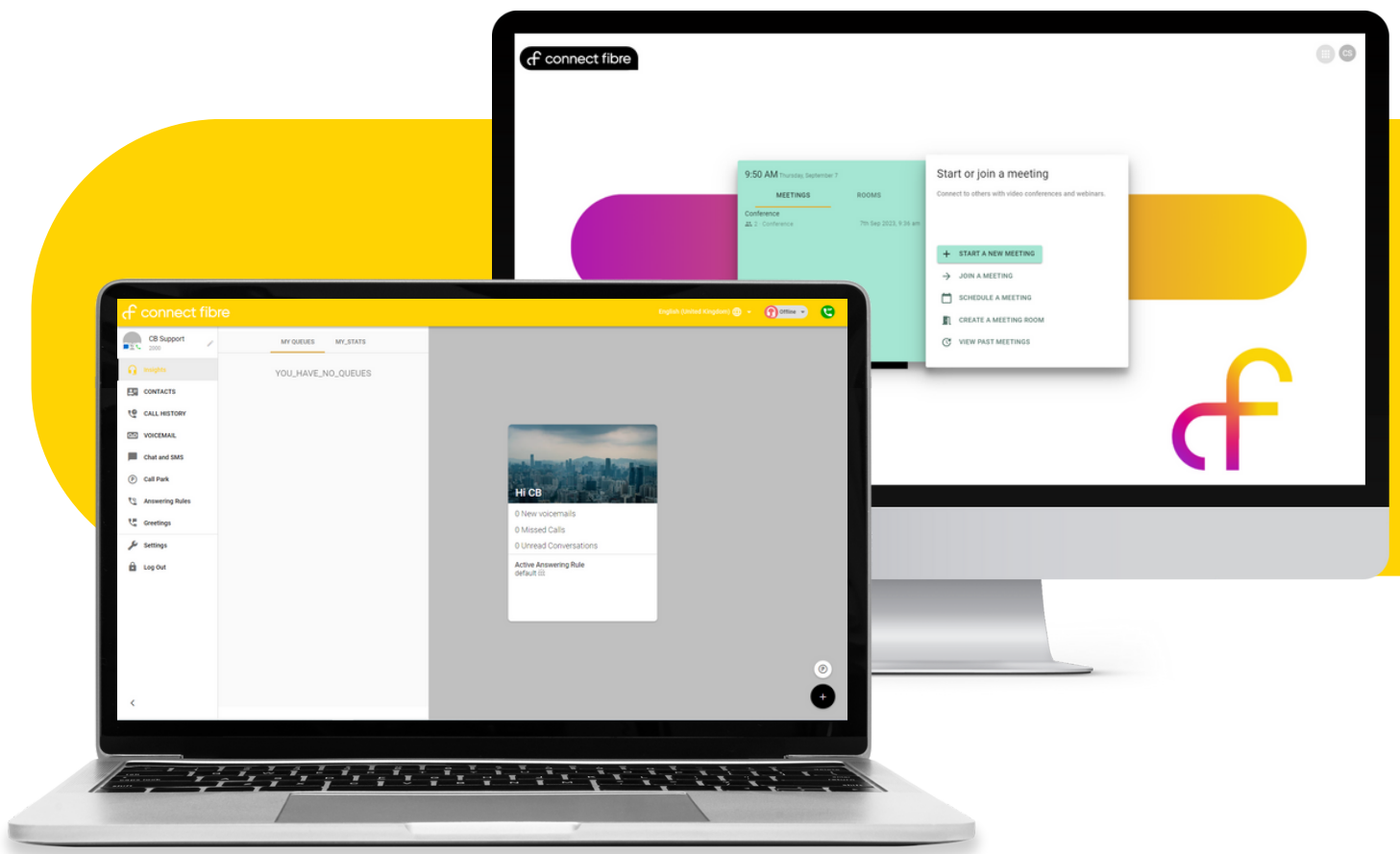
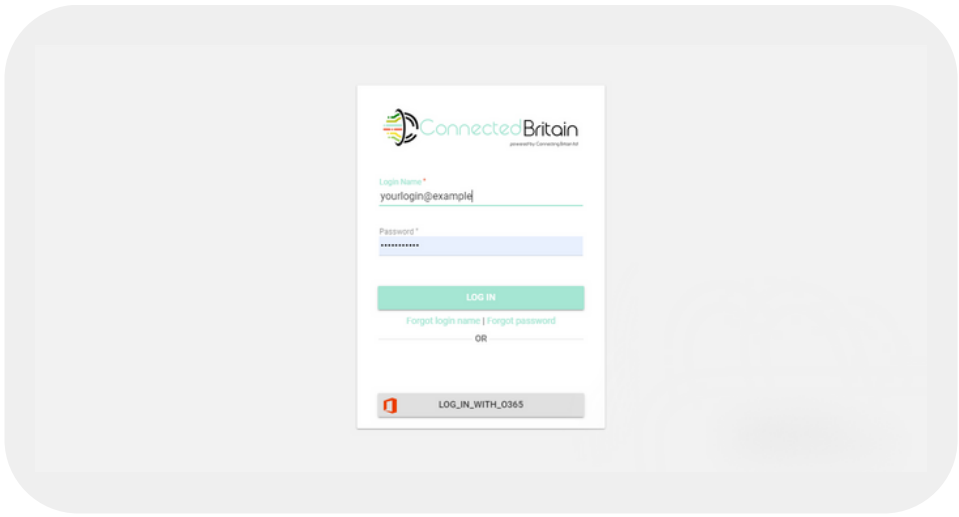




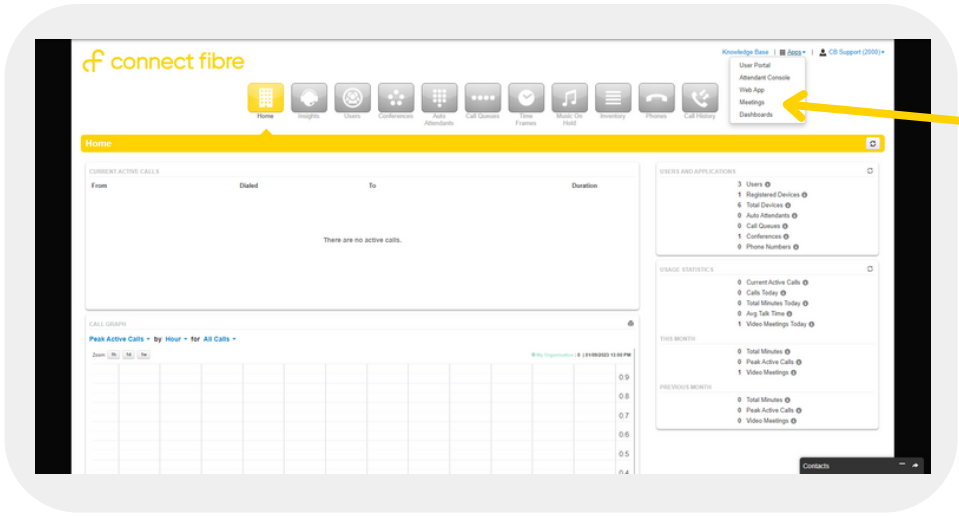
Web Application User **Guide**



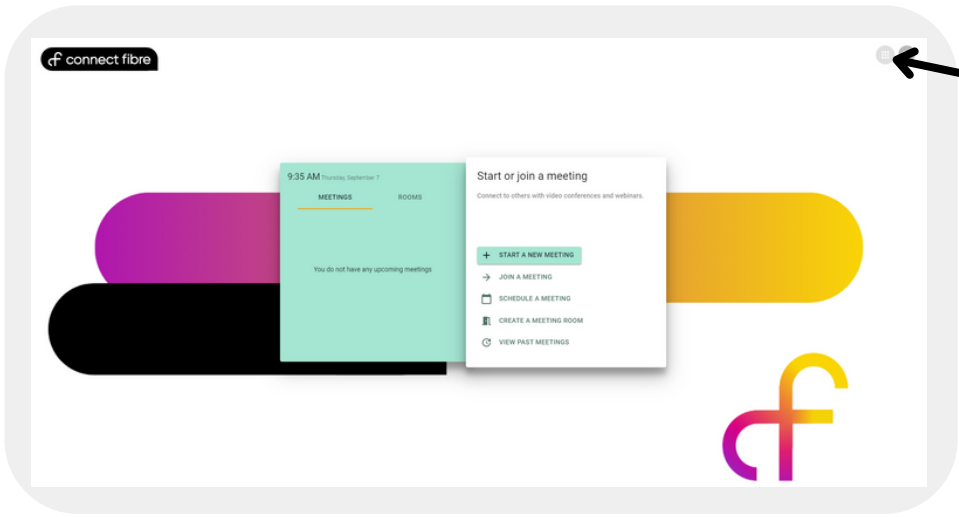
Accessing The App



When accessing the desktop app, you would be provided with a link to our online portal, where you can input your personal login.



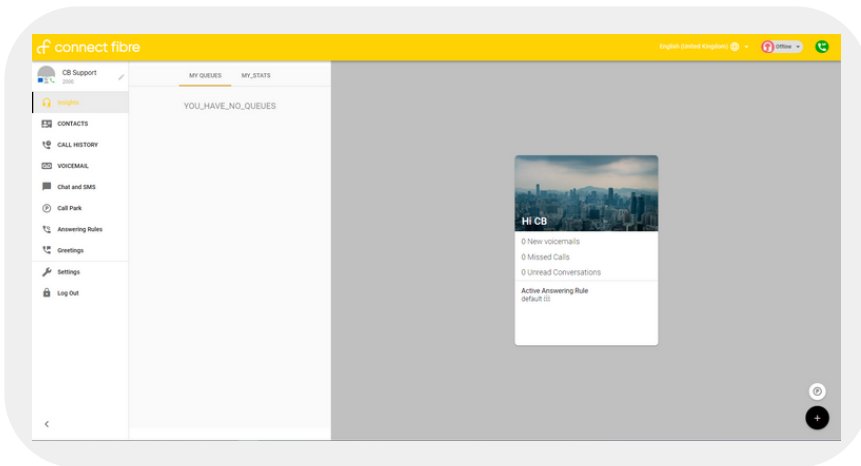
The menu within the user portal allows for you to access the meetings, web app and wallboards.



The web app can be accessed through both the user portal and meetings portal.

1 The Home Page

Once logged in, you can access all of your call features



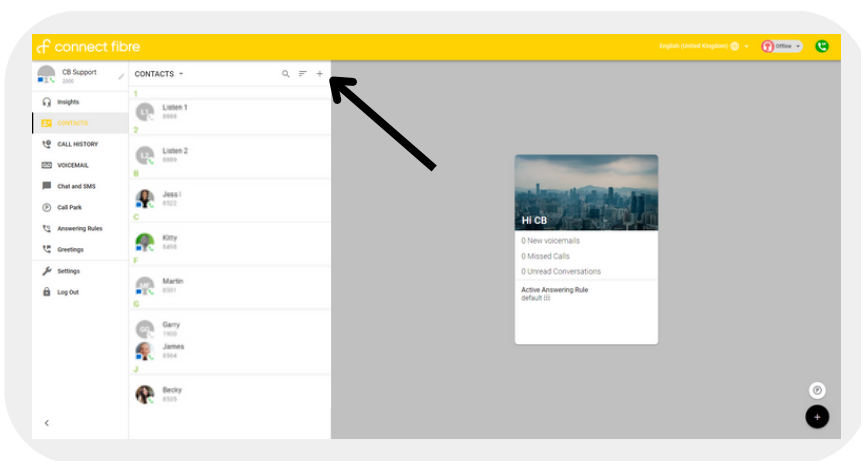
From here you can make calls, message and create new contacts.

View any call queues you are in from the insights tab.

You can also access call stats.

You can add any feature to your main grid to see them laid out and save you clicking through.

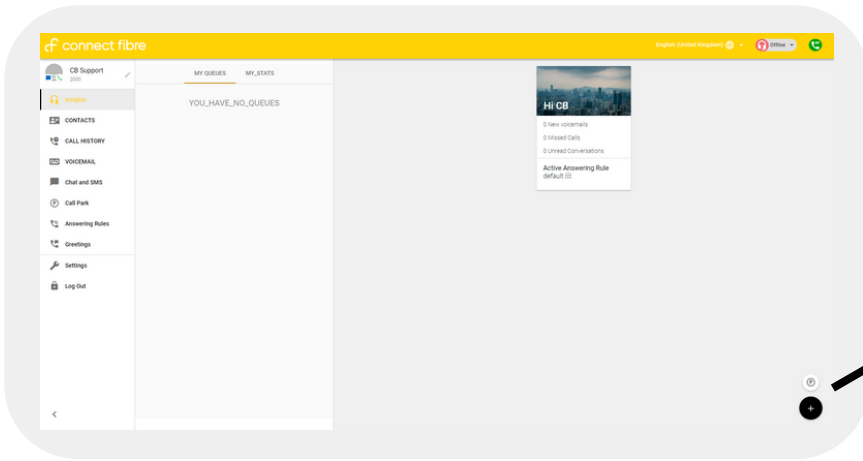
2 Contacts Page



- Access work contacts and organise by name or extension
- Filter your contacts by 'Online' or 'Favourites'
- Message or call colleagues from the contacts tab

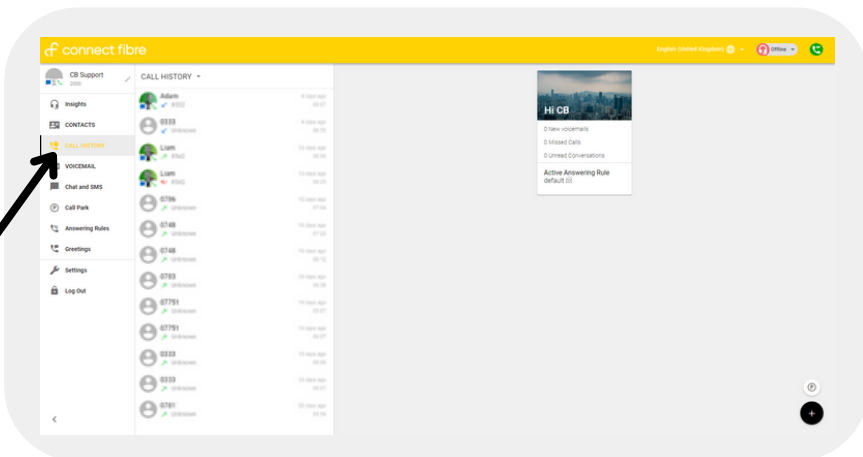
3 Making a Call

To dial out, simply click the keypad icon.



From here you're able to make outgoing calls to numbers not kept in your contact book.

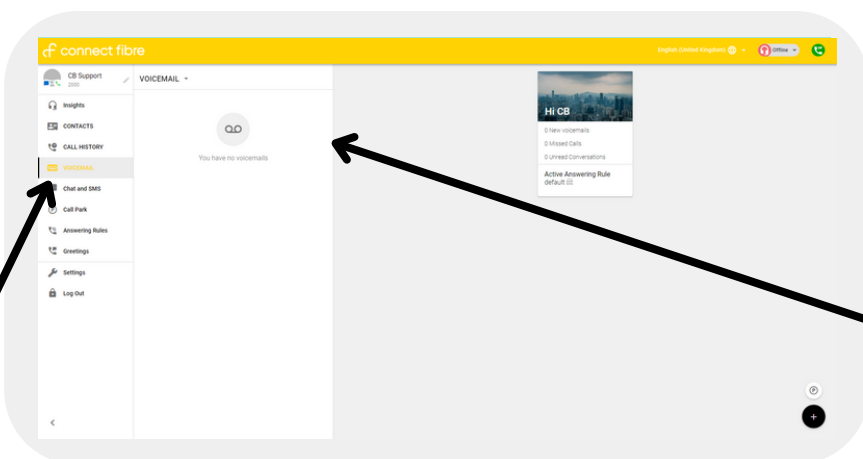
4 Call History



Access call history and filter by outbound, inbound and missed calls.

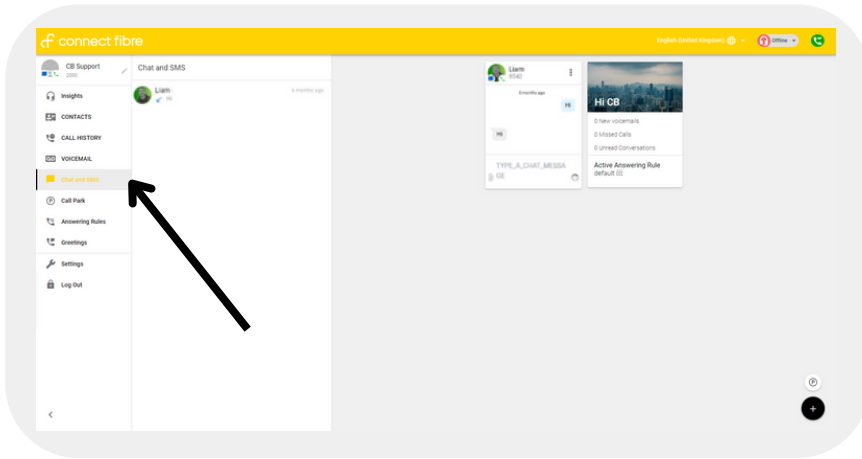
5 Voicemails

Access and listen to voicemails. These can also be accessed through the mobile app or through your handset if you have one.



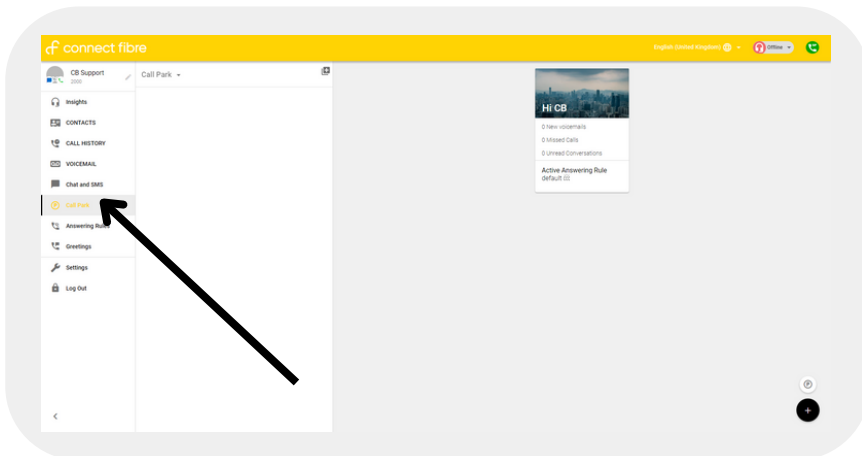
Listen and replay your voicemail. Call the person directly back or forward the voicemail to someone else.

6 Instant Messaging



Create new chats with contacts. This can be used from your mobile app or desktop app.

7 Call Park

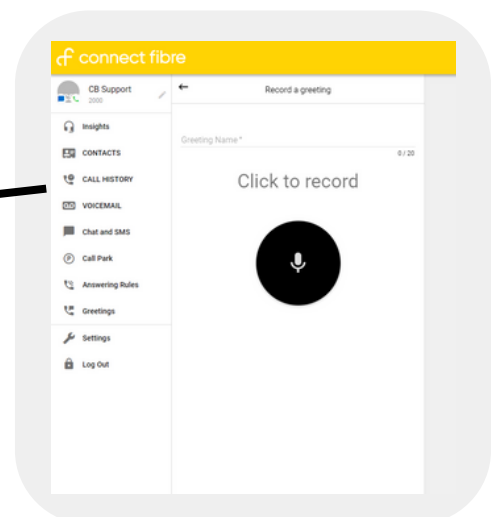
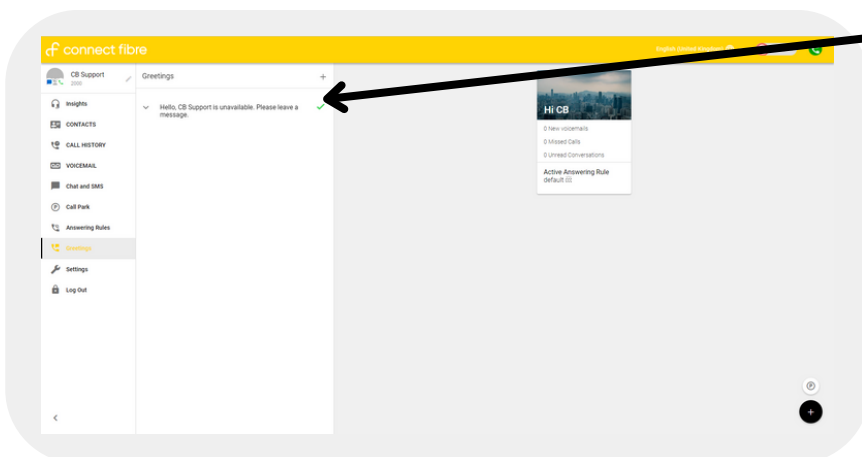


Park calls in different queues.

Pull people out of a call park when the lines are free or park a call for someone else to pick up when they're available.

8 Greetings

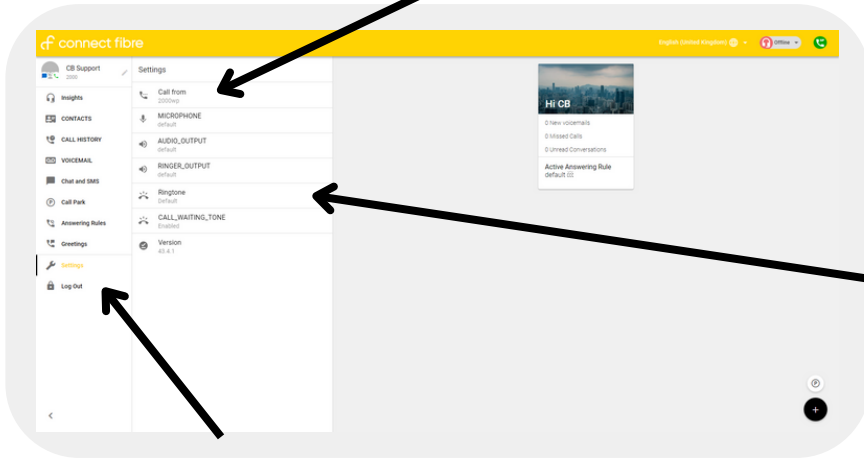
Create new greeting messages for when you're out of office.



9

Settings

Change your options to ring out from the desktop or mobile app.

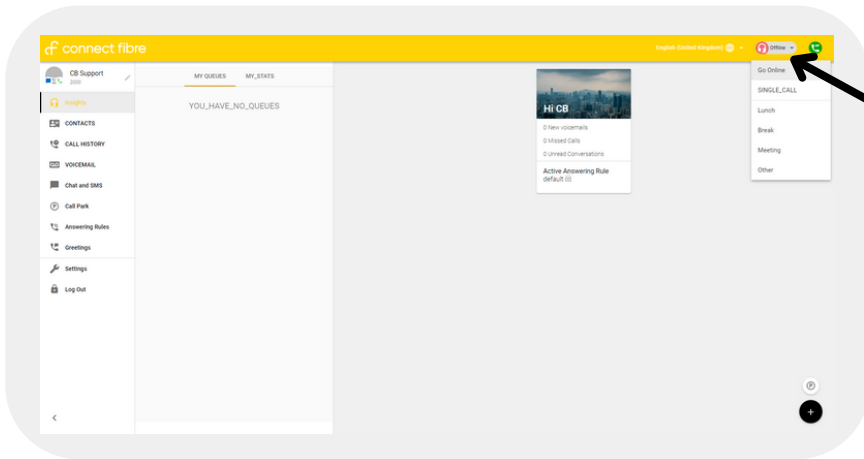


Change the ringtone or audio output. You can also view app details.

10

Call Features

Features available when making and receiving calls.



Disposition codes can be changed to let contacts know when you are available, or when you're offline.

Place on hold. Your hold music will play for the other end of the phone call.

Mute yourself - the other end won't hear you

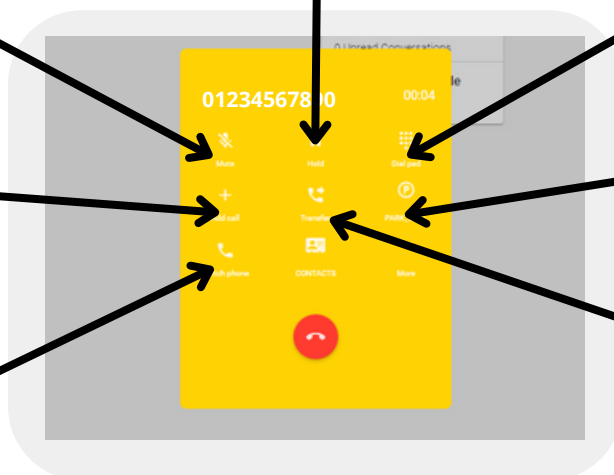
Access Keypad whilst on a call - for option menus etc

Add another call, useful for conference calling

Add to a call park queue

Switch the call from desktop to mobile app

Transfer the call to someone else



connect fibre



01223 080 790



hello@connectfibre.co.uk



connectfibre.co.uk