



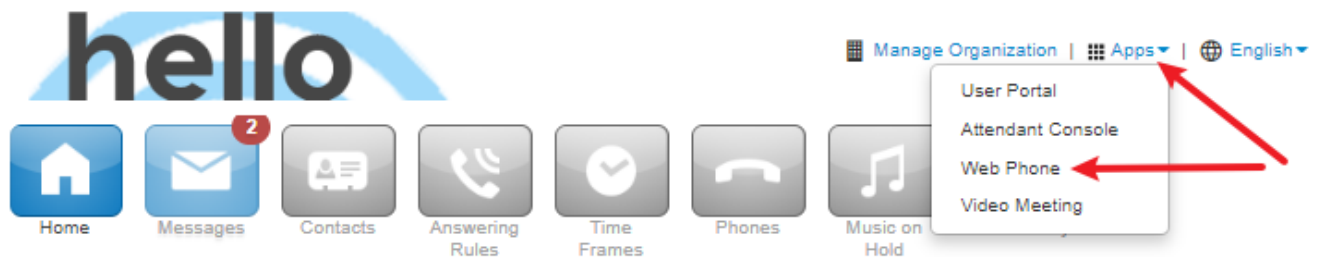
Web Phone Guide

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.

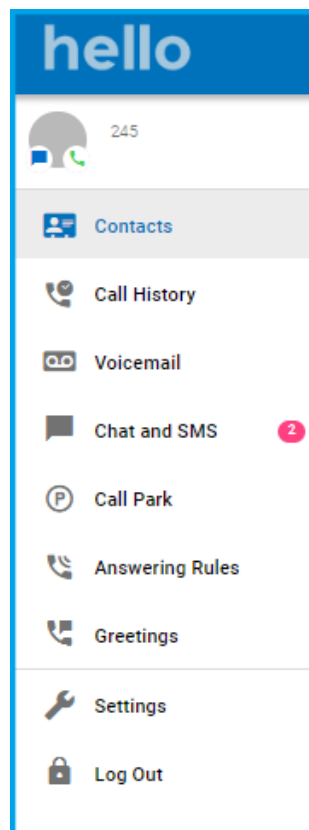
Once logged into your user portal, you can find the web phone under “Apps” at the top right of your home screen (or any screen you may be in the portal). Select the “Web Phone”.



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.

The screenshot displays the 'Contacts' section of a user interface. On the left is a sidebar with navigation options: 'Contacts' (selected), 'Call History', 'Voicemail', 'Chat and SMS' (with a red badge '2'), 'Call Park', 'Answering Rules', 'Greetings', 'Settings', and 'Log Out'. The main area shows a list of contacts under the 'Contacts' header, which includes a search icon, a list icon, and a '+' icon. A red arrow points to the '+' icon. The contacts are grouped by initial letters: B, C, D, E, and F. The contacts listed are:










- B**
 - JB: Jean-Jerome Baudry, 285
 - NB: Nancy Blais, 246
 - HB: Hardik Bochare, 257
- C**
 - JC: Jean Jerome Cell cell, (647) 770-2086
- D**
 - JD: John De Guerto, 499
 - FD: Front Door, 210
- E**
 - EE: Emrah Erol, 243

On the right, a 'Create new contact' modal is open, showing fields for 'First Name *', 'Last Name *', 'Work', 'Mobile', 'Home', and 'Email'.



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.

<div> 245</div> <div><div>Contacts</div><div>Call History</div><div>Voicemail</div><div>Chat and SMS 2</div><div>Call Park</div><div>Answering Rules</div><div>Greetings</div></div> <div><div>Settings</div><div>Log Out</div></div>	<div>Call History ▾</div> <div><div> Qasim Saleem 14 hours ago Work (647) 895-5382 03:30</div><div> David Lloyd 16 hours ago 247 Work 05:36</div><div> Ganeshan Subramaniam 17 hours ago 225 Work 00:13</div><div> Ganeshan Subramaniam 17 hours ago 225 Work 00:16</div><div> (613) 349-2955 17 hours ago Work 13:09</div><div> David Lloyd 17 hours ago 247 Work 01:37</div><div> 6 17 hours ago Work 00:00</div><div> Alex Zheng 18 hours ago 331 Work 00:23</div></div>
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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**.


The screenshot shows the 'hello' Voicemail interface. On the left is a sidebar with navigation options: 'Contacts', 'Call History', 'Voicemail' (highlighted with a red badge '1'), 'Chat and SMS' (with a red badge '2'), 'Call Park', 'Answering Rules', 'Greetings', 'Settings', and 'Log Out'. The main area is titled 'Voicemail' with a dropdown arrow. It displays a message from 'Brandon Brown' received 'a few seconds ago'. Below the name, it says 'Transcription not available'. A play button icon is highlighted with a green box, followed by a progress bar showing '00:00' to '00:09'. Below the progress bar are four action icons: 'Call Back' (blue phone icon), 'Save' (black floppy disk icon), 'Forward' (purple arrow icon), and 'Delete' (red trash can icon). The 'Delete' icon is highlighted with a red box.





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.


hello


 245


 Contacts


 Call History


 Voicemail 1


 Chat and SMS 2

 Call Park


 Answering Rules


 Greetings


 Settings


 Log Out


Chat and SMS


 **Hercules Manoukarakis** 2 days ago
✓ Sorry I missed your call Was thinking...


 **Rubens Moise** 2 months ago
✓ Vpn works

 **Ganeshan Subramaniam** 4 months ago
✓ [Redacted]

 **David Lloyd** 5 months ago
✓ [Redacted]

 **Karamjit Singh** 5 months ago
✓ [Redacted]

 **Chris Reid** 5 months ago
✓ [Redacted]


 **Brandon Brown** 5 months ago
✓ [Redacted]



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.

hello

 245

Contacts

Call History

VoiceMail

1

Chat and SMS

2

Call Park

Answering Rules

Greetings

Settings

Log Out

Answering Rules

OpenBusiness

Days and Times

=

Default

Always

●


=





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.


hello


 245


 Contacts


 Call History


 Voicemail 1


 Chat and SMS 2

 Call Park



 Answering Rules


 Greetings

 Settings

 Log Out

Greetings +

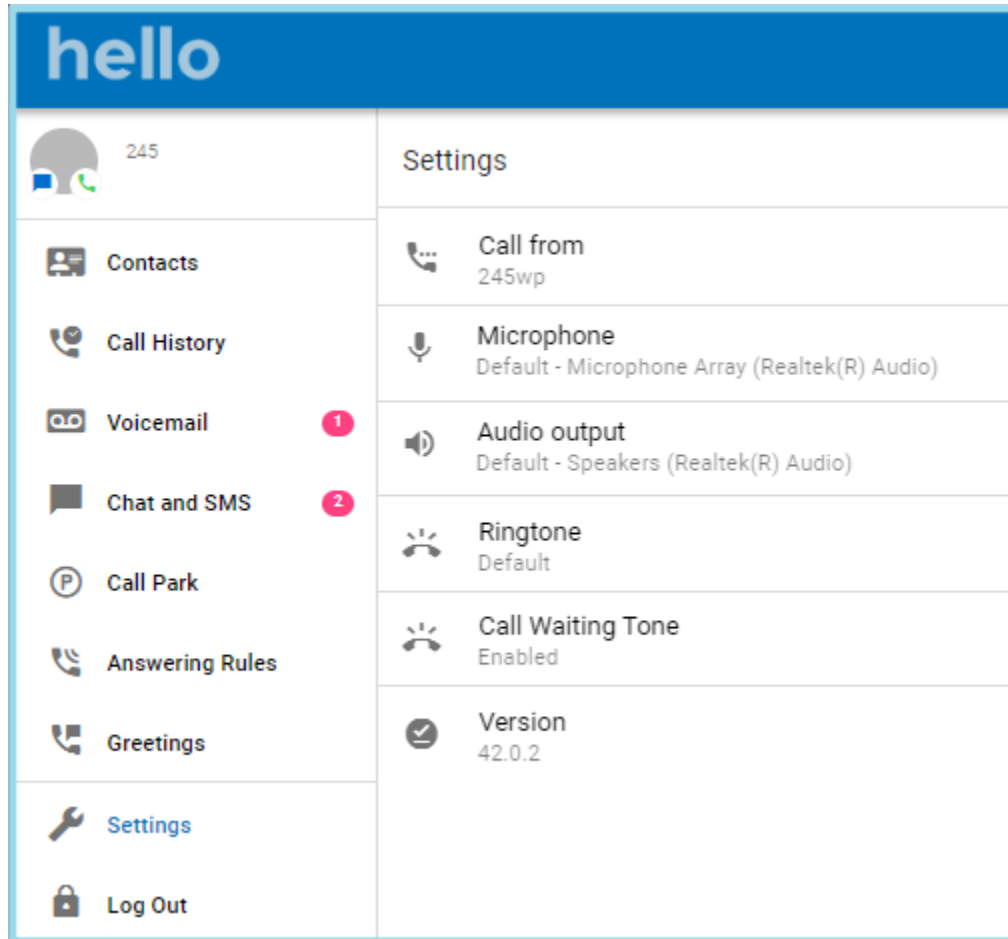
 Regular 

 Vacation



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.

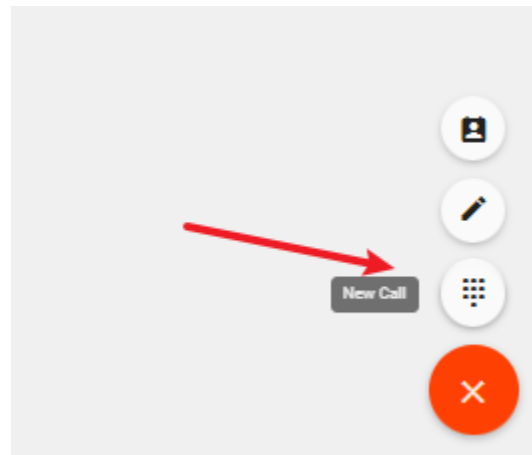
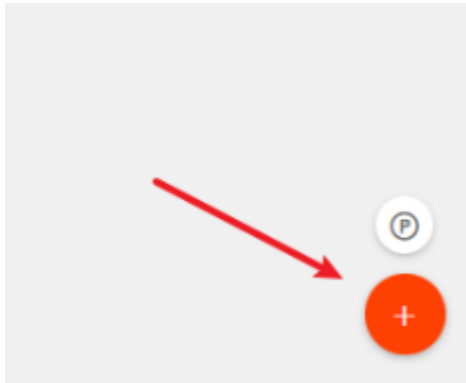
Call waiting: Allows you to select if call waiting is “enabled”, “beeps once” or is “disabled”

Logout

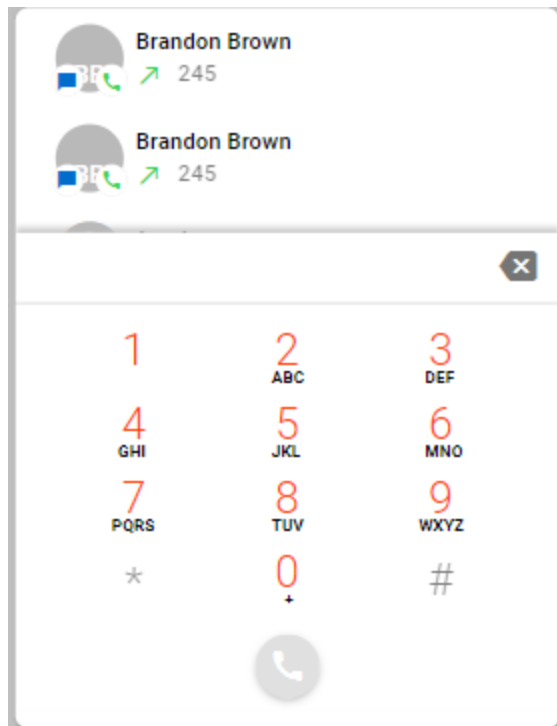
This logs you out.

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.

