

Contacts / Rapid Dial Favorites

Add External Contact Numbers to your *contacts list*. You can then assign **External & Internal** contacts to your Rapid Dials! Anything added as a **Rapid Dial** entry will use any unused *line keys* on your desk phone. Use this to assign common contacts with your business. One touch call!

Adding External Contacts

Phone users will have Internal Extensions already in their phone's contact list. Before adding any EXTERNAL numbers to Rapid Dials, they first need to be added to **Contacts**.

Log into your [**Switchvox User Portal**](#)

Click on **Features** → **My External Contacts**

Click **Create External Contact +** to add an External Contact

Once clicked, this window pops up.




Enter in first and/or last name of person or business.

Put (10) digit number.
No (-) between numbers

If Contact has more than one number associated with them, you can add additional numbers by pressing +

Choose what type of number this contact is:
(Business, Home, Mobile, etc.)

Once you have filled out the Contact Information
(First/Last Name, Phone Number) click **Save** ✓

The External number(s) you added will now appear in the **CONTACTS** menu on your desk phone.

Adding Rapid Dials

Log into your [*Switchvox User Portal*](#)

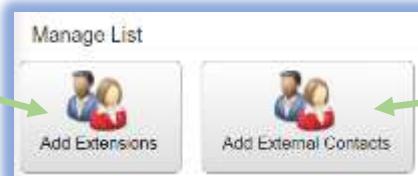
Click on **Features** → **Phone Features**.

The *Phone Features* page will have (4) tabs on the top. Click on "**Rapid Dial Favorites**" tab



Once the *Rapid Dial Favorites Tab* is clicked, you will have the choice to...

Add an **EXTENSION** from your Contacts to *Rapid Dial Favorites*



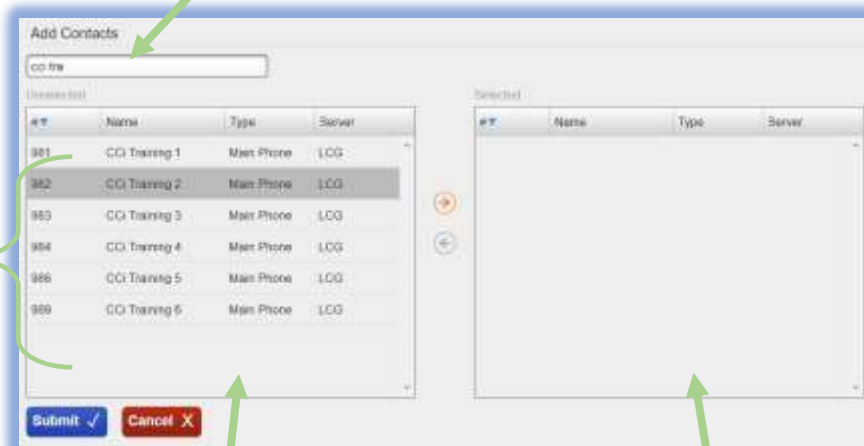
Add an **EXTERNAL PHONE NUMBER** from your Contacts to *Rapid Dial Favorites*

** A list of Contacts and (2) windows will pop up on the next page**

In this example, the **Office Extensions** are listed on this page.

If **Add External Contacts** were chosen, any custom external numbers that I previously added to contacts will be on the list.

Search here for specific contacts.



(Hold **CONTROL** key to select multiple contacts at once.)

You want to move **FROM** Contacts...

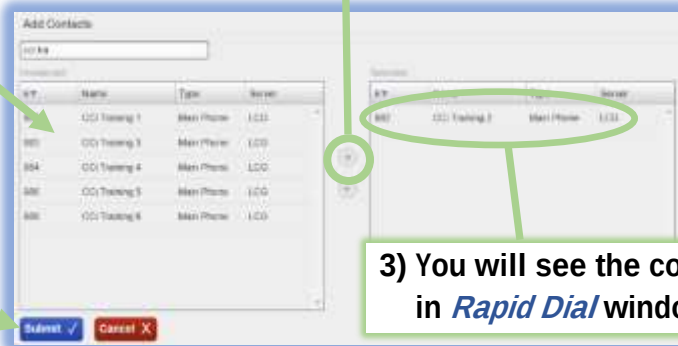
.....**TO** your Rapid Dials

1) Highlight name of the **Contact** you want to add.

2) Click on arrow.
(Will turn **orange** when contact is highlighted)

4) Click **Submit** ✓
to save the **Rapid Dial**.

3) You will see the contact in **Rapid Dial** window.



Once you have added all the *contacts* you want into your **Rapid Dial Favorites**, you can then organize them in order of importance by clicking the  next to their name and dragging them *up* or *down* the list.

This is the order they will appear on your Desk Phone.

Move	Name	Number
	CCI Training 1	981
	CCI Training 2	982
	CCI Training 4	984
	CCI Training 5	986
	CCI Training 6	989
	Matt Bushmann	126

Rapid Dial Features

After you add **Rapid Dial Contacts**, your desk phone will display them on the screen in the order you placed via the **Switchvox User Portal**.
(Starting underneath your **LINE KEY**)

Each button lines up with the **Contact** on the screen. You can then tap the button to instantly call that contact!



Holding down a Rapid Dial button will bring up that Contact's "Call Card" where you can see more information about the Contact.

You can also tell if your coworkers are busy on phone based on the lights of their Rapid Dial buttons:

- **Blinking GREEN** – their phone is ringing
- **Solid GREEN** – They are on phone.

If approved by your local ADMIN, you can also pick up their ringing calls!

If "**Directed Pick-Up**" is permitted, their Rapid Dial Button blinks **RED** when ringing. You can press and **hold** the rapid dial button while it's blinking to answer their phone from your phone!
(Only works for your **TOP 5 Rapid Dial Contacts**)

