. If you receive a new incoming call and accept it, the existing call is put on hold and you can change between these two calls by using the Hold and Unhold button ❚❚

Active Call Functions

During an active call, the following functions can be accessed.

- End a call, press the ⌢ icon.

- To Hold and Unhold, the ❚❚ icon.

- To mute a call, press the 🎙 icon.

- To access Transfer, Conference, and Call Park features, click the ⋮ icon.
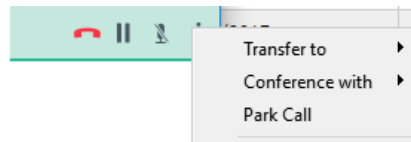
Call Transfer

There are two types of transfers available from the transfer menu.

Transfer Now

This is considered a blind call transfer. Using this option immediately hangs up your line and transfers the call to the intended number/extension.

Attended Transfer

This puts the active call on hold and allows you to announce the call to the intended number/extension before transferring.

Call Park and Retrieve

Call Park is particularly suited for shared environments where one person can answer the call, park it, and continue the call from another device or let somebody else take the call. An ongoing call can be parked against your own extension or another extension on your system.

Call Retrieval works in the same way, the parked call can be retrieved from your own extension or another extension to provide flexibility. A parked call is visible on your desktop in the Active Communications area so that you can easily retrieve it, but only for the duration of the Call Park announcement. After the announcement is over, the parked call disappears from the Active Communications area (since the triggering call is disconnected). After the call disappears from the Active Communications area, the user must remember the extension to which the call has been parked to retrieve it using the Main window menu (or feature access code), unless the call was parked to the one's "own" extension. If the call is not retrieved after a certain time, then the server calls the parking user.

View Call History and Access Voicemail

This tab allows the user to view recent call history and access voicemail. All call history will be displayed in a list. Missed calls will also put a red flag indicating the number of missed calls on the Tab icon.

To access voicemail, click on the words "Voice Mail" at the top.
This will immediately dial into your voicemail system.
 Follow the prompts to listen and retrieve any voicemail.
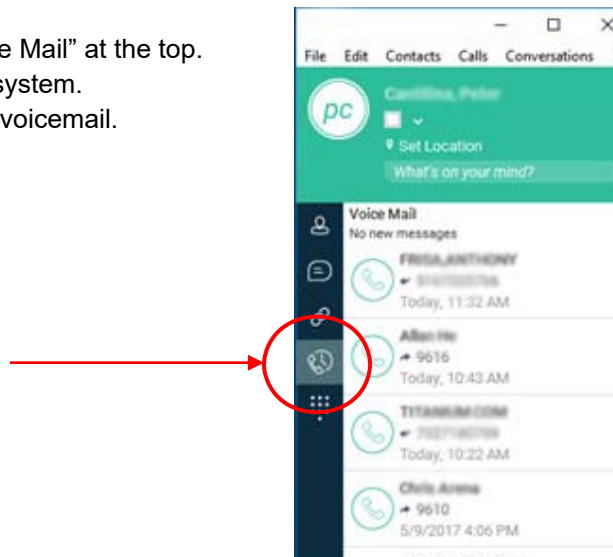
If you have questions about the Communicator feature, please call TouchTone's Business Support Department at 800.900.5474.

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