## Web Phone Guide

In this document we will show you how to use your web phone.

This document should be used after already going through the "User Portal Guide".

We will be using screenshots to guide you through this tutorial.

Once logged into your user portal, you can find the web phone under "Apps" at the top right of your home screen (or any screen you may be in the portal). Select the "Web Phone".
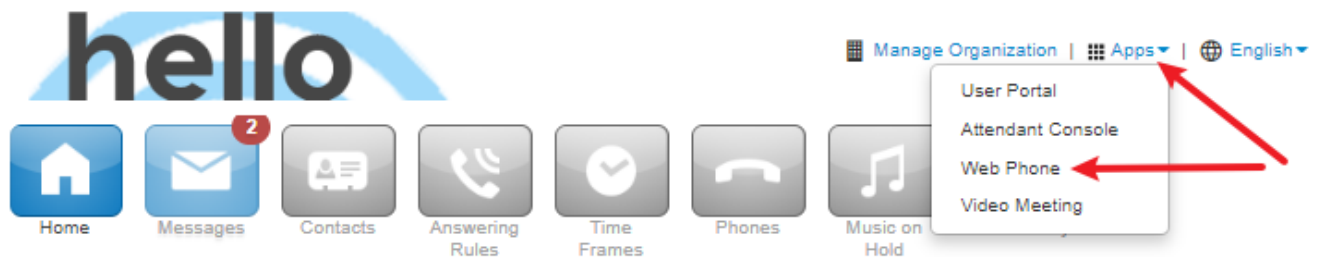
Now you are logged into your Web Phone.

Keep in mind that if this is your first time logging in on the current browser, or if your browsers history gets cleaned up, the Web Phone will walk you through a mini tutorial. Just click through the small amount of steps.

You will now see all your options on the lefthand side.
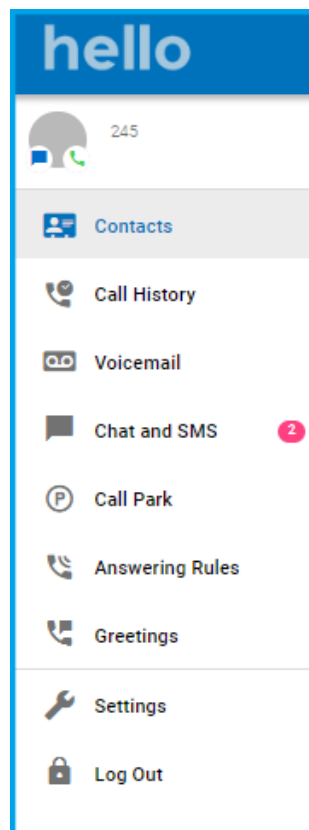
Contacts

Here you can see all your company's users. You can also see any of your own personal contacts that you add using the + symbol at the top right corner.

Call History

Here you can see all calls to and from your user, including missed calls. You may select them in order to call them back or redial.

Voicemail

Here you can see the various voicemails left for you.

Besides listening to your messages, you can choose to call back, save, forward or delete.

Chat and SMS

Here you can chat with the users that are also using their web phones. SMS is an add-on feature that allows you to receive text messages through your 10-digit direct line.

Answering Rules

Here you can select which answering rule is currently handling your calls. You do not build them here; you just select which one is active. Building answering rules is handled in the USER PORTAL.

Greetings

Here you can choose which greeting you would like to be active in your mailbox. You do not create them her, you only select them. Creating greetings is done in the USER PORTAL.

Settings

Here you can make a few adjustments to how your web phone behaves and also a few other options.
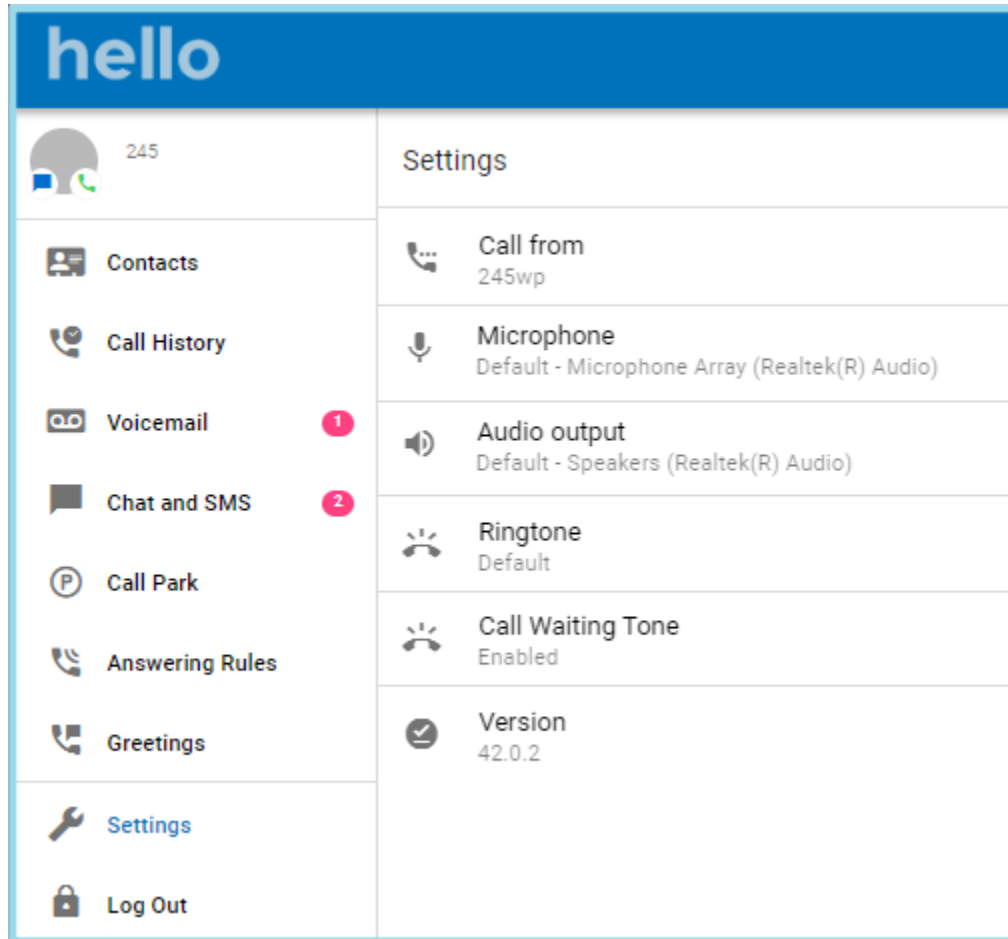
Call from: This allows you to select what device makes the call when you select a contact. For example, you can have your desk phone initiate the call instead of your web phone.

Microphone: Choose which microphone your web phone will use when making a call.

Audio Output: Choose which audio device your web phone will use when making a call.

Ringtone: Select from various ringtone options.

Call waiting: Allows you to select if call waiting is "enabled", "beeps once" or is "disabled"

Logout

This logs you out.

Making a call and call features

To make a call you must first select the "+" symbol to initiate an action. You then select the dial pad.

Your dial pad will appear.

Go ahead and dial your number and press the talk button.

Place a call on hold

Press the "Hold" button. Press again to bring the caller back

Add a call

Press the "add call" button and dial the next user or "choose from contacts". Once the other party answers you can select:

-Swap Calls
-Merge Calls
-Transfer

Transfer a call

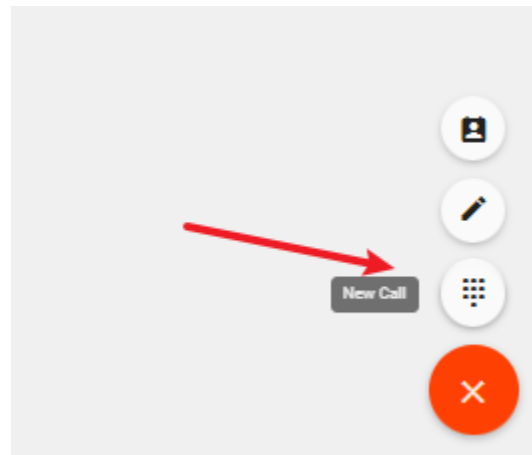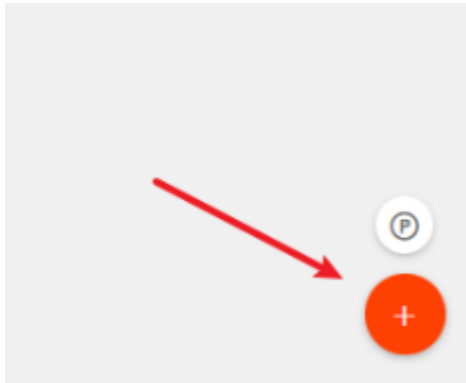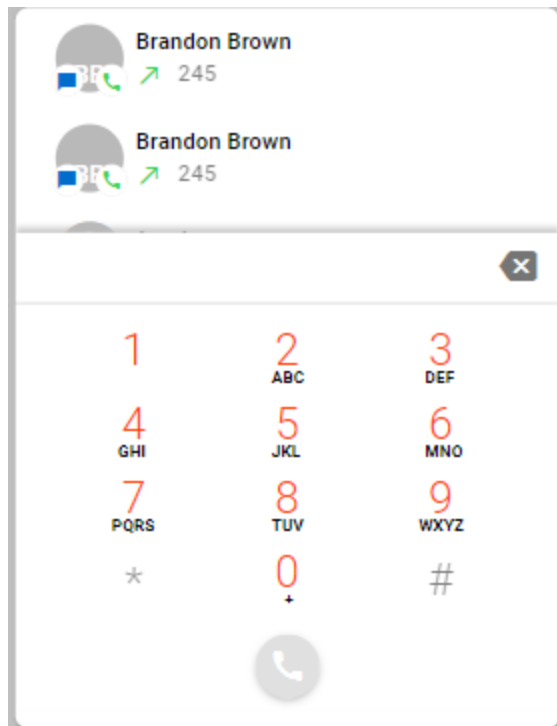During a call you can press "Transfer" button. This will ask you to dial the number or choose from your contacts. Once you have made your choice it will ask you how to proceed:

-    Blind Transfer which just send the call over to the transferee
-    Supervised transfer which is where you can consult the transferee before sending the caller to them.

Switch Phone

When on a call you can select the "switch phone" button and select the device you would like to send the call to. Answer on that device and carry on with your conversation.

Language

You can select the language you would like the interface to show as.