



## WELCOME!

This guide is intended to get you up and running with the Alaska Voice app for AKVoice or Voice over Internet (VoI) customers. For more information please visit our website at: [alaskacommunications.com/akvoicesupport](http://alaskacommunications.com/akvoicesupport)

This guide covers:

1. Alaska Voice Desktop – A Windows/Mac softphone for calling, instant messaging, and more.
2. Alaska Voice Mobile – An iOS/Android app with full feature dialer, instant messaging, and more.

## ALASKA VOICE DESKTOP

Your Alaska Communications AKVoice or VoI service can be used to make or receive calls from your desk phone, your PC or Mac, and your mobile devices.

For this to work on your desktop, you need to install the Alaska Voice for Desktop software on your PC or Mac. This guide will help you do that.

### ENSURE YOUR COMPUTER IS COMPATIBLE

Alaska Voice for Desktop works on PCs running Windows 10 and MAC OS X 10.7 and later.

You can use your computer's built in microphone and speakers, but you will have a much better audio quality if you use a headset. Alaska Voice works with most common computer headsets including Bluetooth.

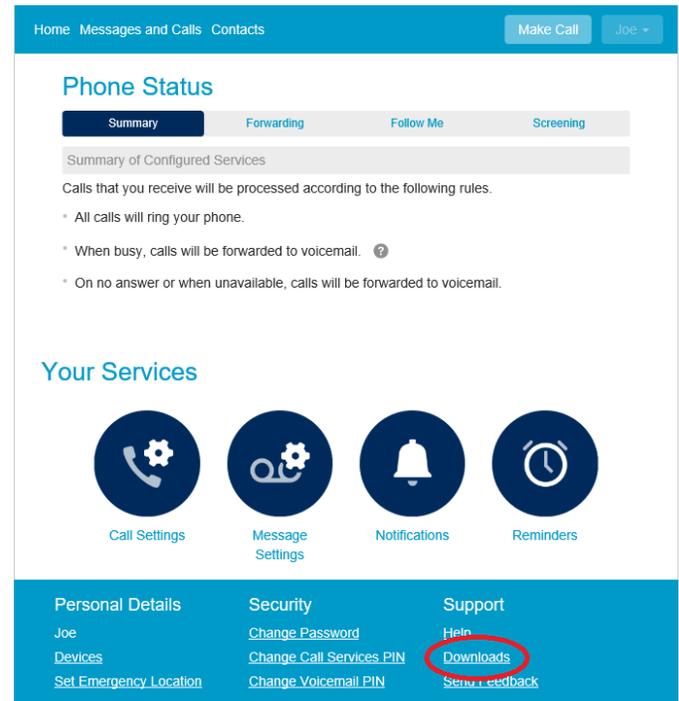
### FIND YOUR PASSWORD

You will need your Alaska Communications ONEplace phone number and password to start using Alaska Voice for Desktop. If you do not have this information, please contact your system administrator.

*If you are the system administrator and have lost the password, please open a password reset request through the AccountView app or by calling technical support at 855-565-2556.*

## DOWNLOAD AND INSTALL THE SOFTWARE

Download Alaska Voice for Desktop and Mobile from your ONEplace portal. Visit [oneplace.alaskacommunications.com](http://oneplace.alaskacommunications.com). Log in to your account. In the lower right of your window, under Support, select Download and follow the prompts.



## EXPLORING ALASKA VOICE FOR DESKTOP

Alaska Voice for Desktop is like having your desk phone on your computer. You can make and receive calls, hold, transfer and make three-way calls.

You can also use Alaska Voice to answer I-ACD hunt group calls, view queue status and log into and out of your queue.

Alaska Voice uses the Wi-Fi, broadband, or mobile Internet service of your desktop to connect to your phone service.

### MAKING CALLS

Making a call is as easy as entering the number on the keypad or clicking on a contact's call button.

If your contact has more than one number, you can choose which number to call from the drop-down list.

If the person you are calling has caller ID, they will see your individual AKVoice or VoI desk phone number.

### RECEIVING CALLS

When someone calls your VoIP phone number, you will see a pop-up window appear on your computer screen and hear a ringing tone through your speakers or

headset. The call will ring simultaneously on your VoIP phone and any other Alaska Voice apps you may have installed.

## DURING THE CALL



While a call is in progress you can use the call window to:

1. Add a participant
2. Transfer a call
3. Perform a CRM look-up (e.g., Salesforce)
4. Put a call on hold
5. Send video (to other Alaska Voice users)
6. Mute your microphone
7. Adjust the volume
8. Access the dial pad
9. Record the call
10. Merge calls
11. End the call (hang up)

You may receive a call while you are already on another call. If you answer the new call, the current call is automatically placed on hold and the new call appears in a new call progress window. Switch between the two calls using the window for each one or click the **Merge calls** icon to conference them together into a single call.

## VIDEO CALLING

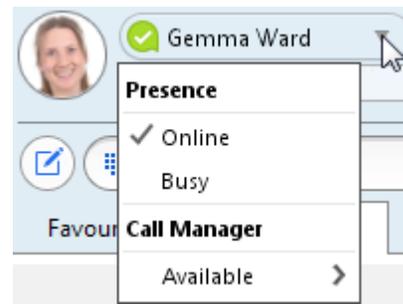
If the person you are talking to is also using the Alaska Voice app, you can upgrade your call to video at any time by clicking the **Video** icon.

## SEND THE CALL TO SOMEONE ELSE

Use the **Call Transfer** icon to send the call to any other number. A menu will pop-up allowing you to select a contact, or you can type in the number. You can also transfer the call to another Alaska Voice enabled device.

## PRESENCE

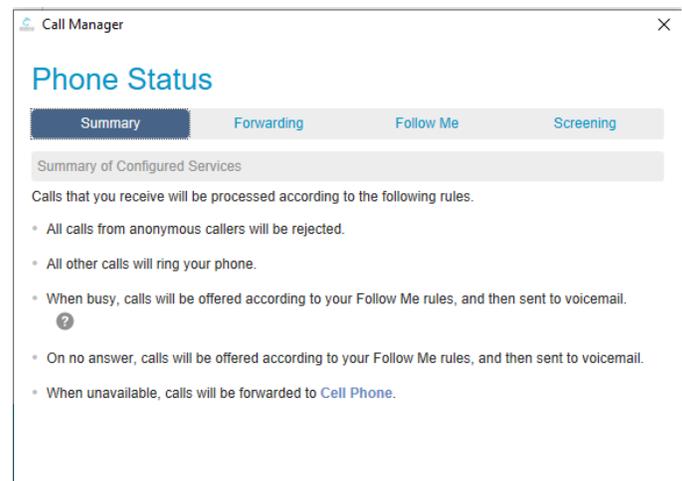
Let other Alaska Voice users in your organization know whether you are available or busy by setting your phone presence to **Online** or **Busy**.



Your presence automatically shows when you are **Away**, **On the Phone**, or **In a Meeting** (with Outlook integration).

## CALL MANAGER

You can use the Alaska Voice app to change your call handling settings. Click on the **Tools** menu and select **Call Manager** to open the pop-up window.



From this window you can configure call forwarding, find me / follow me and call screening (do not disturb) options.

## YOUR CONTACTS LIST

Alaska Voice will automatically include all the extension in you Vol or AKVoice system. If you use Microsoft Outlook for Windows, Alaska Voice will attempt to import your Outlook contacts.

## VISUAL VOICEMAIL



If you have a voice message, the Message button changes color and indicates the number of messages received. Click on the button to see a list of messages.

## EMERGENCY CALLS

Alaska Voice lets you make calls from anywhere. Therefore, you must update your emergency location in the ONEplace portal prior to placing a 911 call so the correct information can be routed to the emergency operator.