



# Quick Start Guide

ZainCalls Pro Softphone

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# Contents

<b>Introduction.....</b>	<b>2</b>
<b>Download &amp; Install .....</b>	<b>2</b>
<b>Login to the ZainCalls Pro Softphone .....</b>	<b>3</b>
<b>Home Page.....</b>	<b>5</b>
<b>Making Calls .....</b>	<b>6</b>
<b>View Contacts.....</b>	<b>7</b>
<b>View Call History.....</b>	<b>8</b>
<b>Schedule meeting.....</b>	<b>9</b>
<b>Conclusion .....</b>	<b>10</b>

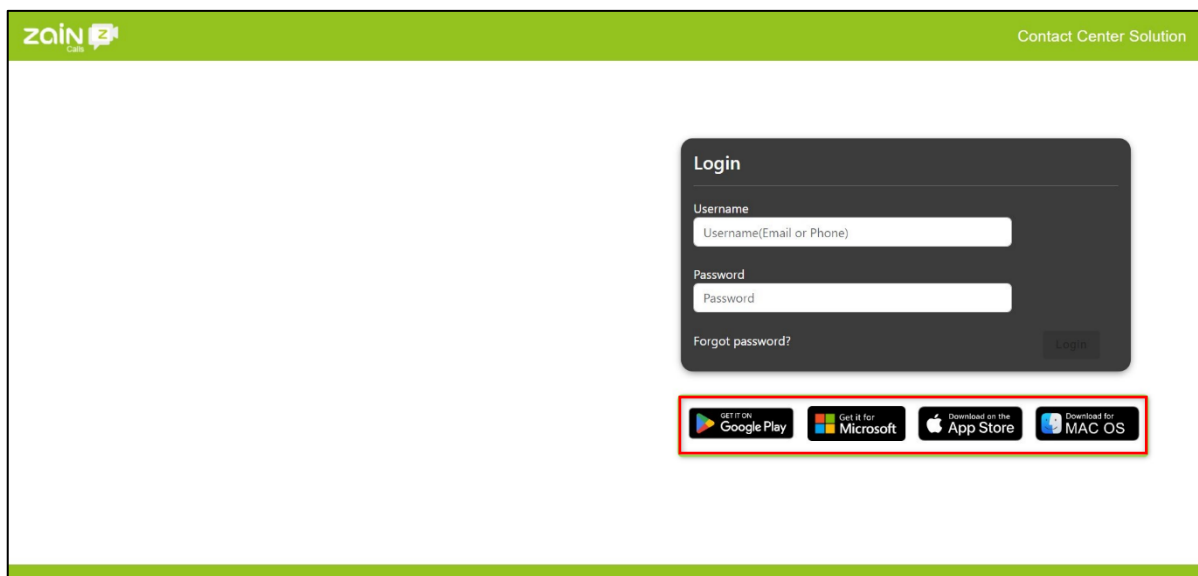
# Introduction

This User Guide is intended to demonstrate typical uses and features of the ZainCalls Pro Softphone application

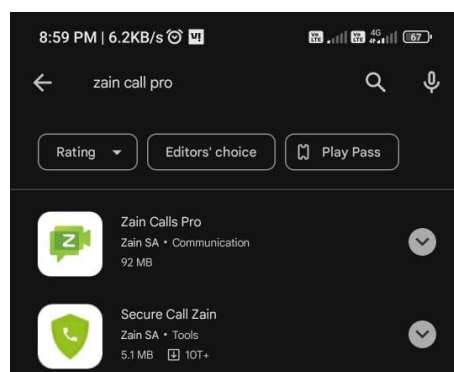
The application allows users to make and receive voice and video calls over the internet. Users can also use it to send and receive instant messages. The application has a built-in address book so you can easily find and call your contacts. It also has a call history so you can see who you have called and received calls from.

## Download & Install

Download the app for your device (*Windows, macOS, Android, or iOS*) from the official website: <https://zaincalls.zaincloud.com.sa/>. Select the corresponding button [highlighted in the below screenshot] to download the application to your system/mobile. Once the application is successfully installed, the application will appear in the specified location.



Additionally, user can go to the **App Store/Play Store** to directly install it on the mobile devices. Enter '**Zain Calls Pro**' on the search bar and the app will appear as shown below.



# Login to the ZainCalls Pro Softphone

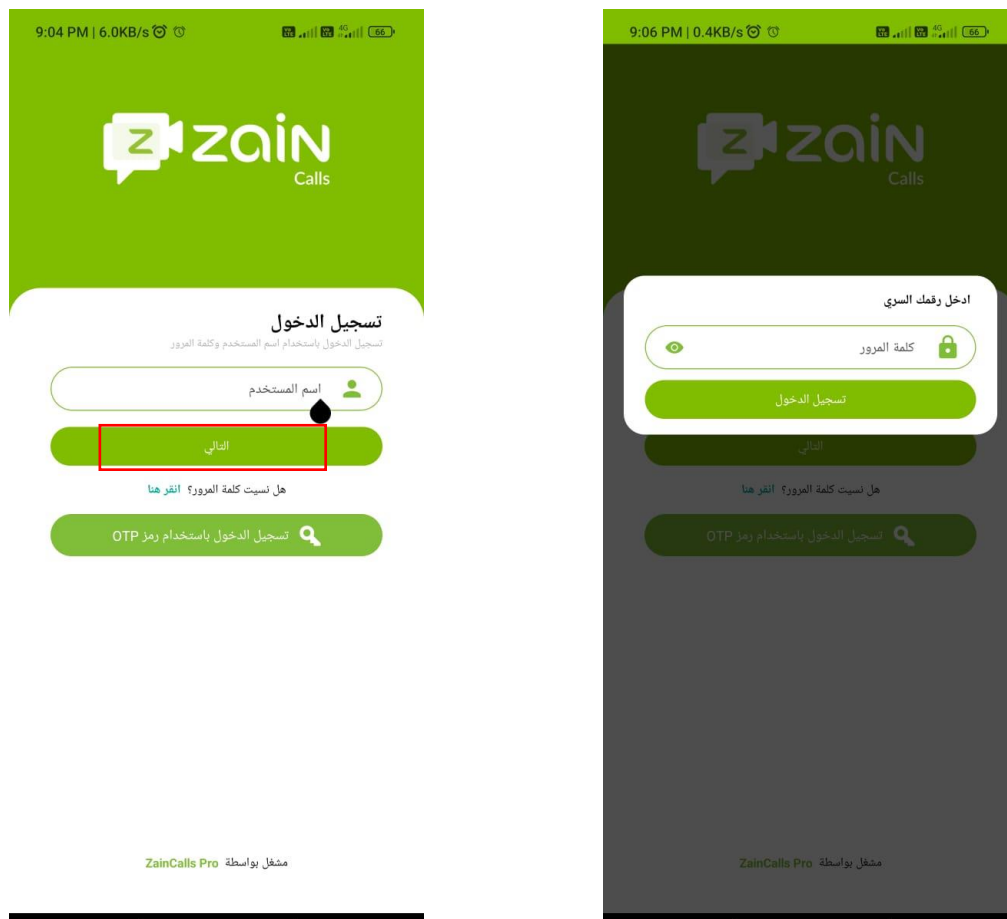
Enter the username in the given space and click on the Next button. A popup will appear where users can enter their password and access the application.

**Note:** For successful authentication, please verify the exact case used in your username.

[Desktop View]



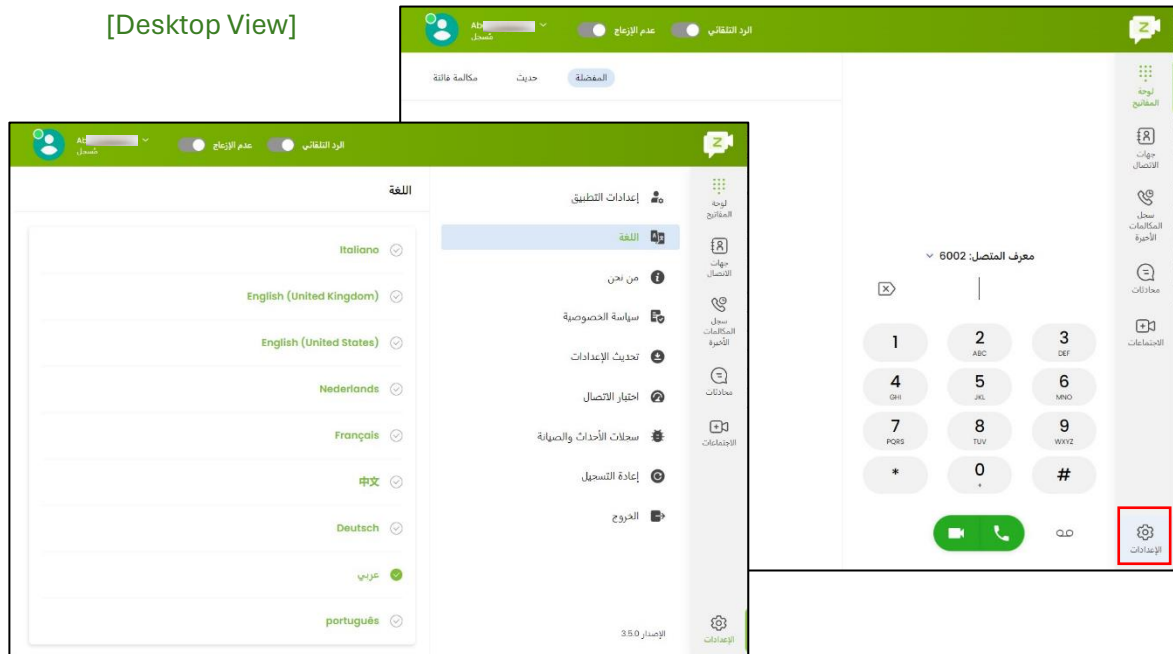
[Mobile View]



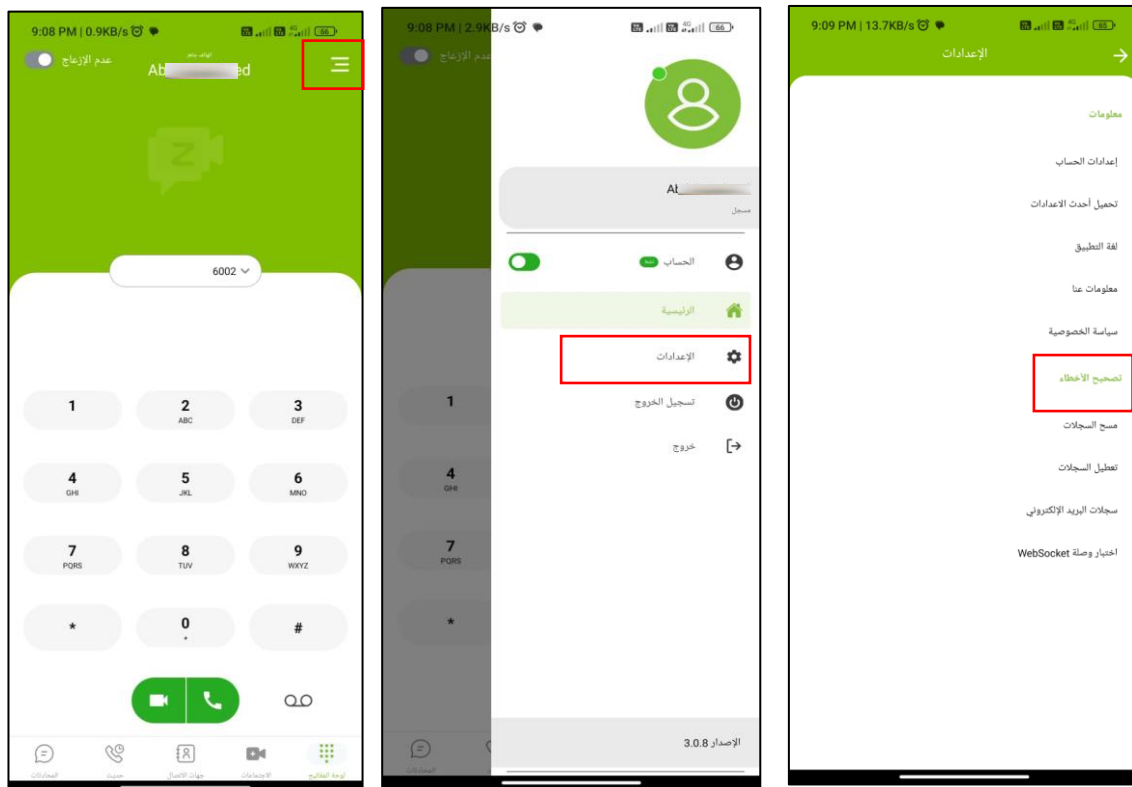
## Language Settings

Run the application. The sign-in page will appear as shown below. Note that, to change the Language, click the highlighted button as shown in the below screenshot. A popup will appear to select the desired language.

[Desktop View]



[Mobile View]



## Home Page

Once user successfully logged in, home page will appear as shown below.

**Keypad:** Allows to make calls by entering the phone number on the keypad.

**Automatically answers the call without any manual intervention.**

**Turn on Do Not Disturb to block incoming calls with a single tap.**

**Contact:** Allows to search, browse, and call your contacts effortlessly.

**Recent:** Keeps track of past calls, both incoming and outgoing

**Chat:** Allows to send and receive instant messages.

**Meetings:** This icon will only be visible for Zoom-integrated users. This option allows the user to access the Zain Meeting+ app.

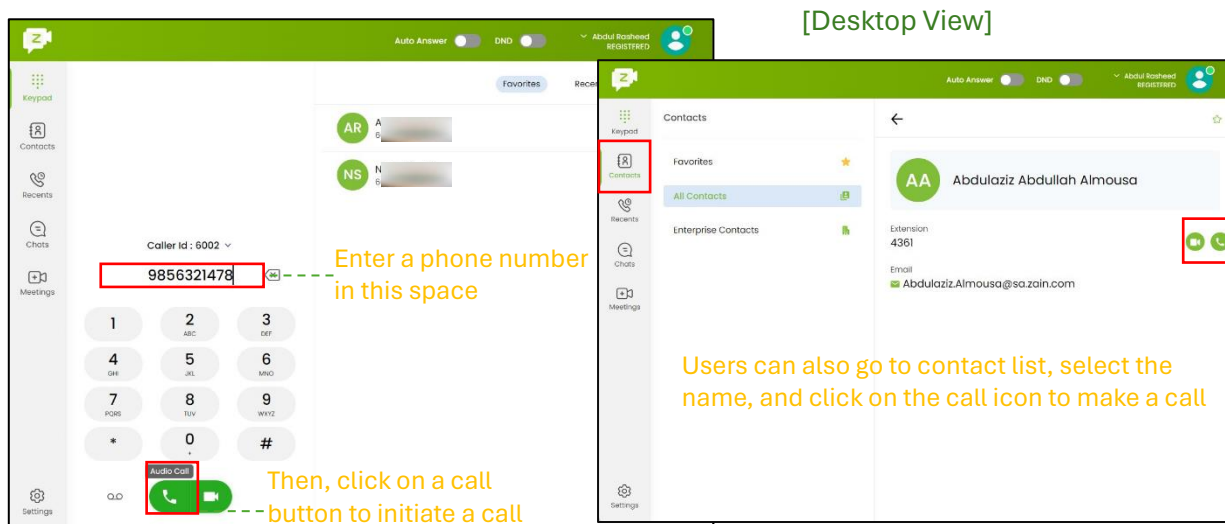
Allows you to choose a status that reflects your current availability, visible to other users.

[Mobile View]

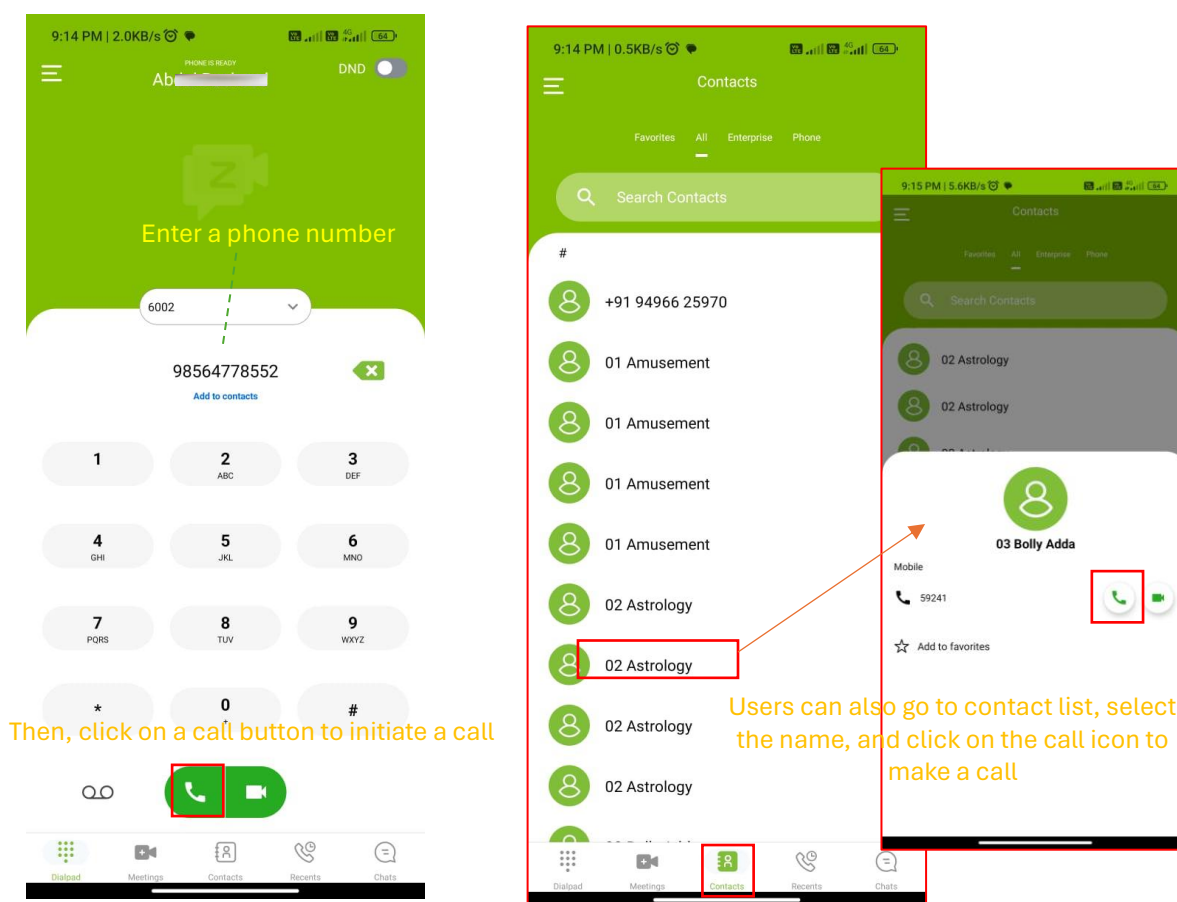
Click this icon to view and choose the status

## Making Calls

Users can initiate calls by dialling numbers directly within the **"Keypad"** interface. Alternatively, they can access the **"Contacts"** section to choose from a pre-existing list of saved contacts.



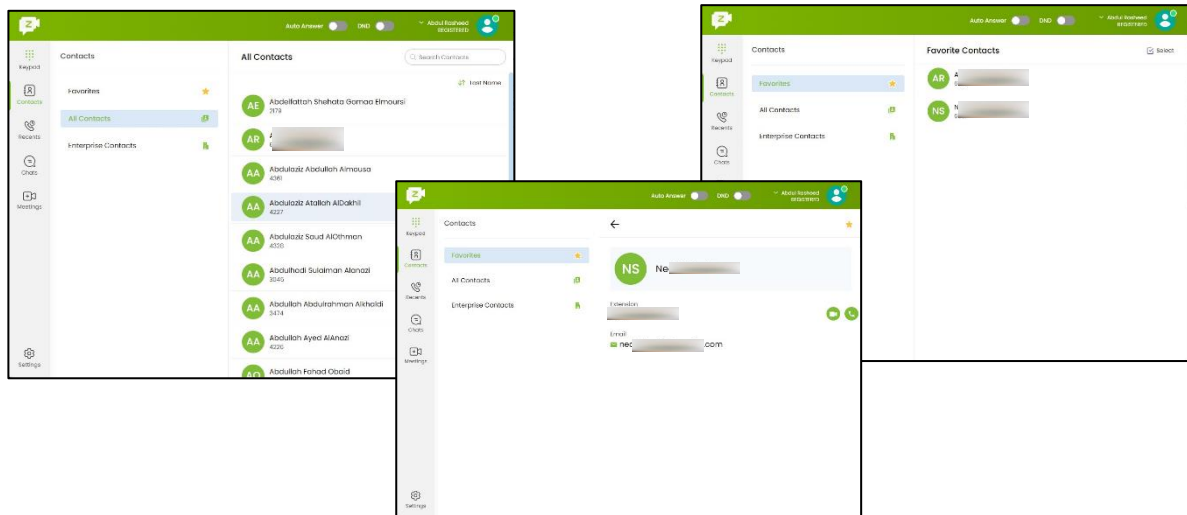
### [Mobile View]



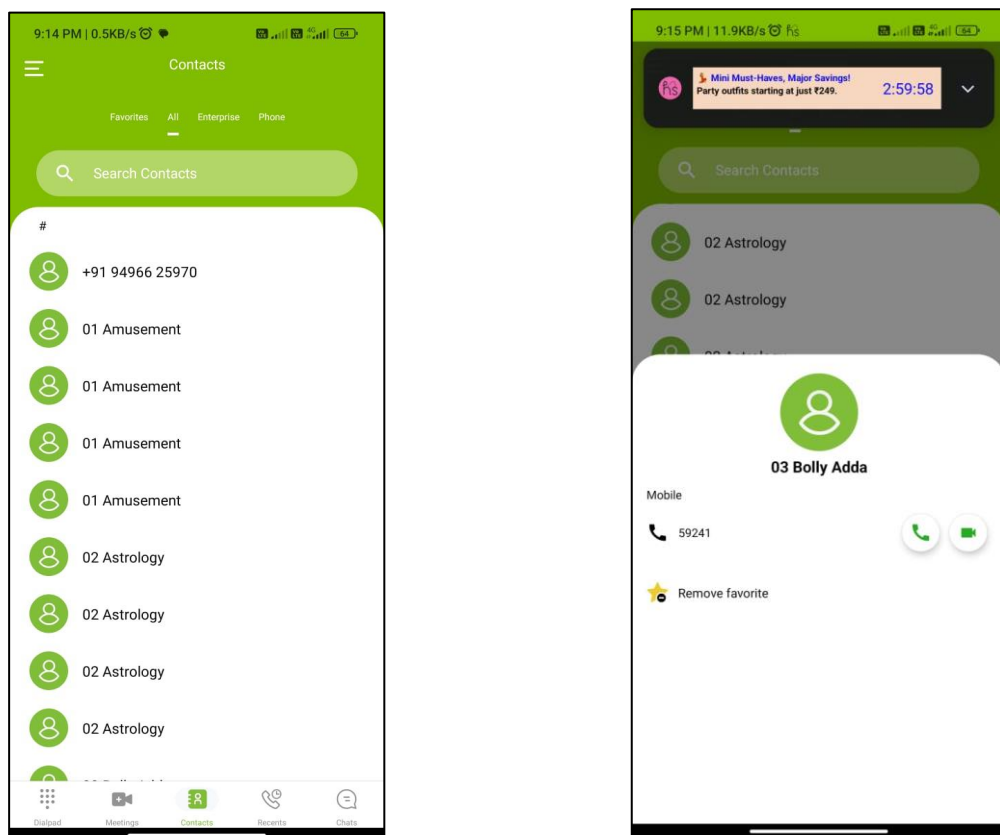
## View Contacts

This option provides users with a centralised interface for their stored contacts. Users can conveniently browse, search, and initiate calls directly from the list. Additionally, a customizable "**Favourites**" list can be created to provide faster access to frequently contacted individuals.

[Desktop View]



[Mobile View]

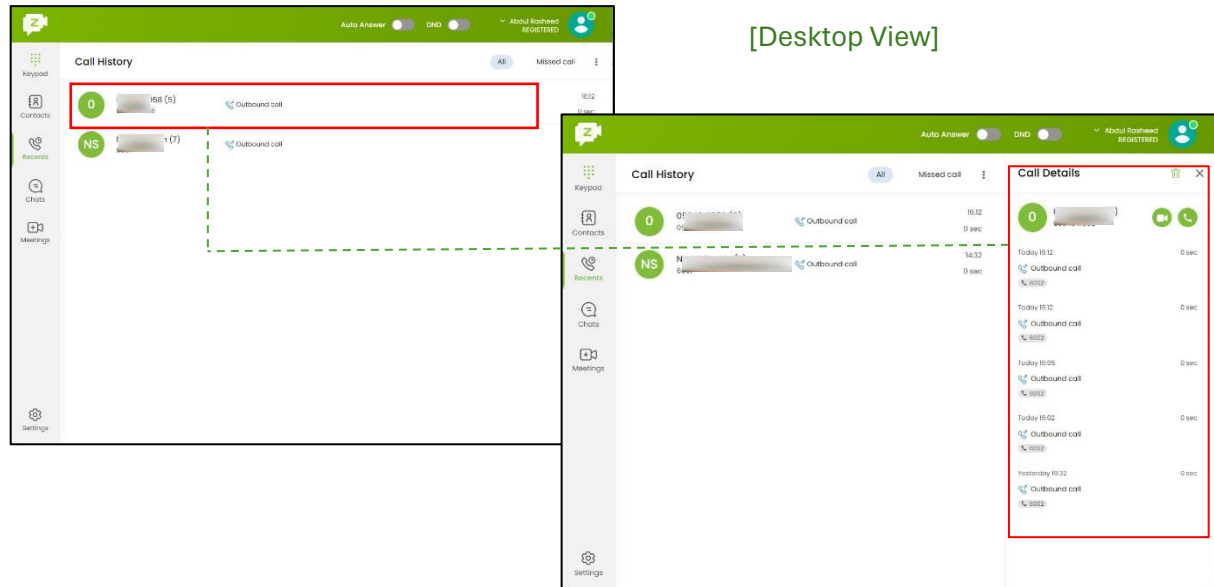




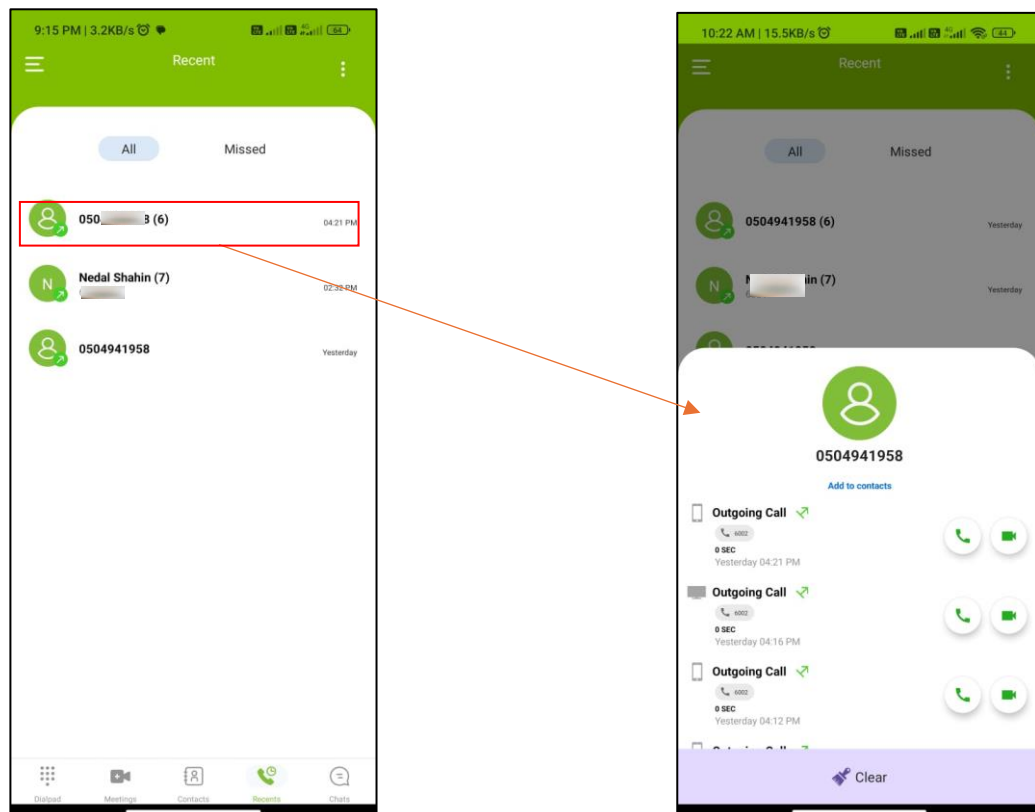
## View Call History

The section offers a readily accessible call history, presenting both dialled and received. Users can further identify missed calls through the dedicated "**Missed Call**" button.

Selecting individual entries within the list displays detailed information on the right side of the interface, as shown below.



[Mobile View]

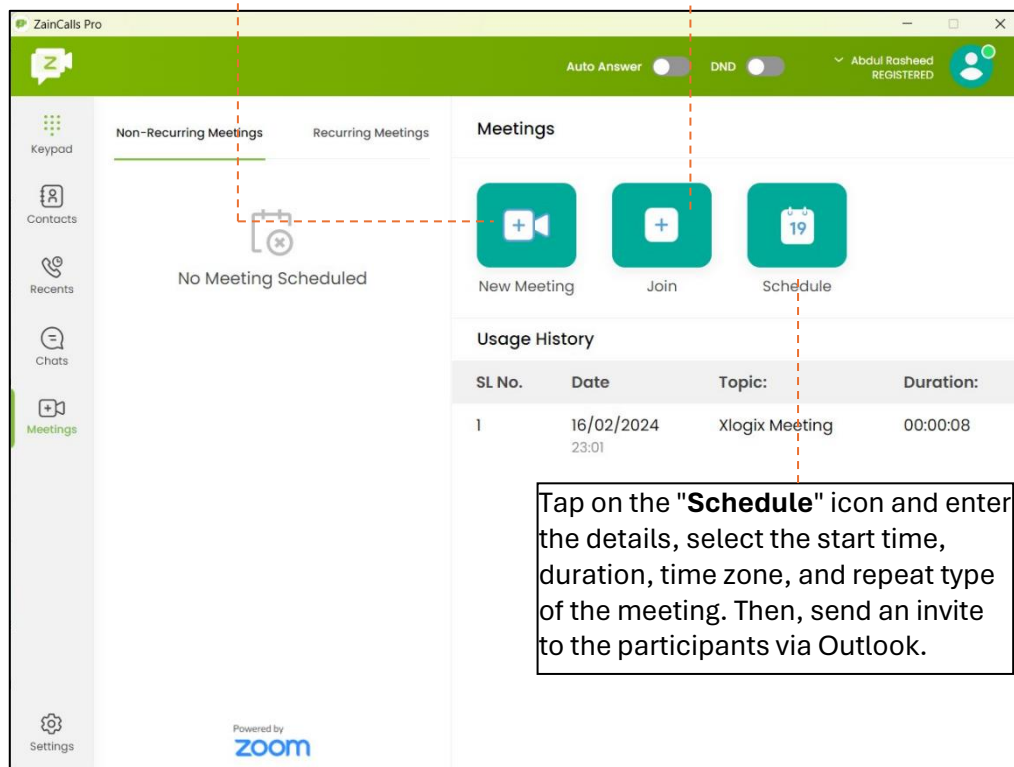


## Schedule meeting

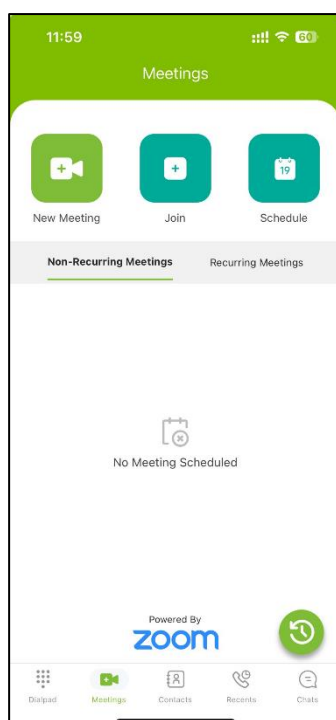
This feature is only available for Zoom-integrated users. Once this is enabled, users are permitted to initiate, schedule, and engage in meetings within the Zain Meeting+ application.

Tap on the "**New Meeting**" to start the meeting and then, tap on "Participants" to invite other members.

Tap the "**Join**" icon and enter the details and you will be connected to the meeting room.



[Mobile View]



The "**Non-Recurring**" tab will display all your meetings that are not scheduled to repeat.

The "**Recurring**" tab will display all your meetings that are scheduled to repeat on a daily, weekly, or monthly basis.

## Conclusion

This user guide presents an introduction to the ZainCalls Pro Softphone application, specifically targeting its key features and functionalities. This information is designed to empower users with a quick understanding of the application's capabilities.

***For more information, please do not hesitate to contact us.***