


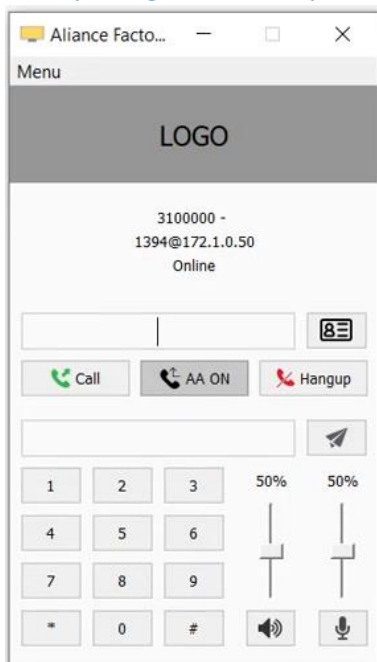
- 1- On each station you will see a new sticker including Username and DID as per the below

	Username	DID
	1394	3100000

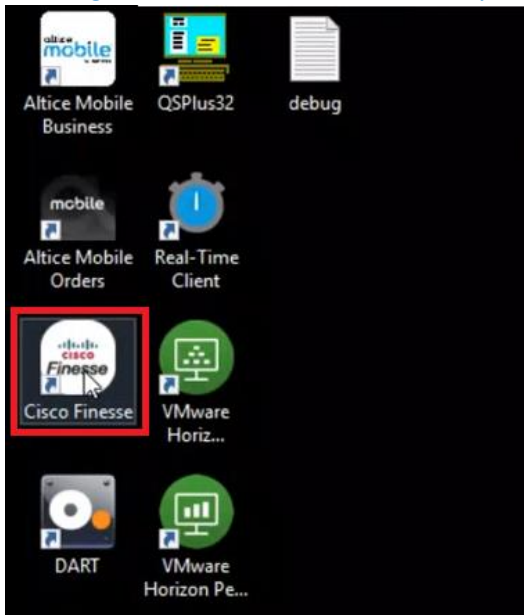
- 2- Open softphone and login in with the information on the station Username, password is 1234 and DID as per the below



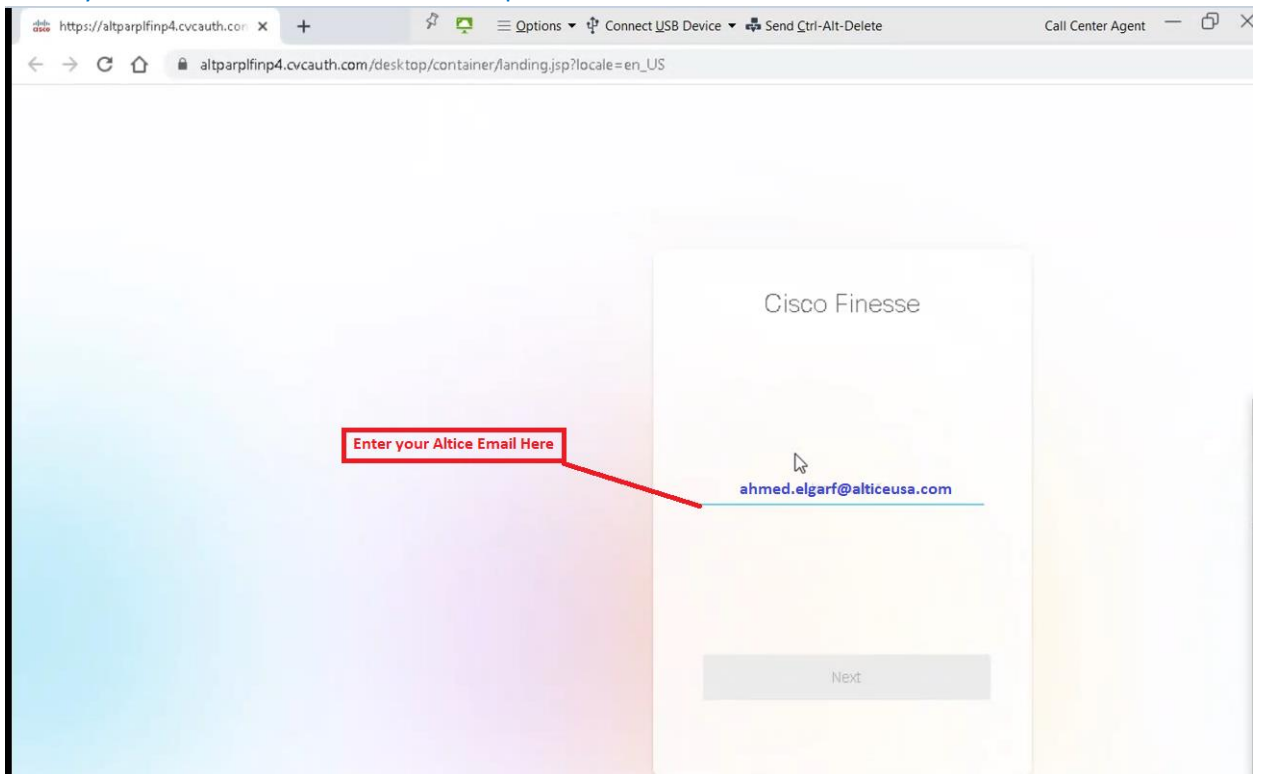
- 3- After you login in the softphone you will see softphone as per the following



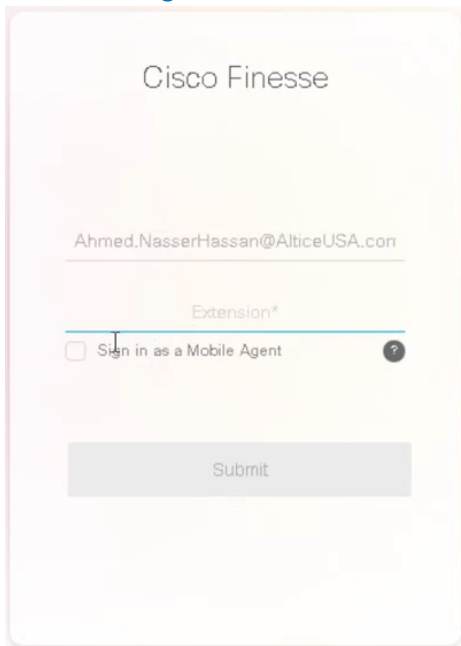
- 4- Now log into the VDI business as usual, you'll see an icon inside VMware called Cisco Finesse



- 5- Enter your Altice email in "Username" as per the below




- 6- Now , after you logged with you email you'll see the below windo , please mark/check of “Sign in as a mobile agent”



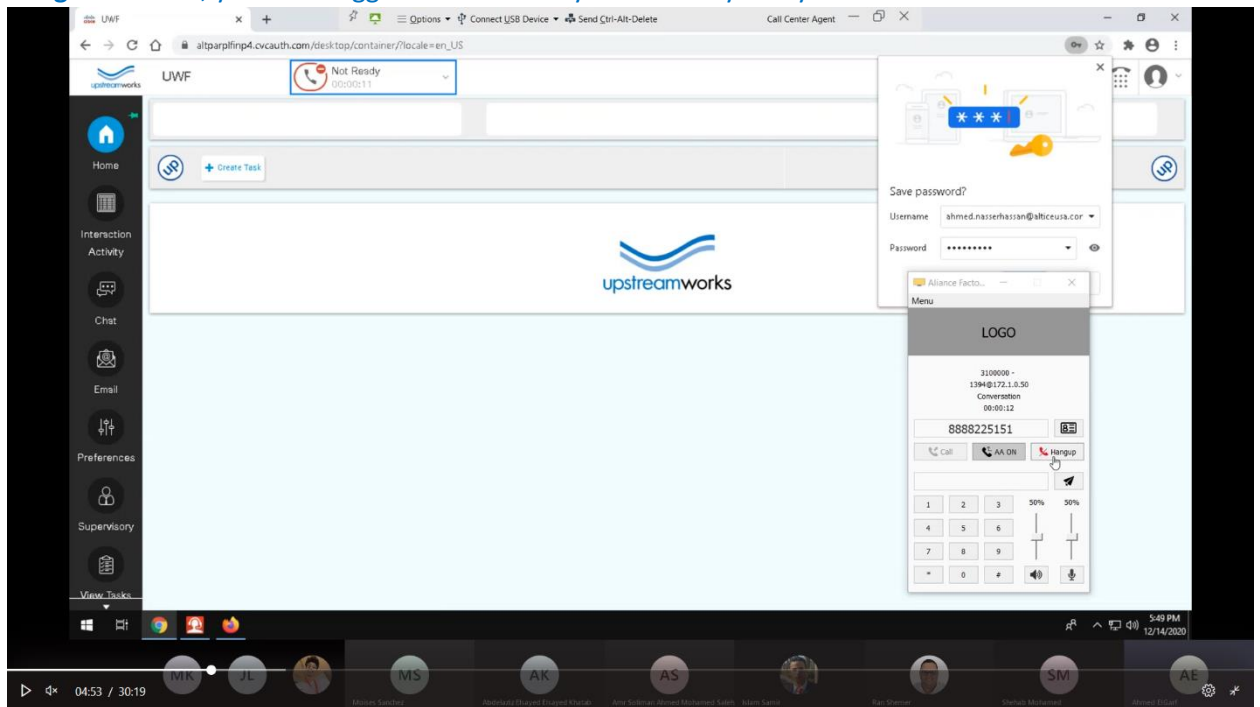
The image shows the Cisco Finesse login interface. At the top, it says "Cisco Finesse". Below that is a text input field containing the email address "Ahmed.NasserHassan@AlticeUSA.com". Underneath the email field is a label "Extension*" followed by an empty text input field. Below the extension field is a checkbox labeled "Sign in as a Mobile Agent" with a question mark icon to its right. At the bottom of the form is a "Submit" button.

- 7- Now put all the information as per the below guide – Dial Number is the DID number on the station sticker which is the same DID number you entered in the softphone DID



This block contains two screenshots. The left screenshot is the Cisco Finesse login window with three red annotations: 1. A box pointing to the "Extension*" field with the text: "Here , you should insert your LCP extension , it will be provided by your manager and each agent has his/her own LCP extension". 2. A box pointing to the "Sign in as a Mobile Agent" checkbox with the text: "Please check on this drop menu and choose 'Nailed Conenction'". 3. A box pointing to the "Dial Number*" field with the text: "In the Dail Number Please enter the DID that sticked on the station and you have already put in softphone". The right screenshot shows a softphone interface. At the top, it says "save password:". Below that are fields for "Username" (ahmed.nasserhassan@alticeusa.com) and "Password" (masked with dots). Below the password field is a "Menu" button. The main part of the softphone shows a "LOGO" and a "Dial Number" field containing "3100000". Below the dial number field are buttons for "Call", "AA ON", and "Hangup". At the bottom is a numeric keypad and a "50%" volume control slider.

8- Congratulations, you have logged in successfully – start use your system and remember



“NEVER PRESS HANGUP ON SOFTPHONE”