Contact Desktop[NEW]

User Documentation

As of: August 2026

Contents

New Features

This section provides an overview of the new features presented by Contact Desktop[NEW].

Function	Explanation
Shomi	AI assistant for communication and productivity within the application
Call analysis	Provides contextual summaries and supports post-call follow-ups
Call recordings	Records conversations and creates transcripts for later follow-up
Call summaries	Generates summaries of calls for a quick overview
Chat with Shomi	Interactive chat feature with Shomi for further processing of call content
Chat	Chat with contacts in a single or group chat
Home screen	Redesigned home screen with improved widgets and faster access to key features: • Quick dial • Presence and identity widgets Displays real-time availability and identity of contacts. • Reachability widgets Shows your current REACH status • Queues widget Central control and overview for agent-related functions. • Summaries widget Quick access to generated summaries • Missed call widget Overview of missed calls with direct callback option • Favorite contacts widget Quick access to frequently used contacts • Forwarding widget
Additional improvements...	Additional enhancements and improvements to the user experience. • Voicemail transcriptions Automatic transcription of voicemails into text • Headset button support Integrate any headset with button support • BLF device support • Call control and CRM UI Improved call control and optimized CRM user interface • Themes Customizable themes for individual user preferences • Layout reworked Redesigned layout for better clarity and usability • Improved filter options

1 Introduction

Contact Desktop allows you to make and receive calls directly either from the native Contact Desktop Client on your computer or in a web browser without the need for additional software. It also gives you full access to your contacts, advanced call control, chat, reachability management and queue management.

> You need an Contact subscription to use Contact Desktop.

The following features are available:

- Starting and receiving calls
- Advanced call control (Transferring, holding and switching calls between devices)
- Chat with colleagues in single or group chats
- Full access to your contacts
- Viewing your colleague's presence
- Editing your own presence
- Managing your reachability by setting call forwardings or REACH status override
- AI assistant Shomi
- Logging in to or logging out from queues
- Voicemail transcription

Further Online Help

Online Help	URL
Contact Desktop	https://help.summa.io/desktop/1.00/web/Neutral/en-US/
Contact Mobile Android	https://help.summa.io/umc/1.00/Android/Neutral/en-US/
Contact Mobile iOS	https://help.summa.io/umc/1.00/iOS/Neutral/en-US/

Feature availability

Contact Desktop$^{\text{NEW}}$ is continuously being developed and enhanced. Some features available in the previous Contact Desktop Client are not available yet in the new client.

The following table provides an overview of these features:

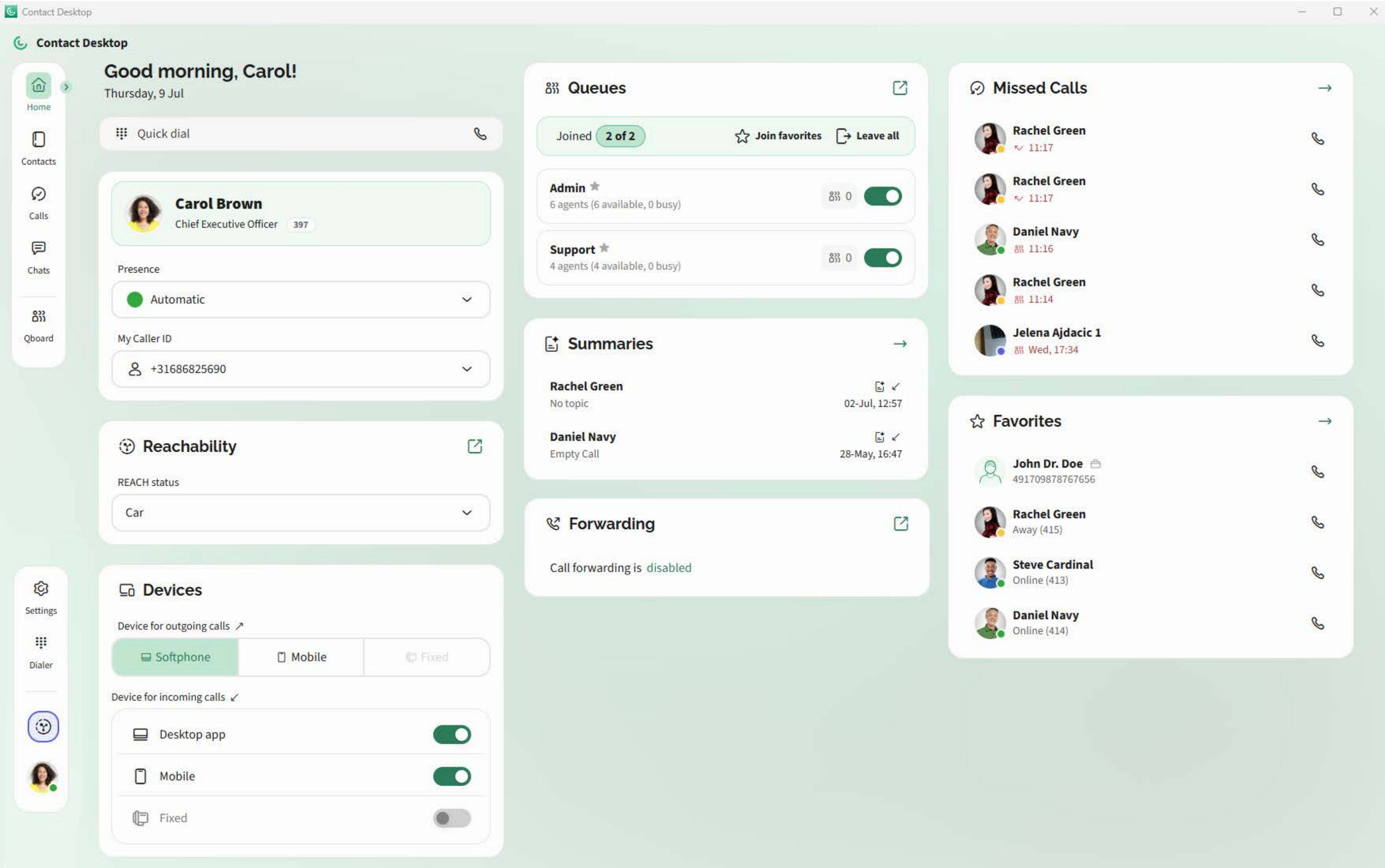
Section	Features from the previous Contact Desktop Client that are planned for inclusion
Login	Microsoft 365 Single Sign-On
	HTTP/HTTPS proxy support
	Password reset
Contacts	Add contact to personal phonebook
	Search for contact in CRM
	Call pickup via contact list
	See the caller when a colleague receives a call
	Group and Queue extensions in contact list
Calls	Shomi Call Screener
	Click to dial
	Select to dial
	Assistant groups
Call history	Visibility who answered the call on groups and ring-all queue strategy

Section	Features from the previous Contact Desktop Client that are planned for inclusion
Apps	Switchboard
	DialoX inbox
	Meetings
Integrations	Google contacts
Terminal server	Terminal server support
Other	Edit user profile and upload avatar
	Advanced audio settings
	Video settings
	Notification settings
	Ringtones settings
	Panels (e.g. colleague panel)
	Admin: number plan override

Feature availability may change as new functionality is added to Contact Desktop^{NEW}.

2 User Interface

The Enreach Contact Desktop user interface gives you an overall overview on the *Home* screen as well as quick access to all essential communication features, such as *Calls*, *Contacts*, **Chats**, *Qboard*, *Settings*, and your *Profile*.



2.1 Home

With the new Home Screen, you have access to a central and clearly structured start page. Relevant information and frequently used functions are placed exactly where needed, making them visible at all times and quickly accessible with a single click.

- Quick dial
  To quickly place a call, enter a phone number or extension and click the call button
- Presence
  You can change your presence directly on the Home screen.
- Reachability
  Your current REACH status is displayed here. It depends on the configuration made in the REACH app or in Operator. See also **REACH status override**, page 11.
  You can overwrite your current status with a manually set status.
- Forwarding
  You can set conditional or unconditional call forwarding to your voicemail or a phone number.
- Devices
  Under **Devices**, you can define which devices should ring for incoming calls and which devices you prefer to use for outgoing calls
- Queues
  In the **Queues** section, you can see your favorite queues as well as all queues you are logged in directly on the home screen. With a single click, you can join all your favorite queues or log out of all queues -both your favorites and those you are currently logged into. Even without a Qboard license, users will still receive a widget to log in and log out. Full statistics, especially real-time statistics, are only available with a Qboard license. See also **6.7 Queues**, page 23.
- Missed Calls
  Here you can see all missed calls and call back immediately.
- Favorites
  You can view all your favorite contacts and call them directly.
- Summaries
  In the **Summaries** section, you can find all summaries generated by *Shomi - Your Personal Assistant*.

2.2 Contacts

Click on **Contacts** to open your contact list. All contacts are displayed with their current presence status. You can view and set favourites. You can also start calls from the contact list, see

Search bar and filter

Use the search and filter options to quickly find specific contacts or narrow down the contact list.

To search for a contact, enter a name or number in the search field at the top of the contact list.

The list is updated based on the entered search term.

To filter contacts click on . You can filter by the following categories:

- Favorites
- Available
- Colleagues
- Company
- Personal
- Microsoft

Active filters are displayed as filter chips below the search field. To remove a single filter, select **X** next to the corresponding filter chip.

Presence

The status of your contacts is indicated by a coloured dot on the profile picture. The following presence statuses are available:

Status	Symbol	Explanation
Automatic	🔵	**Available** This status signals to your contacts that you are logged on to a desk phone or that an Contact SIM card is linked to your user and you can therefore be reached on a mobile phone. You are not logged in to Contact Desktop or Contact Mobile.
	🟢	**Online** This status indicates that you are logged in to Contact Desktop or Contact Mobile.
	⚪	**Offline** This status indicates that you are not logged in to any device or client.
Away	🟡	This status indicates that you are currently unavailable.
Busy	🔴	This status indicates that you are currently busy, for example on a call or in a meeting.
Offline	⚪	With this option, your status is signalled as logged out on all devices and on Contact Mobile and Desktop.

2.3 Calls

Click on **Calls** to open the recent calls list. All incoming, outgoing, and missed calls are displayed here. You can also start calls from the calls list, see **3 Contact Desktop options**, page 7.

Search bar and filter

Use the search and filter options to quickly find specific calls or narrow down the recent calls list.

To search for a call, enter a name or number in the search field at the top of the recents list.

The list is updated based on the entered search term.

To filter calls click on . You can filter by the following categories:

- Queue
- Group
- Outgoing
- Incoming
- Missed
- Redirected
- Voicemail
- Summary

Active filters are displayed as filter chips below the search field. To remove a single filter, select **X** next to the corresponding filter chip.

2.4 Qboard

Contact Qboard is a dashboard that gives you an overview of your queues. The summary shows you in real time the performance and utilisation of departments, the availability of agents or overall statistics.

2.5 Chats

Use the **Chats** section to exchange messages with other users and groups, or to interact with integrated services such as Shomi Personal Assistant. All conversations are available in one place for quick access. For more information, see *4 Chats*, page 12.

2.6 Dialer

To open the dialer, click on ⠿.

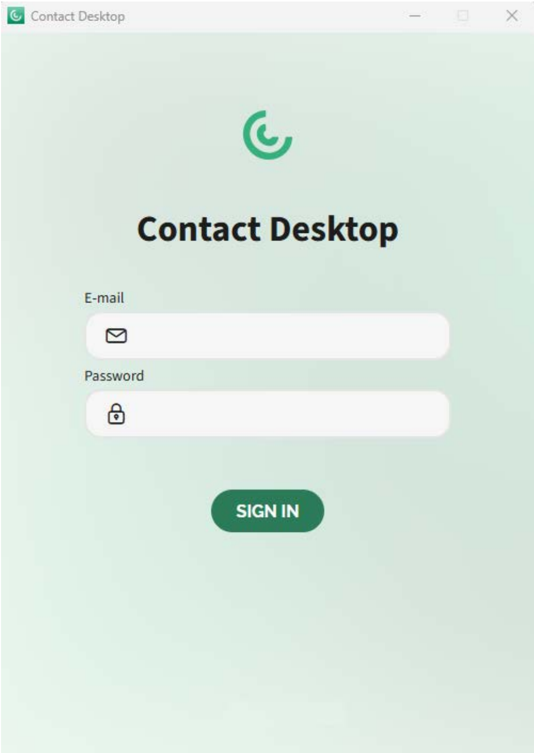
You can use the Keypad as on a smartphone, initiating calls to fixed and mobile numbers and company extensions.

3 Contact Desktop options

You can make phone calls, set your forwardings, send chat messages and manage your queues and REACH settings from Contact Desktop.

3.1 Login

To log in, enter the credentials provided by your administrator and click on **SIGN IN**.



3.2 Telephoning

You have several options for starting a call:

- **Quick dial** on the Home Screen
- From the **Calls** list
- From a contact's profile
- From a single chat
- From the dialpad

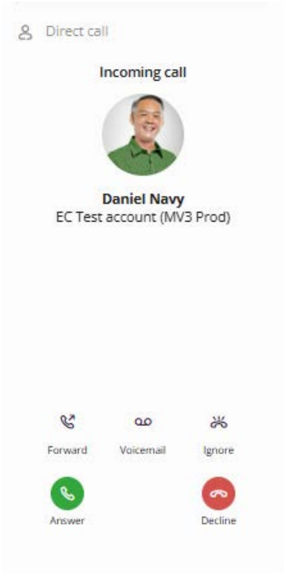
Calls that are started via Contact Desktop are carried out on the device that you set under *Device for outgoing calls*.

3.2.1 Options during an incoming call

When you receive an incoming call, you have several options. You can accept the call, forward it to another destination, such as a colleague or your voicemail, or reject it.

To forward an incoming call to another destination

You are receiving an incoming call.



1 Click on and select the destination you want to forward the call to.

✓ The call is forwarded directly.
or

✓ Click on to forward the call directly to your voicemail.

To ignore an incoming call

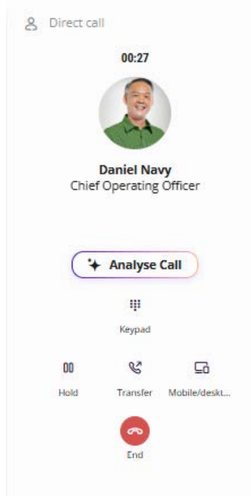
You are receiving an incoming call.

1 Click on .

✓ The call control window disappears in the background. The caller hears the dialling tone until the timeout is reached.

3.2.2 Options during an active call

Once a call is established, you can open the keypad to enter DTMF digits, transfer the active call to another destination, put the call on hold, and perform a device switch to seamlessly transfer an active call to another device.



To transfer an active call to another contact without consultation (Blind transfer)

1 During an active call, click .

2 Click on **Blind transfer** to transfer the call without consultation.
✓ A menu for contact selection appears.

3 Select a contact from the list. You can also search by typing in the search field.

4 Click on to execute the transfer.
✓ The call is transferred directly to the selected contact.

To transfer an active call to another contact with consultation (Attended transfer)

1 During an active call, click .

2 Click on **Attended transfer** to start a consultation call.
✓ A menu for contact selection appears.

3 Select a contact from the list. You can also search by typing in the search field.
   ✓ The first subscriber is put on hold and you can call and consult with the other subscriber.
   ✓ Click on to swap between both subscribers.

4 Click on to execute the transfer.
   ✓ Both participants are connected.

To start a conference

You have at least two conversations, one "active" and one "on hold". This provides you with the option of creating a conference between these subscribers and yourself.

1 Click on .
   ✓ All subscribers are brought together in a conference.

To transfer an active call to one of your devices

1 During the 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.

To put a call on hold

1 During an active call, click .
   ✓ The call will be put on hold and your conversation partner will hear music on hold.

2 Click this icon again to re-activate the held call.

3.3 Voicemail

You can receive and listen to voicemails. This is indicated by in the recents list. The transcription of voicemails can be copied to the clipboard by clicking .

To listen to a voicemail

1 Click on **Calls**.
   ✓ The **Calls list** appears.

2 Click on the entry with the voicemail.

3 Click on .
   ✓ The voicemail is played and automatically transcribed via Shomi.

You can slow down or speed up voicemail playback by tapping the 1.0x button. Available speeds: 0.5x, 1.0x, and 1.5x

To download a voicemail

1 Click on **Calls**.
   ✓ The **Calls list** appears.

2 Click on the entry with the voicemail.

3 Click on
   ✓ The voicemail is downloaded to your device.

To delete a voicemail

1 Click on **Calls**.
   ✓ The **Calls list** appears.

2 Click on the entry with the voicemail.

3 Click on .

4 Click on **Yes, delete it**.
✓ The voicemail is deleted.

3.4 Profile

In your profile menu, you can adjust your availability and select which devices you want to use for incoming and outgoing calls.

The available options include:

- Presence – Set your availability (Automatic, Available, Busy, etc.).
- Devices – Choose which device to use for outgoing and incoming calls (mobile, desktop app, or fixed device).
- REACH status (override) – Manually override your current status.
- Language – Change the interface language.
- Log out – Sign out of the application.

Presence

You can overwrite your presence status. You have the following options:

- Away
- Busy
- Offline

To overwrite your presence status

1 Click on your **profile picture** in the bottom left corner.

2 Under **Presence** select the status you want to set from the dropdown list.
✓ Your current presence status is overwritten with the selected status.

Device for outgoing calls

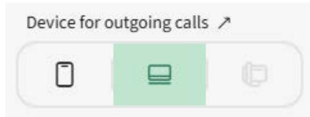
You can set on which device your calls should be carried out. You have the following options:

Icon	Explanation
	If you select this option, calls are made via Contact Mobile.
	If you select this option, calls are made via the softphone of Contact Desktop.
	If you have a deskphone installed and linked with Contact, you can select this option to make calls via your deskphone.

To select which device will be used for outgoing calls

1 Click on your **profile picture** in the bottom left corner.

2 Click on the device which you want to use for your outgoing calls.



Symbol colour	Explanation
Purple	This device is selected.
Black	The device is available, but not selected.
Greyed out	The device is not available

Destination for incoming calls

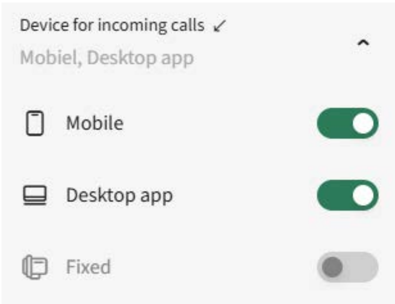
You can select on which device(s) incoming calls should be signalled.

Icon	Explanation
	Activate this option to have incoming calls signalled on your Contact Mobile application.

Icon	Explanation
	Activate this option if you want incoming calls to be signalled on the Contact Desktop client.
	If you have a deskphone installed and linked with Contact, you can select this option to have incoming calls signalled on your deskphone.

To select which device will signal incoming calls

1. Click on your **profile picture** in the bottom left corner.
2. Click on the device on which you want to receive calls.



An incoming call can be signalled on several devices.

REACH status override

You can manually override your current REACH status to control how incoming calls are handled, regardless of your calendar or automatic status settings.

To manually change your REACH status

1. Click on your **profile picture** in the bottom left corner.
2. Open the dropdown menu under **REACH status** and select a REACH status.
   ✓ Your current REACH status is overwritten with the selected status.

Change language

You can change the language of Contact Desktop.

To change the language of Contact

1. Click on your **Profile Picture**.
2. Select the desired language in the language field.
   ✓ The language is changed directly.

Log out

Click **Log out** to safely sign out of the application.

4 Chats

To open the chat, click on **Chats**. In the chat you can send messages and start calls.

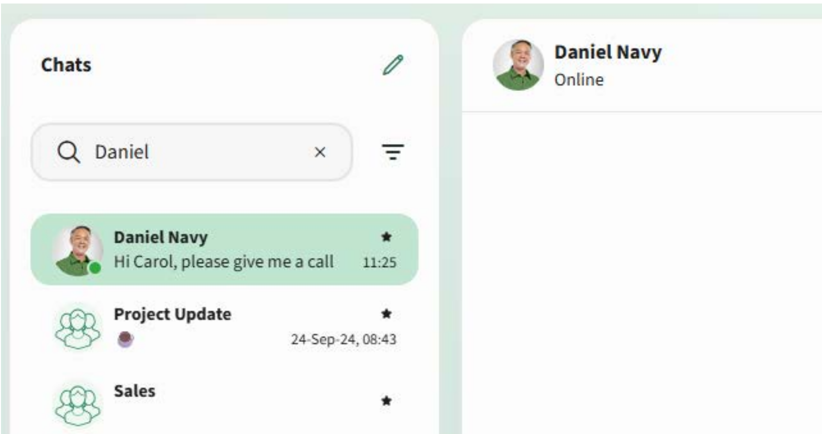
All your messages are also available via Enreach Contact Mobile.

Search bar and filter

Use the search and filter options to quickly find specific chats or narrow down the chat list.

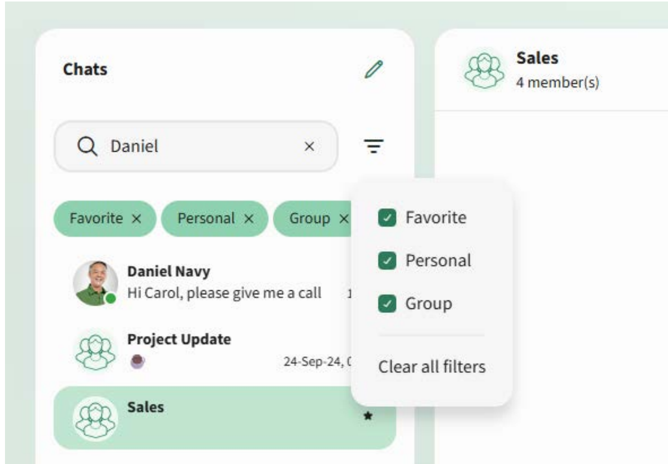
To search for a chat, enter a contact name or number in the search field at the top of the chat list.

The chat list is updated based on the entered search term. If you are part of a group chat with the contact you are searching for, those group chats will also appear in the results.



To filter chats click on . You can filter by the following categories:

- Favorite
- Personal
- Group



Active filters are displayed as filter chips below the search field. To remove a single filter, select **X** next to the corresponding filter chip.

Favorite chats, indicated by ★ are displayed at the top. All other chats are listed below by recency.

Single Chats

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

You can call the participant directly from the chat, see their presence status and view their profile information and call history.

To start a new chat

1 Open **Chats** and 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 chat

1 Open the chat.

2 Click on .
✓ The chat participant is called.

To view the profile information and call history

1 Open the chat.

2 Click on .
✓ The profile of the chat participants opens.

3 Select **History** to view your recent calls with this participant.

To delete a single chat

1 Open the chat.

2 Click on and confirm with **DELETE**.
✓ The chat and all messages are deleted.

Group chats

In a group chat, you can exchange messages with multiple participants. You can view all group participants and see who is currently online.

When you create a group chat, you automatically become the chat administrator. As administrator, you can name and rename the chat, add or remove participants and delete the group chat.

To create a group chat

1 Open **Chats** and click on .

2 Click on **NEW GROUP CHAT**.

3 Select the participants by activating the checkboxes.

4 Click on **NEXT**.

5 Enter a name for the group. As administrator you can change it later.

6 Click on **CREATE**.
✓ The group chat is created and the chat window opens.

To edit a group chat

1 In a 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 When you are the administrator of this group chat, click on .
✓ You can change the name of the group chat, add and remove members by activating or deactivating the checkboxes.

3 Click on **SAVE CHANGES**.
✓ Your settings are saved.

To delete a group chat

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

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

2 When you are the administrator of this group chat, click on .

3 Click on **DELETE GROUP** and confirm with **DELETE**.
✓ The group chat is permanently deleted.

Chat with Shomi

The Shomi Chat currently offers a basic functionality: it allows you to ask targeted questions about the content of a summary. It can also translate the summary, send it by email, or transfer it to a CRM system to facilitate further processing. For more information on Shomi, see *5 Shomi - Your Personal Assistant*, page 15.

To chat with Shomi about a summary

1 In the Summary dialogue, click on Shomi to open the chat.
✓ The **Personal Assistant** opens.

2 You can ask questions about the conversation.
✓ Shomi responds.
In addition to chat with Shomi you can
- ask for translation
✓ Shomi translates.
- send the Summary to your CRM system or E-mail adress

To learn about Shomi

1 Open **Chats**.

2 Click on the entry Shomi Personal Assistant to open the chat with Shomi.

3 Ask questions about Shomi's features and capabilities, for example: "How can I record a meeting?"
✓ Shomi answers your questions based on the available product documentation.

The Shomi Chat feature is currently under active development. Enhancements and improvements may be deployed automatically as they become available.

Further options in single and group chats

You can mute chats by clicking . Muted chats are indicated with in the chat list. Click in the chat to unmute the chat.

To add a chat to your favorites, click . Remove a chat from your favorites by clicking .

5 Shomi - Your Personal Assistant

Shomi is an advanced communication enhancement tool designed to streamline interactions, improve productivity, and facilitate efficient information retrieval. The platform offers automated features that optimize call handling, voicemail management, and in-person meeting documentation.

Overview

Shomis intelligent transcription and analysis features ensure that users can efficiently interact with recorded content, extract actionable insights and maintain continuity in their communications.

The following features are available:

5.1 Features

Call Recording & Analysis

- Transcription: Calls are transcribed after the call, eliminating the need for manual note-taking.
- Conversation Analysis: Extracts key insights, action items and sentiment analysis from call transcripts.
- Call analysis: Provides contextual summaries to streamline post-call actions. See **5.3.1 Call analysis**, page 16.

Smart Voicemail Transcription

- Text-based Voicemail: Converts voicemail messages into text format.
- Context Preservation: Ensures critical information is accurately documented and easily accessible.

When using Shomi, additional costs may be incurred depending on your subscription. If you have any questions, please contact your administrator.

Interactive Transcription Capabilities

Shomi enhances user engagement with recorded conversations by providing:

- Advanced Search Functions: Locate specific topics or phrases within transcriptions.
- Contextual Insights: Offers deeper analysis and connections between conversations.
- Follow-up Integration: Assists in tracking pending actions based on conversation history.

Language output

Shomi uses the language of the country code of the caller or would fall back to the language of the user set in Contact.

The transcription and the summary will be in the language spoken.

The language in which Shomi speaks to the user is the language set under **Settings**, see **6.1 General**, page 20.

You can have Shomi translate the transcribed text into a language of your choice.

Using Shomi Personal Assistant via Feature Codes

When users have no access to the Contact Desktop client, users can also start or stop Shomi with recording the conversation by dialling the following feature access codes during the call:

Function	Key combination
Start Shomi call-analysis	*4
Stop Shomi call-analysis	*5

Start Shomi call-analysis automatically via Reach

Users can also automatically start Shomi call-analysis when they answer a call. This can be enabled by enabling the 'Auto start call-analysis' option in a Reach profile. When this Reach profile is active all calls will be automatically be answered when the call starts. See *10.2 Setting up the REACH profile*, page 83 in the Contact Documentation for more information on how to configure Reach.

If the administrator has activated the Auto start call-analysis option for a REACH profile of yours, you will receive an e-mail notification that all calls will be answered by Shomi as soon as the REACH profile is activated.

5.2 Deleting conversation data

It is possible to delete conversation data (audio and text) that is no longer needed.

To delete conversation data from a call summary

1 On the user interface, click on **Calls**.
✓ The Call History opens.

2 Click the trash icon in the top right corner of the interface to delete the conversation data of the selected entry.
✓ You are asked to confirm, to delete all conversation data (audio and text) from this call.

3 Click on **Delete**.
✓ All conversation data from this call is deleted and no longer accessible.

5.3 Examples

Shomi enhances your daily workflow in multiple ways, making tasks more efficient and seamless. Explore the examples below to see how.

Call analysis

Call analysis

Record a meeting

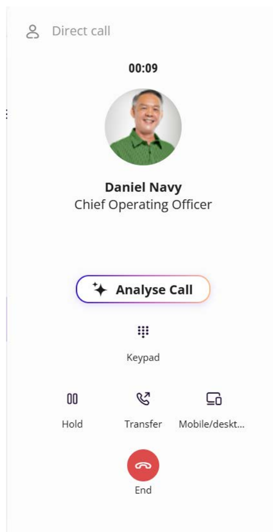
5.3.1 Call analysis

You are in a phone call. You would like to have the information from the call summarized after the call.

Ensure that you inform the person you are talking to that the call is being recorded and ask for their consent. For more information on data protection, see **5.4 Data Protection & AI Model Usage**, page 18. Please also comply with the policies of your company and the data privacy laws of your country.

To let Shomi analyse a call

You are in an active call.



1 Click on 

.

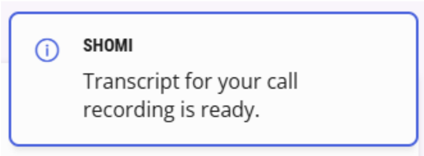
✓ Both parties hear the announcement, that the call recording has started. This may vary depending on the settings and country.

2 When you want to pause or stop the call recording, click on

.

✓ Both parties hear a beep, to signal that the call recording has stopped.

After a certain time, depending on the length of the conversation, you'll get a notification that the call summary is ready.



3 Go to Calls, click on the entry with the  icon.

✓ Shomi shows a call summary.

You have multiple options:

4 Click on one of the **suggestions** Shomi offers:

Command	Explanation
Shomi	You can start a chat with Shomi and ask further questions about the call. See also *Chat with Shomi*, page 14.
Translate	Shomi translates the call summary. Choose the language you want the call summary translated to.
E-Mail	Shomi will send you the call summary via email.
Push to CRM	Shomi will push the summary to your integrated CRM.

The Shomi - Personal Assistant feature is currently under further development. Upcoming improvements may be deployed automatically. Please stay tuned for further enhancements.

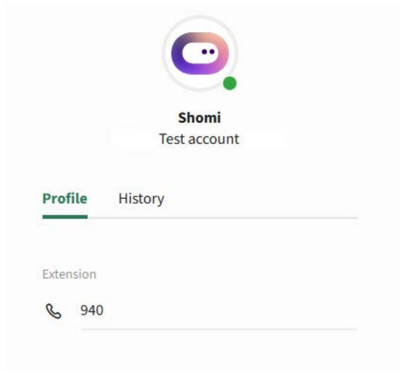
5.3.2 Record a meeting

With Shomi it is particularly easy to record meetings, summarize them and send meeting minutes.

Ensure that you inform the person you are talking to that the call is being recorded and ask for their consent. For more information on data protection, see **5.4 Data Protection & AI Model Usage**, page 18. Please also comply with the policies of your company and the data privacy laws of your country.

To let Shomi record a meeting

1 Call Shomi from your contact list.



✓ Shomi starts recording and analysing.

2 Leave the call open during the meeting.

3 When the meeting is finished, end the call with Shomi.

After a certain time, depending on the length of the meeting, you'll get a notification that the call summary is ready.

4 Go to the **Call history**, and click on the entry with the icon.

✓ Shomi shows a call summary.

You have multiple options:

5 Click on one of the **suggestions** Shomi offers:

Command	Explanation
Shomi	You can start a chat with Shomi and ask further questions about the call.
Translate	Shomi translates the call summary. Choose the language you want the call summary translated to.
E-Mail	Shomi will send you the call summary via email.
Push to CRM	Shomi will push the summary to your integrated CRM.

5.3.3 Smart Voice to text

You receive a voicemail or have Shomi summarize a call. Based on the transcription a Quick preview is automatically generated.

Functionality:

Automatic Transcription

Incoming voicemails or recorded calls are processed using speech-to-text technology to produce an accurate transcript of the spoken content.

Conversation Analysis

The transcript is analysed to identify important keywords, topics, and conversational context. This metadata is used to enhance searchability and insights.

Quick Preview Generation

A concise text summary (Quick Preview) is created from the transcription. This allows users to quickly understand the purpose or topic of the call without listening to the full recording.

Searchable Call List

The Quick Preview can be used as a filter or keyword for locating calls in the call history. Users can search using phrases or key terms derived from the preview content.

5.4 Data Protection & AI Model Usage

Compliance with Data Protection Policies

Shomi is designed to comply with applicable data protection requirements and Enreach data protection policies. The transcription process utilizes:

- Service operated by Microsoft in Europe
- Service operated by Google in Europe

For interaction with Shomi on a transcript, the following AI model is used:

- Service operated by Google and Microsoft in Europe

Data Usage & Retention

- As Shomi leverages paid services from Microsoft and Google, all hosted in Europe, user data is not used for AI model training.
- Transcripts and recordings are stored in Summa data centers as part of the service, with a current retention period of one month. The retention policy is under continuous evaluation and updates will be provided as necessary.
- Voicemail transcripts are retained for a period of 90 days.

AI Model Assessment & Optimization

In response to the evolving AI landscape, Shomi continuously evaluates AI models to identify more efficient and cost-effective solutions while maintaining strict adherence to Data Protection Policies.

Contact EULA

Please find the latest Contact End User Licence Agreement under the following web link:

https://www.enreach.com/en/enreach-contact-eula

Contact Data Privacy Statement

At Summa, we value your privacy and are committed to protecting your personal data.

Please find the latest Summa Data Privacy statement under the following web link:

https://www.enreach.com/en/security-privacy/privacy/enreach-contact-privacy-statement

6 Settings

In the Settings menu, you can customize how the application behaves, adjust audio and device preferences, manage integrations, and set your availability to match your daily workflow.

Click on ⚙ **Settings** to open the menu and adjust your call, audio, and account preferences.

6.1 General

These options allow you to personalize the appearance and functionality of the application according to your preferences.

App

Choose the theme of the interface by selecting **Light**, **Dark**, or **System**, which automatically follows the operating system's appearance settings.

You can also change the application language using the language dropdown menu.

Busylight

Enable or disable the Busylight using the toggle switch and adjust its brightness with the slider below.

> Only Enreach and Kuando BLF devices are supported.

6.2 Forwarding

Set up unconditional or conditional call forwarding to voicemail or another number or extension.

To manage your forwarding settings

1. Click on **Settings** in the menu.
2. Click on **Forwarding**.
3. Activate **Enable call forwarding**.
4. Click on **Conditional** to set a conditional forwarding.
5. Select the time after which calls should be forwarded from the dropdown list.
   or
6. Click on **Unconditional** to set an unconditional forwarding.
7. Select if you want to forward calls to your voicemail or to an extension/phone number.
8. If applicable, enter the respective extension or phone number.
9. Click on **Save**.
   ✓ Your forwarding settings are saved.

6.3 My Caller ID

You can specify whether your phone number should be signalled by default for external calls. And if so, which of your phone numbers is displayed to your call partner.

To hide your caller ID

1. Click on **Settings** in the menu.
2. Click on **My Caller ID**.
3. Activate the option **Hidden**.
   ✓ Your phone number will no longer be displayed when you are making external calls.

To define which of your numbers is to be displayed by default

1. Click on **Settings** in the menu.
2. Click on **My Caller ID**.
3. If you want your default number displayed, activate **Automatic**.

4. If you want a specific number to be displayed, deactivate **Automatic** and activate **Manual**.
5. You can filter between **Personal** or **Company** numbers.
6. Select the number you want to display for outgoing external calls or enter it in the search field.
   ✓ The selected number will now be displayed when you make external calls.

6.4 Integrations

Activate or deactivate Contact Connect and sign in with Microsoft 365.

To manage your integration settings

1. Click on **Settings** in the menu.
2. Click on **Integrations**.
3. Activate the integration you want to set up.

Contact Connect

Contact Connect allows you to integrate any Enreach Contact app with your Customer Relationship Management (CRM) or Enterprise Resource Package (ERP) or with your contacts database.

> To use the Contact Connect integration in Contact Desktop, you will need the Contact Connect Tool, which can be downloaded from https://desktop.summa.io/, or alternatively, you can use the webconfigurator available at https://contactconnect.summa.io/.

You can use Contact Connect to configure various display settings and up to two action buttons. For more information, please refer to the Contact Connect documentation at https://help.enreach.com/contactconnect/1.00/web/Enreach/en-US/.

When activated, incoming calls are recognized and if the caller's phone number exists in your CRM, ERP or contact database, the name and company name and, if applicable other details of the respective contact will be displayed in a notification.

If you have multiple CRM or ERP systems linked, click on < or > to switch between applications.

> This functionality is available with the Contact Connect add-on.

Microsoft integration

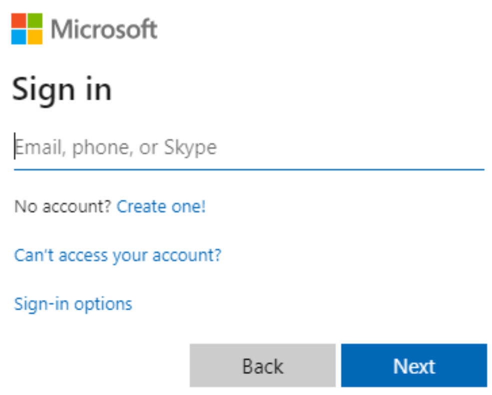
Microsoft Integration allows you to integrate your Microsoft 365 contacts within any Enreach Contact app. Incoming calls from one of your Outlook contacts are displayed with the Microsoft integration and you can find your Outlook contacts in the phonebook in Enreach Contact.

> If you have already logged in once with your Microsoft 365 account, you no longer need to re-authenticate when enabling the Microsoft integration.

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 Microsoft 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 integration is set up. Your Microsoft contacts are displayed in the contacts list.

6.5 REACH

Override your current status or configure automatic status changes during meetings.

To manage your REACH settings

1 Click on **Settings** in the menu.

2 Click on **REACH**.

Label	Explanation
Active status	Here you can see the status that is currently active for your user. Your REACH profile is managed by your administrator.
Override with	You can select a status which overrides your currently active status from the dropdown list.
Expiry time and date	Activate the checkbox and set the expiry time and date for the status override.
While in Enreach Meetings	Specify which status should be shown to your contacts while you are in Enreach Meetings.

3 Click on **Save**.
✓ Your settings are saved.

You can change your REACH status manually. See **REACH status override**, page 11.

6.6 Audio

You can set whether you want to use the loudspeaker and microphone of your end device or a connected headset for making calls.

To specify the audio settings

1 Click on **Settings** in the menu.

2 Select **Audio**.

- Microphone
  Specify which microphone you want to use for making calls.
- Speaker
  Specify which speaker you want to use for making calls.

- Sounds
  Specify the device for ringtone output.
- Headset
  Select the headset you want to use and click on **ENABLE HEADSET SUPPORT**.

3 Use the slider to set the desired volume for each.
✓ Your settings are saved automatically.

6.7 Queues

Log in or out of the queues you are assigned to, manage your queue preferences, and use favorites to quickly join selected queues or leave all queues at once.

To log in or out of your queues

1 Click on **Settings** in the menu.
2 Click on **Queues**.
✓ All queues in which you are a member, are displayed here. You can see how many queues you are currently logged into.
3 Activate the **slider** next to the queues you want to log into.
✓ You are logged into the respective queues.
or
4 Deactivate the **slider** next to the queues you want to log out of.
✓ You are logged out of the respective queues.

To mark a queue as a favorite

1 Click on **Settings** in the menu.
2 Click on **Queues**.
✓ All queues in which you are a member, are displayed here. You can see how many queues you are logged into.
3 Click the **star icon** next to a queue.
✓ The queue is added to your favorite queues and appears on the dashboard for quicker access.

To join all favorite queues

1 Click on **Settings** in the menu.
2 Click on **Queues**.
3 Click **Join Favorites.**
✓ You are logged into all queues that are marked as favorites.

To leave all queues

1 Click on **Settings** in the menu.
2 Click on **Queues**.
3 Click **Leave all.**
✓ You are logged out of all queues.

6.8 Shomi

You can customize different settings and behaviors of Shomi.

To customize Shomi settings

1 Click on **Settings** in the menu.
2 Select **Shomi**.
3 Select the desired setting:

Option	Explanation
Shomi on top of the list	Click the check box to enable to always display Shomi at the top of your contact list.
Automatically email the summaries	Click the check box to automatically send the summaries generated by Shomi via email.
Automatically push summaries to CRM	Click the check box to automatically send the summaries generated by Shomi to your CRM.

6.9 About

View key details about your app version and platform, and access log downloads along with links to help resources and legal documents.