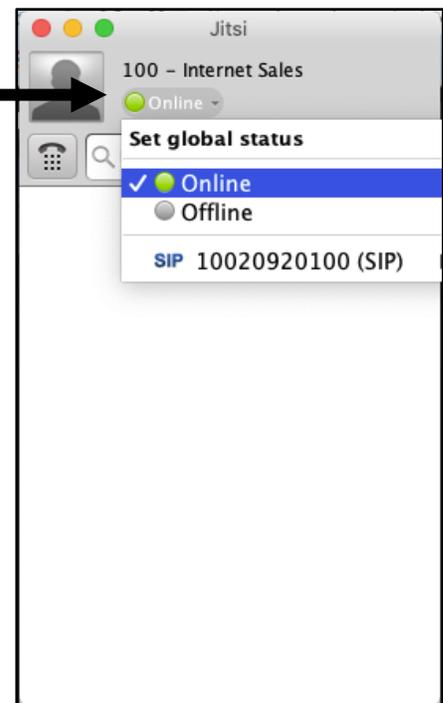


Physical Device + Desktop App on 1 Extension

Note: The desktop app and the physical device cannot ring simultaneously. You would need 2 extensions in a hunt group for this.

Using Only Desktop App

- Disconnect physical device from either power or internet connection
- Ensure your Desktop app is set to “online”
- Completely close the desktop app (force quit)
- Re-open the desktop app (status should be “online”)
 - You should see the start-up screen shown below
 - If the app opens immediately without showing the start-up screen, it was not fully closed (research how to force quit an application)



Now calls will go directly to your desktop app only for your extension.

Using Only Physical Device

- Ensure your desktop app is set to “Offline”
- As soon as your physical device turns on and connects to the internet, it will receive calls
 - If your device was already on, power-cycle it so it reboots