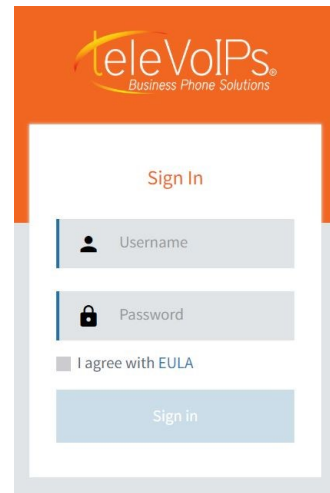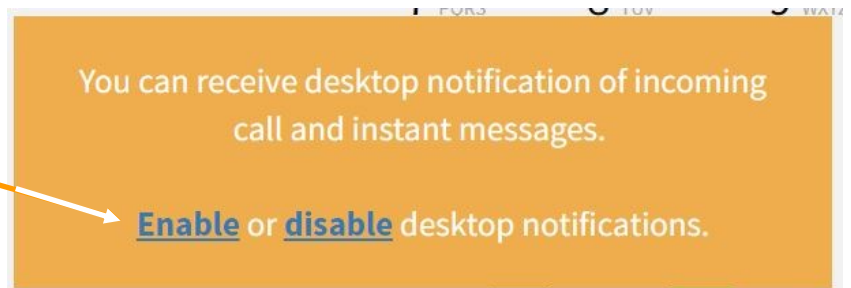# WebRTC User Guide

SIGN IN

1. Enter your username and password.

2. Click the "**I agree with EULA**" checkbox.

3. Click **Sign In**.

FIRST TIME SIGN-IN ONLY

The first time you login to the software, a window displays to enable or disable desktop modifications. Click **Enable.**

1. Then two windows pop-up stating you need to provide permission to access your microphone.

   NOTE: *You are only prompted the first time you sign-in, per device. If you have a laptop and a desktop, you will get a prompt on each device.*

2. Click **Cancel** on the larger pop-up screen.

3. Then click **Allow** on the small pop-up window to allow the system to use your microphone.

4. If you do not allow access, you will get the prompt again the next time you sign-in.

WebRTC User Guide
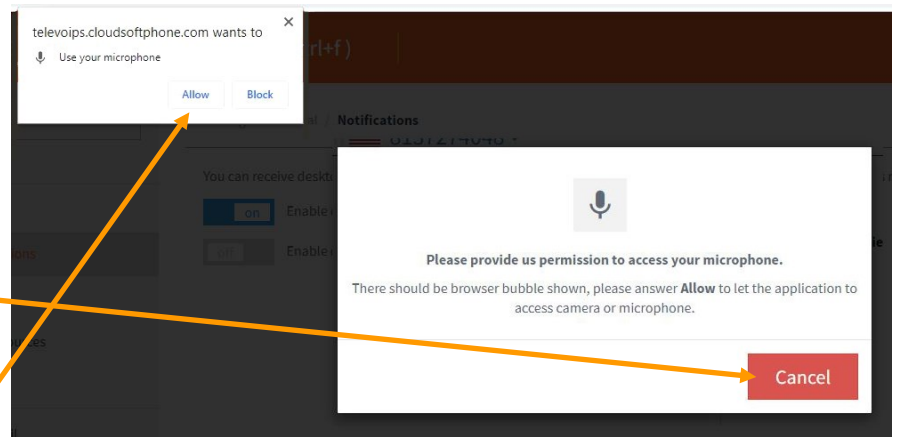
SIGN IN

FIRST TIME SIGN-IN ONLY (cont.)

Another window pop-up that displays for first time users is for **Desktop Notifications.** This notifies users of incoming calls (see Notifications on page 9).

1. Two pop-up windows again display stating you need to provide permission to allow desktop notifications.

   NOTE: *You are only prompted the first time you sign-in, per device. If you have a laptop and a desktop, you will get a prompt on each device.*

2. Click **Cancel** on the larger pop-up screen.

3. Then click **Allow** on the small pop-up window to allow the system to notify you of desktop notifications.

4. If you do not allow access, you will get the prompt again the next time you sign-in.
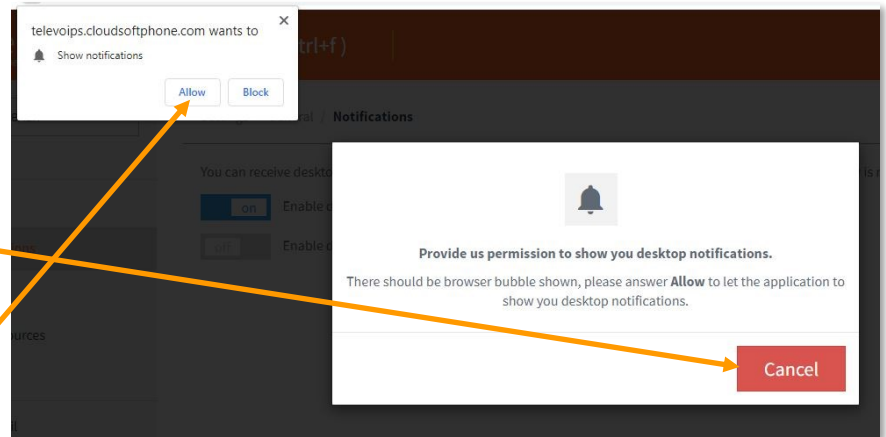
RECORDING VOICEMAIL MESSAGE

1. Access your voicemail by dialing ***97**, and then enter your password plus **#**.

2. Press **0** for Mailbox Options.

3. Select **Record Unavailable.** This message is for when someone gets to your voicemail and you are not currently on the phone.

4. Record your message and follow the verbal prompts.

5. Select **Record Busy**. This message is for when someone gets to your voicemail and you are currently on another call.

6. Record your message and follow the verbal prompts.

KEYPAD

KEYPAD is the first screen that displays.

To make a call, key the phone number by clicking on each number. The phone number displays above the keypad.

Click the **backspace** button if you need to erase a character.

Click the **Voicemail** icon to access voicemail. (This icon only displays if you have turned on the Voicemail button from **Settings** > **Voicemail**.)

If a number displays next to the Voicemail icon within a red circle, that tells you how many voicemails you have.

Video Call: *Option is not currently available.*

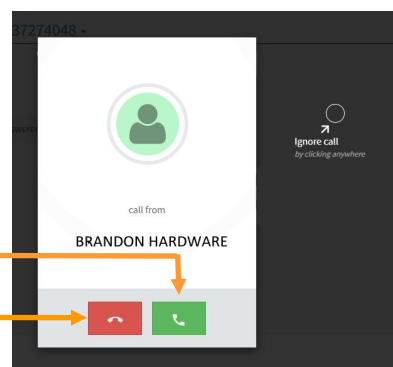Click the **DIAL** icon after typing the phone number to complete the call.
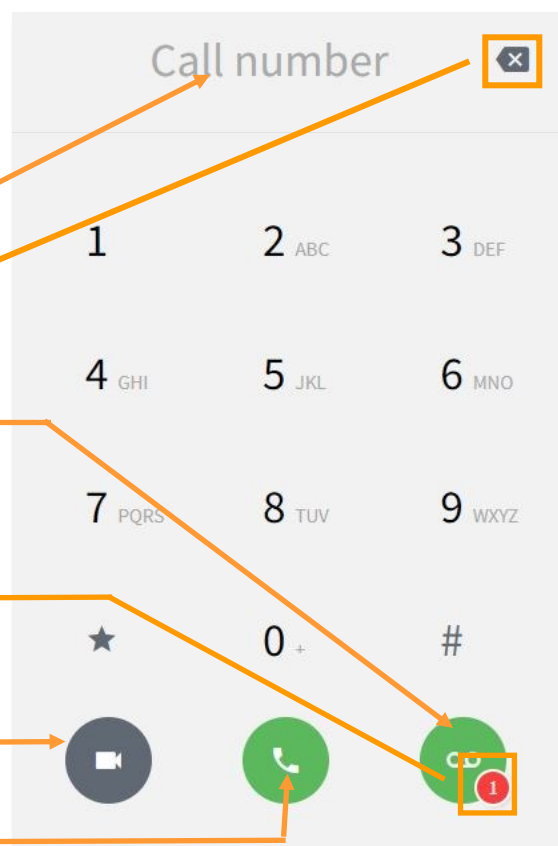
INCOMING CALLS

With an incoming call, this screen displays showing the caller/company name or the city.
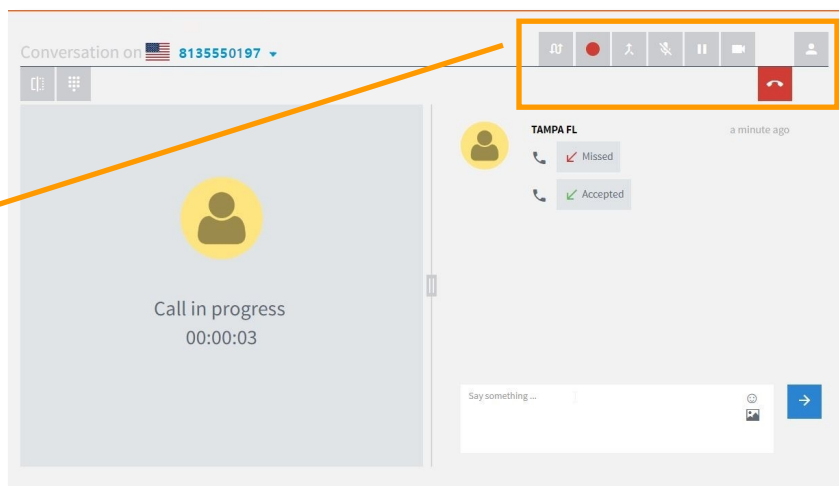
Click the **GREEN** button to accept the call.

Click the **RED** button to decline the call.

When the call has been accepted, this screen displays to show the call is "in progress" and a row of icons displays in the upper right corner of your screen.

These icons are used to transfer, record, or place the call on hold, and are explained below.

INCOMING CALLS (cont.)

VIDEO (NOT ENABLED)

BLIND TRANSFER

See below on using this feature.

RECORD CALL

Records the call; click again to stop recording.

ATTENDED TRANSFER

See page 5 on using this feature.

END CALL

Disconnects the call.

MUTE

Mutes the call so the caller cannot hear you; click again to unmute the call.

LOCAL HOLD

Places the call on hold so you can take another call; click again to take the call off hold and you can speak to the caller.

CONTACT DETAILS

Displays call details for the contact/number.

BLIND TRANSFER

This feature transfers the call immediately to the dialed extension and includes the caller's original caller ID.

1. Click the **Blind Transfer** icon. The call is placed on hold.

2. The keypad screen displays; enter the extension or number the call is transferring to.

3. Press **Enter** and the call automatically transfers to that extension.

4. The message "**Call was transferred successfully**" displays.
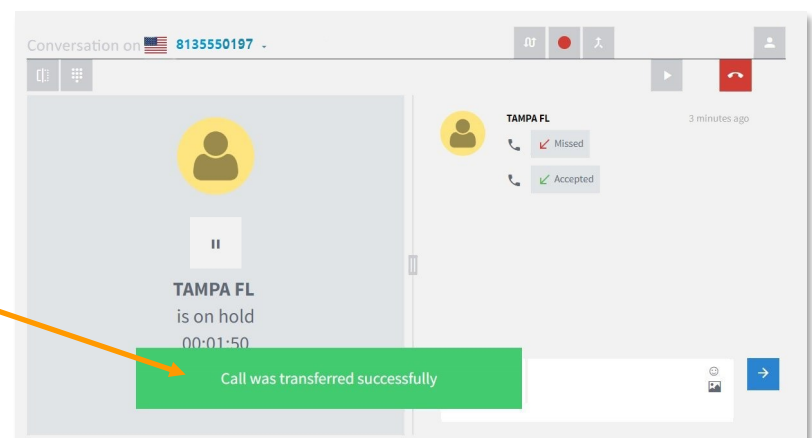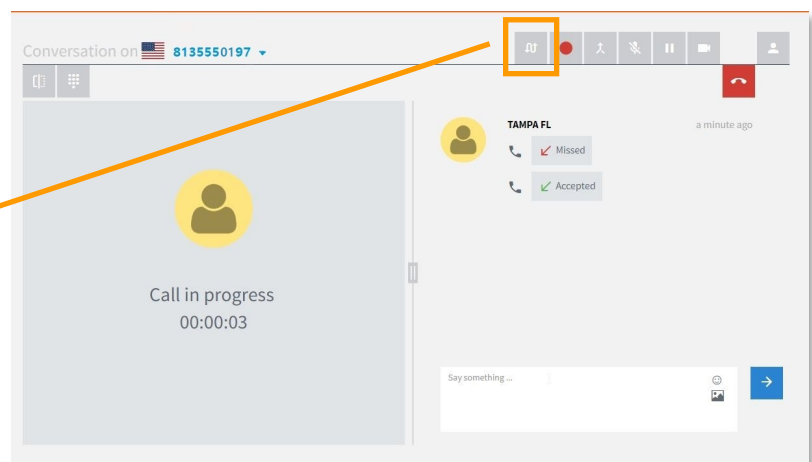
INCOMING CALLS (cont.)

PARKING A CALL

Call park is a method used to position callers in a unique slot until the call can be answered.

1. **To park a call:** While the call is active, click the **Blind Transfer** icon. On the keypad click 71, 72, etc. The call is now in park.

2. **To pick up a call in park:** On the keypad**,** click the number of the parked spot, and your call becomes active
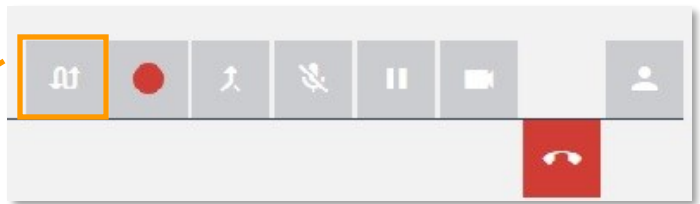
ATTENDED TRANSFER

This feature allows you to check in with the receiving party prior to completing the call transfer.

1. Click the **Attended Transfer** icon. The call is placed on hold.

2. The keypad screen displays; click the extension or numbers the call is transferring to.

3. A gold pop-up window displays at the bottom of the screen. Click the green **Transfer** button.

4. When the individual at that extension answers, you can announce who is being transferred.

5. Press **Enter** and the call is automatically transferred.

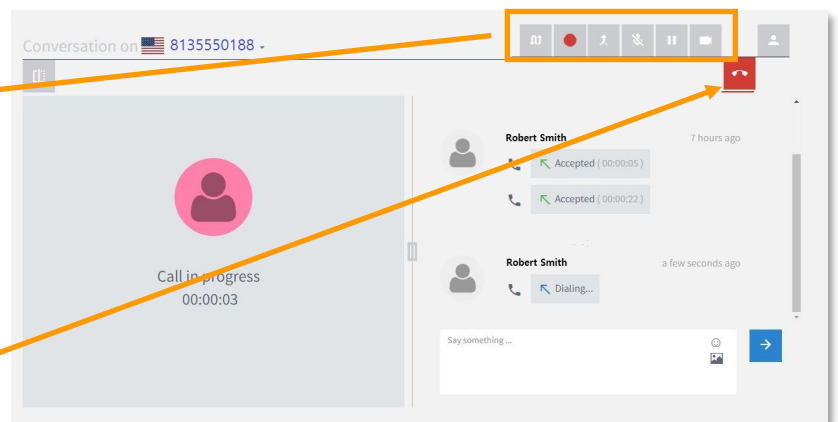6. The message "**Call was transferred successfully**" displays.
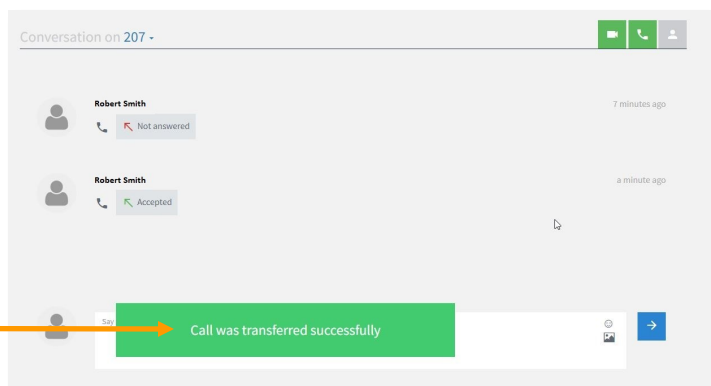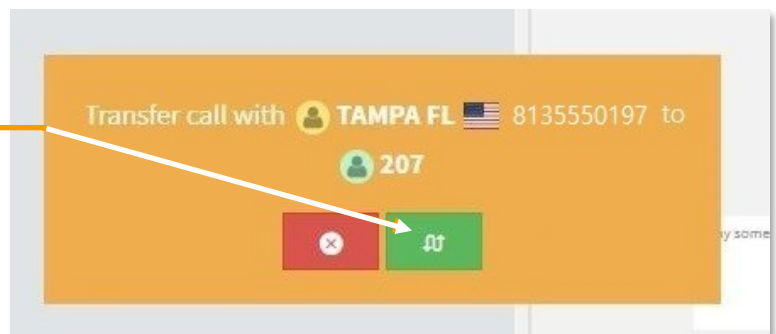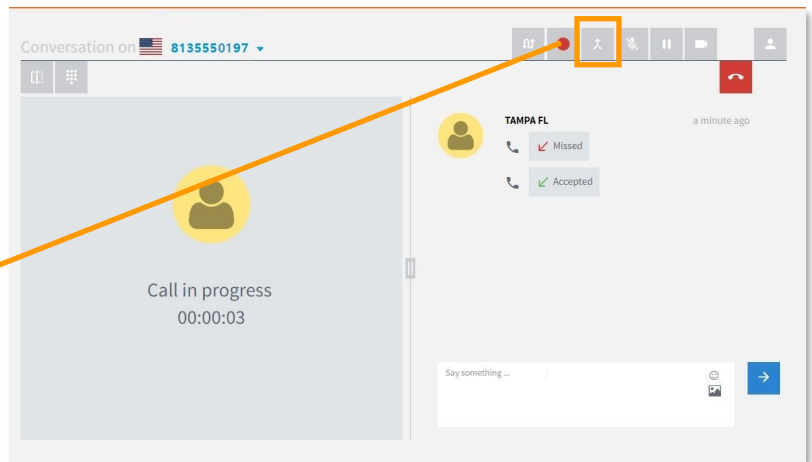
OUTGOING CALLS

1. After keying the phone number and clicking the green call button, this screen displays showing your number is being dialed.
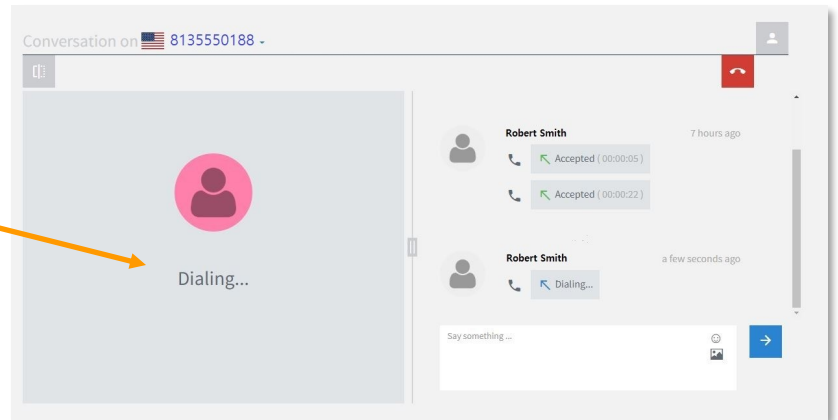

2. When the call is answered, the screen updates with "Call in progress" and displays a series of icons in the upper right of your screen.

3. As the call features are selected, these icons may display below the line, or even disappear if that feature is not applicable.

4. To end the call, click the **End Call** icon.

5. The *Conversation* screen displays. It may show you other day/times when calls were made to this number, and whether they were accepted or not.
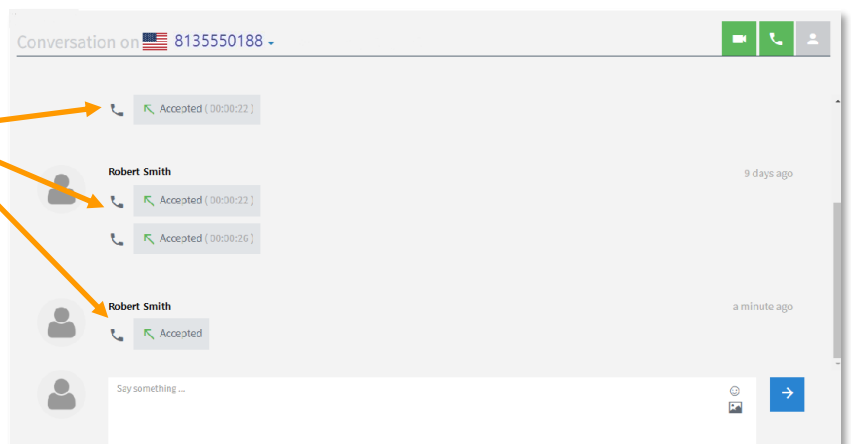
CONTACTS

ALL

This screen displays all contacts that have been added to your contact list.

Every outbound call is automatically added to the **Contact List;** this is currently the only way to add numbers to this list.
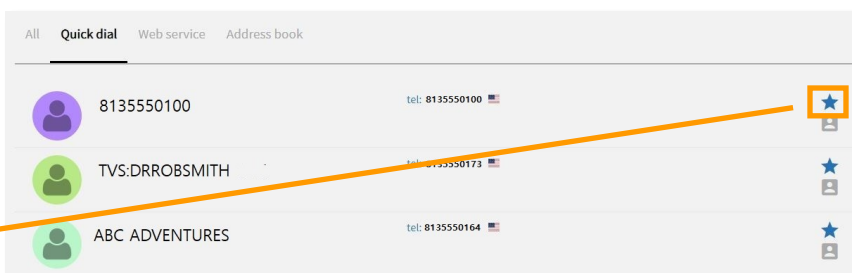
To add a number to the Quick Dial list, click the ⭐ icon.
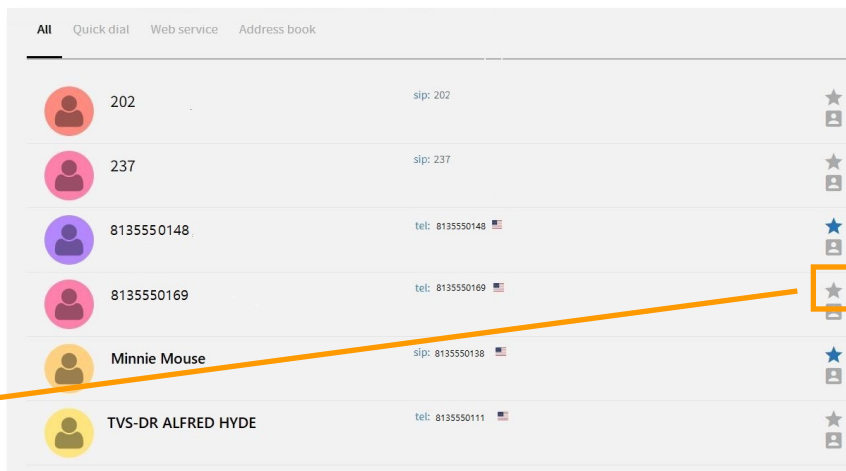
QUICK DIAL

This screen displays all calls you have added to **Quick Dial**. These are calls that you dial on a frequent basis.
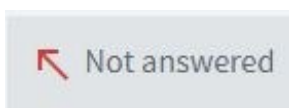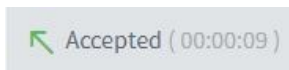
To remove a number from the Quick Dial list, click the ⭐ icon.

This number will not display the next time you access **Quick Dial**.
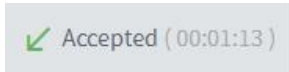

CALL HISTORY

This screen displays all your recent incoming and outgoing calls:
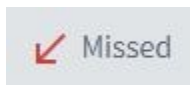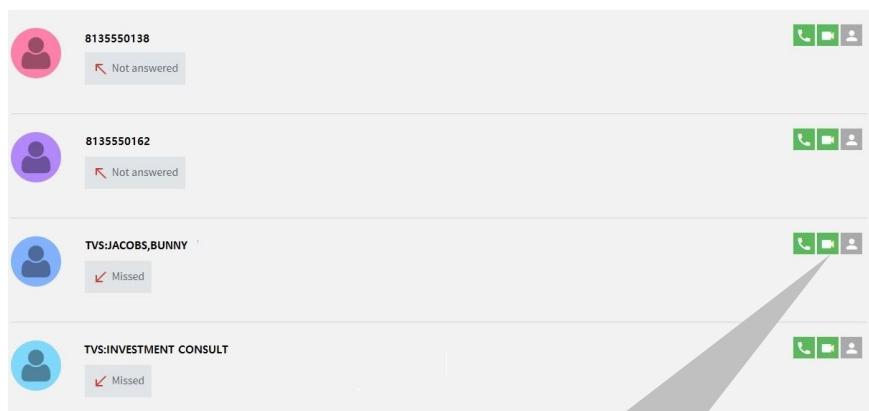

= **Outgoing** call was not answered

= **Outgoing** call was answered

= **Incoming** call was answered

= **Incoming** call was missed and not answered

Video Call
(not available)

Voice Call
Click to redial number

Contact Details
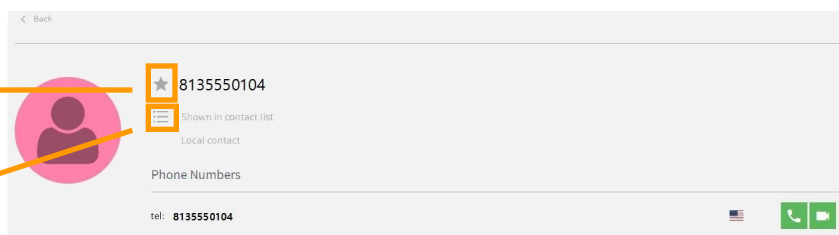Click to view contact details

CONTACTS (cont.)

Call Detail

Click the ⭐ icon to add the contact to the **Quick Dial** list.

Click on the ☰ icon to hide the contact from the **Contact** list.

⭐ 8135550104
☰ Shown in contact list
    Local contact

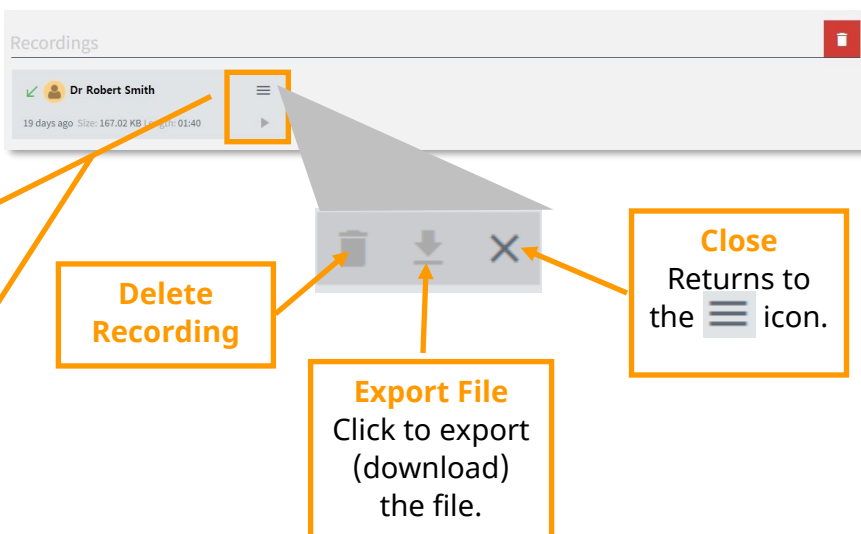Phone Numbers

tel: 8135550104

RECORDINGS

This screen displays all calls that have been recorded, showing details about the call.

Click the 🗑 icon to delete the recording.

Click the ☰ icon to export or delete the recording. Another set of icons displays where you can **delete**, **export** the file, or **close** the recording.
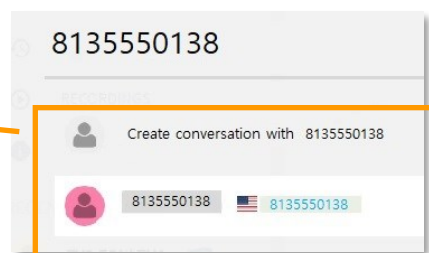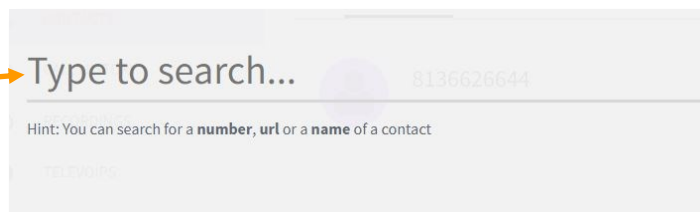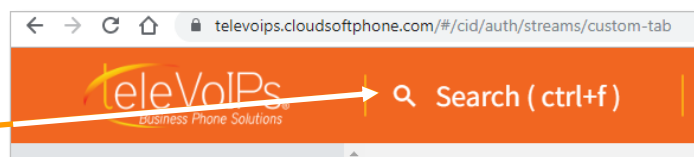
Click the ▶ icon to listen to the recording.

Recordings

Dr Robert Smith
19 days ago Size: 167.02 KB Length: 01:40

Delete Recording

Export File
Click to export (download) the file.

Close
Returns to the ☰ icon.

SEARCH

You can search for a number or caller by clicking on the **Search** button that displays at the top of all screens.

televoips.cloudsoftphone.com/#/cid/auth/streams/custom-tab

teleVoIPs
Business Phone Solutions

🔍 Search (ctrl+f)

Then type in the number or name in the text area "**Type to search...**"

Type to search...   8136626644

Hint: You can search for a **number**, **url** or a **name** of a contact

As you type the number or name, information displays that matches your search criteria.

8135550138

Create conversation with 8135550138
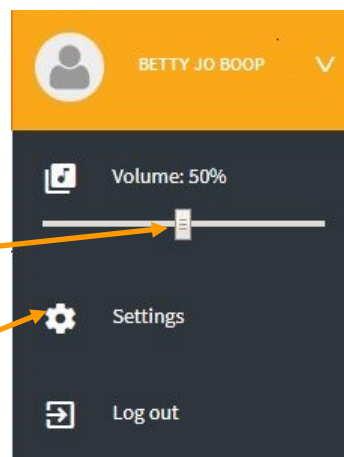
8135550138   8135550138

SETTINGS

Volume, **Settings,** and **Log Out** is located in the top right corner of your screen, where your name displays.

VOLUME

You can adjust the volume on your headset by moving the square button to the right or left on the volume line.
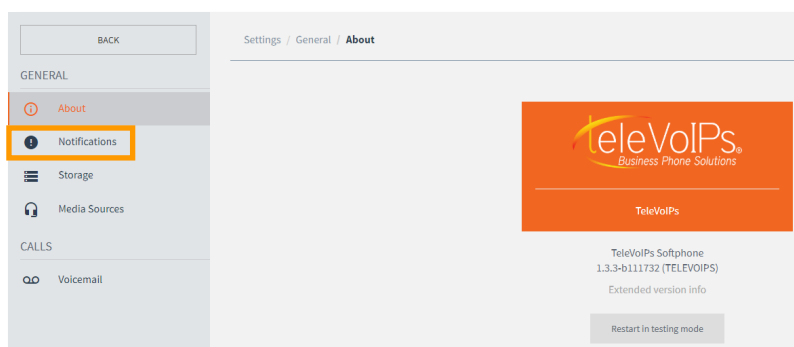
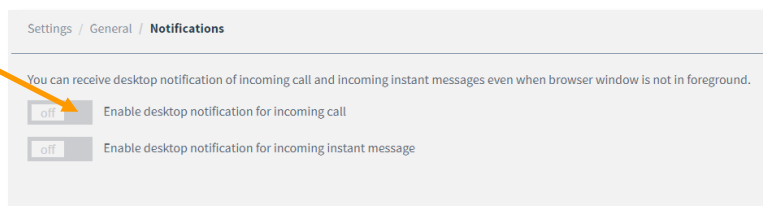To access settings, click **Settings**. The *About* screen displays.

NOTIFICATIONS

If the Web RTC application is running but the window is minimized, you can enable desktop notifications to alert you about incoming calls.

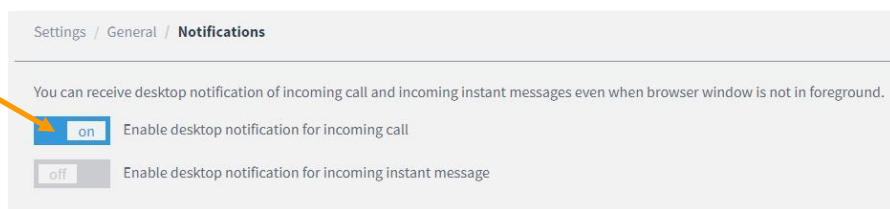1. Click **Notifications.** The *Notifications* screen displays.

2. Click to the right of **Off** in the grey rectangle.

    NOTE: *The Instant Messaging feature is not currently available.*

3. They grey button turns blue, and **ON** displays.

4. Incoming desktop notifications will display.

5. To disable Notifications, click the blue rectangle to the left of the **ON** button and the button changes to grey and **OFF** displays.

SETTINGS (cont.)

STORAGE

Click **Storage** to review your storage features. The *Storage* screen displays.
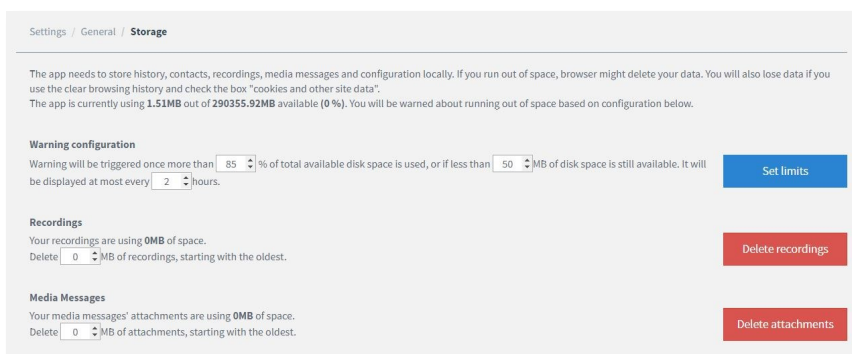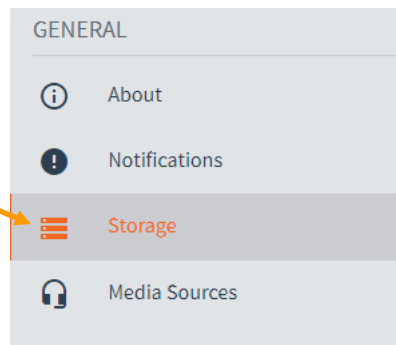
WARNING CONFIGURATION

Storage configurations may have been set for your computer. They can be changed by entering the information to notify you of warnings. Click **Set Limits**.

RECORDINGS

You can delete old recordings that are taking up storage by entering a number of MB to delete, then click **Delete Recordings**.
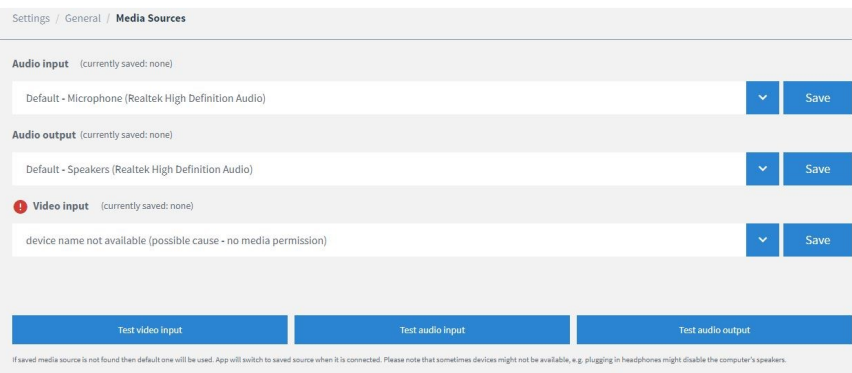
MEDIA MESSAGES

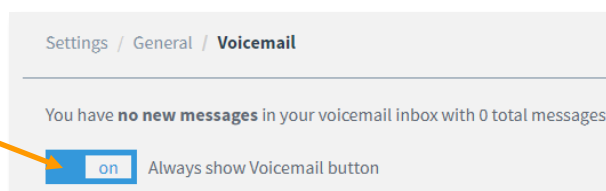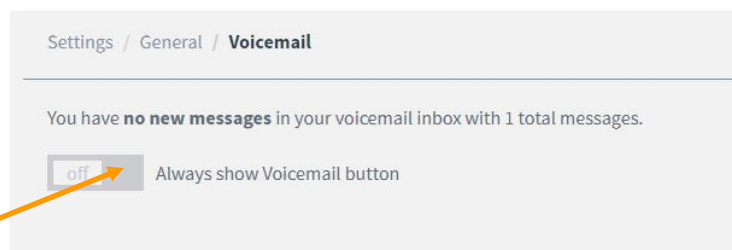*Option is not currently available.*

MEDIA SOURCES

This screen displays the **Media Input** and **Output**, and **Video Input** equipment on your computer.

VOICEMAIL

1. Click **Voicemail** to turn on the green Voicemail button under the keypad numbers.

2. Click to the right of **Off** in the grey box.

3. The button turns blue and displays as **On**.

SETTINGS (cont.)

To return to the main screen from **Settings**, click **Back** from the upper left of your screen.