

How to log onto the phone, Bridge Operator Communications (BOC), & the Agent desktop.

1. Before you login, make sure your headset is connected to the phone.



2. Press the “Services” button on the phone and then Select “Extension Mobility”.



3. Enter your agent# as the UserID and “2465” as the PIN. Submit that information.



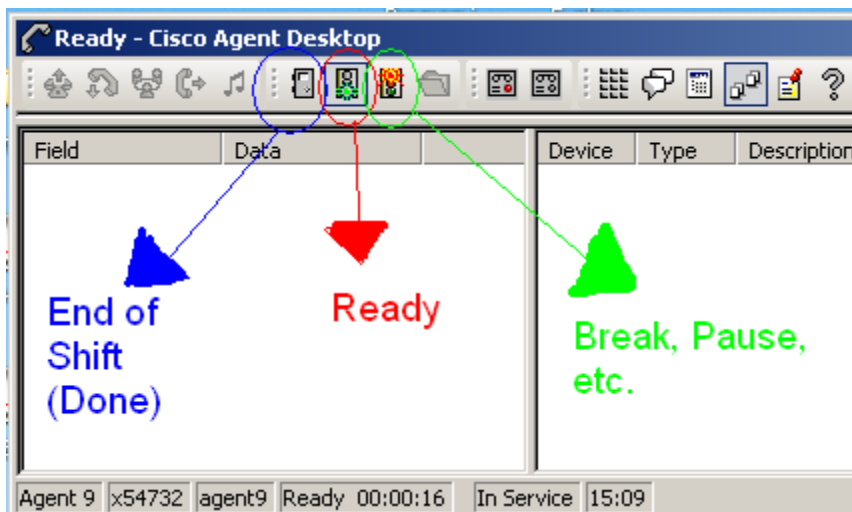
- Click on the “Agent” icon found on the desktop.



- Enter your agent# again as the ID and your 5-digit extension number as the Password and Extension.



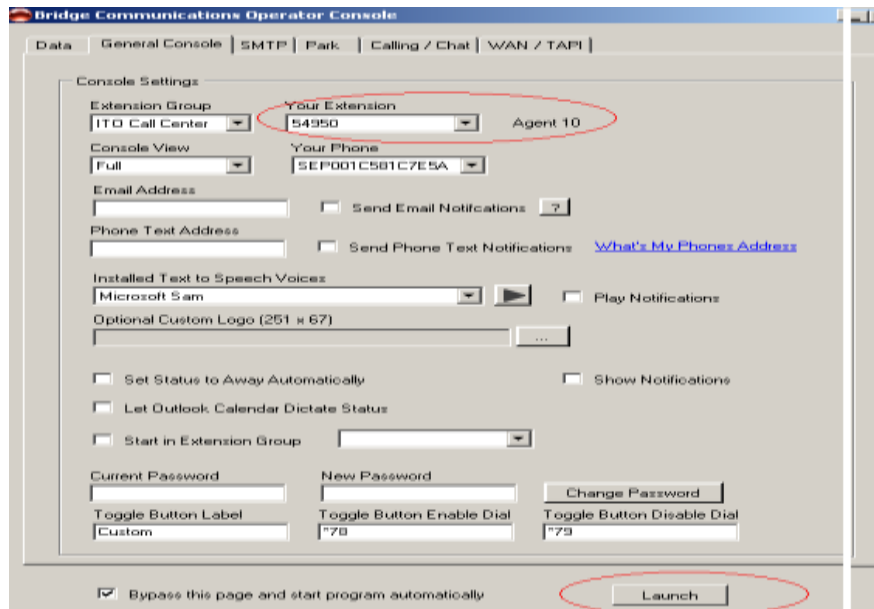
- The window below should pop up. Click on “Ready”. You are now ready to take calls.



- Click on the BOC icon found on the desktop.



- Click on the General Console tab. Make sure Your Extension # is correct and then "Launch".



- If when you click on the BOC icon, it takes you straight to the main window, click on "Settings" and then "Main Settings". Then follow step 2.

