Communicator: your first call

Communicator puts your office phone on your computer. You can make and take calls on your business number, check voicemail and message colleagues. This guide gets you from download to your first call in about ten minutes.

> **Before you start, have these ready**
>
> - Your welcome email from Jabblefish. It has your email address, password and server address.
> - A headset, or your computer's speakers and microphone
> - Your phone, if you want Communicator on your mobile too

1 Download and install

Go to the Downloads page at `helpdesk.jabblefish.ai` and choose **Download for Windows** or **Download for Mac**. Run the installer and follow the prompts. On a Mac, drag Communicator into your Applications folder.

2 Sign in

Open Communicator and sign in with the **email address, password and server address** from your welcome email. If your business signs in with a single sign-on provider, choose SSO instead and sign in with your usual work account.

If the app asks to use your microphone, allow it. You cannot make calls without it.

3 Switch to Softphone

This is the step most people miss. Communicator starts out set to use a desk phone. If you do not have a desk phone, your calls will fail.

Open the phone dialler, find the device selector in the lower-right corner and change it from **Deskphone** to **Softphone**. Accept the prompt.

4 Test your sound

Dial ***398**. This is an echo test. Speak and you should hear yourself back. It checks your microphone, speakers and connection in one go.

5 Make your first call

Dial a number as you would on any phone, or search the company directory for a colleague. Your call history syncs across your desk phone, computer and mobile.

Set up your voicemail greeting

Dial ***301** and follow the prompts to record your greeting. Press # to finish. A good greeting has your name and business, says you have missed the call, when you will get back to them, and an option for anything urgent. Dial ***123** any time to listen to your messages.

Add Communicator GO to your phone

Install **Communicator GO** from the App Store or Google Play. The easiest way to sign in is to scan the QR code shown in the desktop Communicator app. You can also scan the QR code in your welcome email. That one works once only and asks you to set a new password.

If calls fail on Wi-Fi, turn off any VPN on your phone. If you have a weak connection, switch the call button from green (data) to yellow (callback mode).

Need a hand? Use the chat in the app, raise a ticket at **`helpdesk.jabblefish.ai`** or call **1300 522 253**. For call problems, tell us your extension, the time and number of a call that went wrong, and what you expected to happen.

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