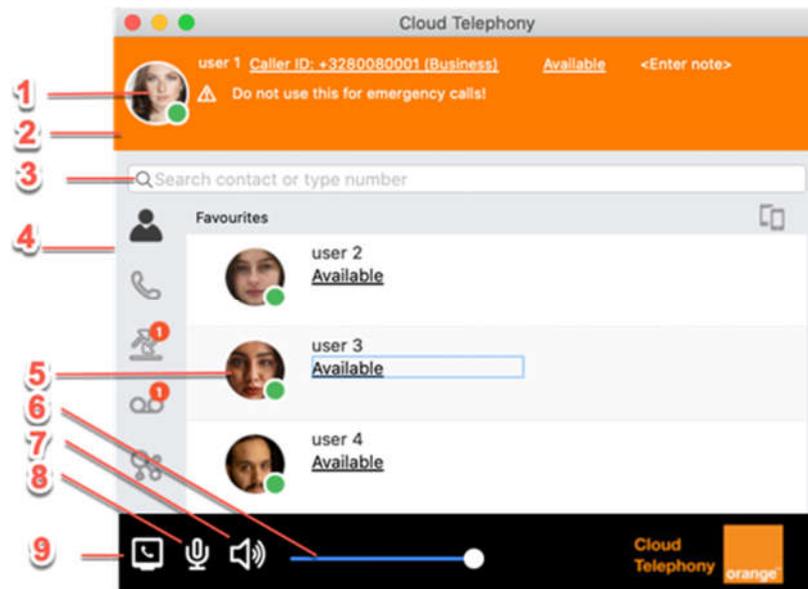# Cloud telephony - Softphone

1.	User area. Contains your picture, presence, name, Caller ID, diversion info, and note. Clicking on your picture opens your vCard.
2.	Live aid area. You can see notifications, for example, transfers, etc here.
3.	Search field.
4.	Tab bar. Contains tabs to switch between the different views. See Tab bar.
5.	Contacts/Calls/Log view. Each tab view contains different information regarding contacts, ongoing calls, log, etc.
6.	Volume bar.
7.	Click to toggle between speaker/headset mode.
8.	Click to mute/unmute microphone. Access to microphone needs to be granted on macOS Mojave. See Installation and activation for more information.
9.	Click to switch which device to call from (Call using).

Icons

Icon	Description
	Contacts
	Calls
	Log
	Voicemail
	MiTeam

Presence icons

Item	Description
	The contact's presence state is available
	The contact is in a call
	The contact's presence state is unavailable

Cloud telephony - Softphone

Active call buttons and icons

Item	Description
	Opens a keypad for sending tones
	Record the call (manual recording)
	Stop recording of the call (manual recording)
	Activate transfer
	Dropdown menu
	Add the call to a conference
	Click to park the call
	Pick up a parked call
	Click to hold the call
	Continue with the call held
	Hang up the ongoing call
	Answer call
	Encrypted call
	The calling identity is asserted by the server
	Move call to another phone
	Mute incoming call ringer
	Unmute incoming call ringer

Other buttons and icons

Item	Description
	Click to expand the contacts info
	Click to call (using desktop application)
	Click to call (using a mobile phone)
	Start chat/Collaboration
(Only text is shown)	Outgoing call entry
	Edit the contact entry
	Add the contact to your Favourites list
	Remove the contact from your Favourites list
	Delete local contact or an item
	Call using desktop application (default)
	Remote call control for deskphone call
	Remote call control for mobile call
	Speaker mode activated
	Headset mode activated