

Overview

In this book, you will find relevant information on utilizing third-party software and hardware that are not IntellaSoft products but are installed as part of your overall IntellaSoft Communications Platform. You can find quick references specific to your devices such as the **Polycom VVX** as well soft-phones such as **Linphone - Users Guide**.

You may also find information specific to setting up other physical components such as Edge Routers, Wireless Access Points, among other devices. If you run into technical difficulties that you are not able to resolve through this documentation be sure to check out our ticket system for submitting a help desk ticket.

What's Included in This Space

- **Linphone 4.X - Installation Guide**: Step-by-step documentation covering the installation of Linphone Soft Phone
- **Linphone 4.X - Users Guide**: Step-by-step documentation covering the basic functions of the Linphone Soft Phone
- **Polycom VVX Cheat Sheet**: A quick reference to some of the basic functions of the Polycom VVX 400/401 SIP Phone. There are three separate tables that correlate to a user's role within the organization (Standard, Agent, and Supervisor)
- **Polycom VVX Video Tutorials**: In-depth video tutorials on how to use some of the basic functions of the Polycom VVX 400/401 SIP Phone. Such functions include transferring, placing calls, conference mode etc.
- **Polycom 331/350 Cheat Sheet**: A quick reference to some of the basic functions of the Polycom 331/351 SIP Phone, there are three separate tables that correlate to a user's role within the organization (Standard, Agent, and Supervisor)
- **Polycom 331/335/VVX Video Tutorials**: In depth video tutorials on how to use some of the basic functions of the Polycom 331/351 SIP Phone. Such functions include transferring, placing calls, conference mode etc.
- Upgrading to **Microsoft Remote Desktop 10 for Mac Users**
- Using **Emacs** text editor for internal system maintenance
- **Troubleshooting**: coming soon...

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