



Web Phone User Manual

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1. GENERAL INFORMATION

1.1 Overview

This manual describes how to enable and use the public beta release of our Web Phone. Web Phone allows users to make and receive calls directly from their PC or mobile device through the supported web browsers anywhere worldwide with internet access.

Not all features listed are available by default. Contact your system administrator if you have any questions on what features and services are available to you on your system.

1.2 Acronyms and Abbreviations

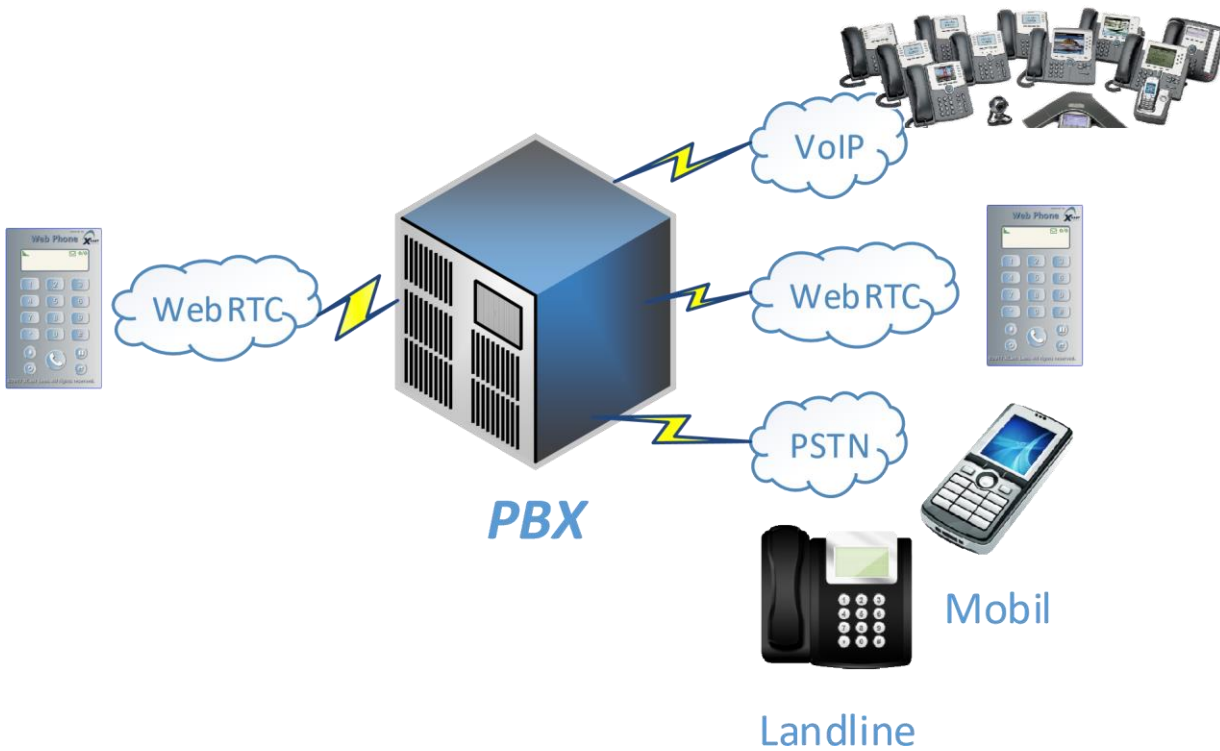
IP	Internet Protocol. A numeric address that is unique for every computer on a network.
LAN	Local Area Network. This is a network of computers that are located in close vicinity.
PBX	Private branch exchange
PSTN	Public switched telephone network
VCP	Voice Control Panel
VoIP	Voice over internet protocol
Web RTC	Web Real-Time Communication is a collection of communications protocols for peer-to-peer connection
Web Sockets	Secure communications protocol, providing full-duplex communication channels over a single TCP connection

2. SYSTEM SUMMARY

2.1 Web Phone Requirements and Configuration

To run a Web Phone, users must have one of the supported web browsers, such as Google Chrome version 50+ or Mozilla Firefox version 52+. Note: Microsoft Edge, Microsoft Internet Explorer and Apple Safari are currently not supported.

Users must have a microphone (separate or built-in) attached to the computer or laptop, as well as speakers or headphones. During first start up the Web Phone will ask the user's permission to allow the use of the Notification Service and the Microphone or Camera. We recommend that both of these be set to 'Always Allow' in order for Web phone work properly. **These permissions will apply and will be stored for Web Phone only and will not be applicable for any other websites.**



2.2 User Access Levels

The user must have a valid PBX account in order to run a Web Phone. The PBX administrator can enable access for each user separately or for an entire PBX for Web Phone in VCP under: *Manage Domain Options*
-> PBX -> *Enable Web Phone Access*

3. GETTING STARTED

3.1 Launching Web Phone from VCP

To start Web Phone, use your browser to log into VCP (yourcompany.voippbxsite.net) as a PBX user, and navigate to the **Applications** Tab. If the PBX Administrator has enabled access to Web Phone the user should see the 'Web Phone' button in the Applications section. Click to launch the Web Phone.

3.2 Call Blast

On the first invocation of Web Phone, it will be added as an active destination to the user's Call Blast in VCP. The Rings Delay will be set to 0 and Number of Rings will be set to 8 as default values. If Web Phone is running, it will






receive inbound calls as any other destination in Call Blast. The user also can change these settings or even remove them from the active list the same way as it can be done with any other entry in Call Blast.

3.3 Web Phone general functionality



Web Phone supports the following functions:

- Make a call
- Receive a call
- Put Call on Hold
- Transfer call

Connection indicator.

-  Green bar indicates that Web phone is connected and ready to make or receive calls.
-  Red spinner indicates that Web phone is trying to connect.
-  Red bar indicates that Web phone lost connection or was disconnected by another Web phone instance started with the same user account.



Voice mail indicator.

-  **1/1** Red open envelope indicates that user has 1 new and 1 old voice mail.
-  **0/0** Green closed envelope indicates that user does not have any new or old voice mails.



Mute / Unmute button.
During ongoing call user may mute or unmute their own microphone.

Hold / Un-hold button.
During an ongoing call the user can put a call on hold and can resume call from hold.

Undo / Hang up button.

-  While user types number by using keypad or keyboard, the user can delete an unwanted number by pressing Undo button (Backspace key).
-  During an incoming call, the user can use this button to ignore the incoming call.


Call transfer / Voice mail button.


-  During an ongoing call user can transfer current call to another phone.
-  Indicates that user has a new voice mail and can use this button to dial to voice mailbox.




3.4 Basic phone functionality

- Placing Calls


When Web Phone is ready to make calls (indicated by the Green bar indicator ) the user can enter the desired phone number by using the on-screen keypad or the digits on their keyboard,


followed by clicking the Phone button  or pressing the Enter key on their keyboard to initiate the call.

If a number is entered incorrectly before the call is initiated, the user can delete the number using the Undo button  or by pressing the backspace key on their keyboard. During the call process, the Web phone display will show current status and phone number.


- Answering Calls

When Web phone receives an incoming call, the phone display will show the incoming call's number and caller's name (if the name is not private). A ringing sound should be heard by the user in their speakers or headphones. The user can answer the call by clicking the Phone button



 or by pressing the Enter key on their keyboard.

If a call needs to be canceled, the user can use the Undo button  for this purpose.

- Hanging Up Calls



When the call is finished simply click the Phone button  or press the Enter key on the keyboard.

- Holding Calls


The user can put the ongoing call on Hold by pressing the Hold button . The Web Phone display will show this number in the display on the top row to indicate it is on hold. To release the call from hold, press the Hold button  again.


3.5 Additional phone functionality

- Attended Call Transfer

Web phone allows the user to transfer a call to another phone. While a call is active, the user first must put the current call on hold by pressing the Hold button  and then dial the new number using the keypad or keyboard. When the second call is established, the user can speak with the person to whom the call will be transferred, before transferring the held call to this new number by pressing the Transfer button . When the transfer is complete both calls will disappear from Web phone display.

- Blind Transfer

Web phone allows the user to transfer a call without speaking to the other party (blind transfer). While a call is active, press the Transfer button . You will see “Referred” on the display. Dial

the number you want to transfer the call to and then press the Phone button . When the blind transfer is complete the call will disappear from Web phone display.

4. LIMITATIONS

4.1 Web Browser support

- Web Phone only supports the following web browsers
 1. Google Chrome version 50+
 2. Mozilla Firefox version 52+
 3. Opera version 44+
 4. Chromium 44+
- Web Phone is Not currently compatible with the following web browsers
 1. Apple Safari
 2. Microsoft Edge
- Unsupported browsers
 1. Microsoft Internet Explorer 11 and previous versions