



CloudEcho Phone

User Manual — In-Call Functions, Dialpad, Contacts & Call Pickup

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In-Call User Manual

Complete guide to in-call functions, the dialpad, contacts, transfers, conferences, and call pickup.

Introduction

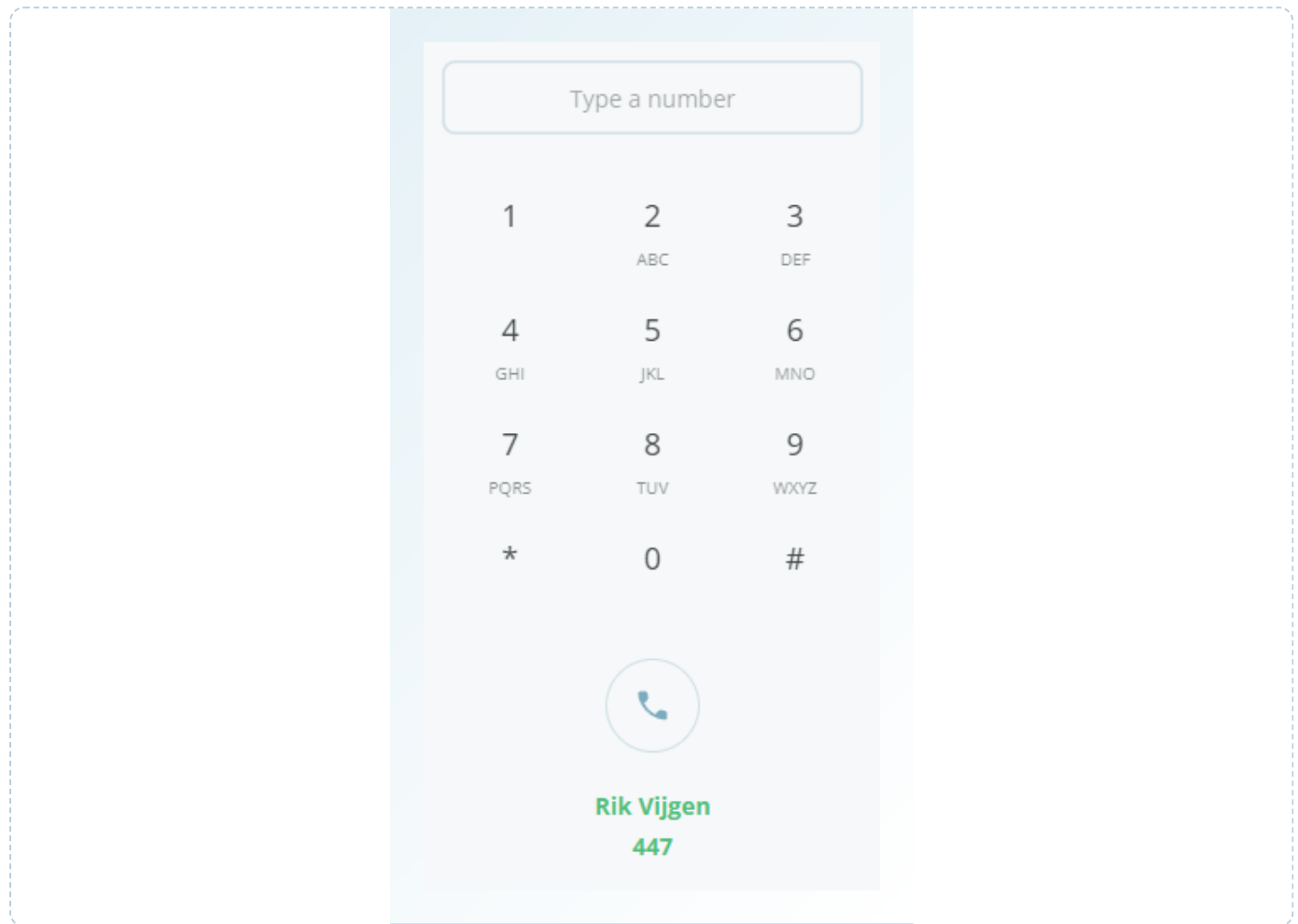
CloudEcho Phone is a browser-based SIP softphone. All telephony — making calls, answering, transferring, conferencing — happens directly in your browser. This manual covers everything you can do while in a call and how to use the dialpad and contacts to drive those actions.

Quick orientation

The main interface is split between a *dialpad panel* (where calls are placed and controlled) and the *Contacts*, *Call History*, and *Settings* pages. While a call is active, the dialpad panel transforms into an in-call control surface with mute, hold, transfer, conference, and other buttons.

The Dialpad

The dialpad is the numeric keypad used to type phone numbers and to send DTMF tones (the "beeps" used to navigate IVR menus during a call).



SPECIAL KEY BEHAVIOR

- **Long-press 0** — Inserts a **+** sign for international dialing (e.g. **+32...**).
- **Input field** — Type or paste up to 28 characters. Only digits, *****, **#**, and **+** are accepted; anything else is stripped automatically.
- **Enter** — When a number is entered and you are idle, pressing Enter places the call.

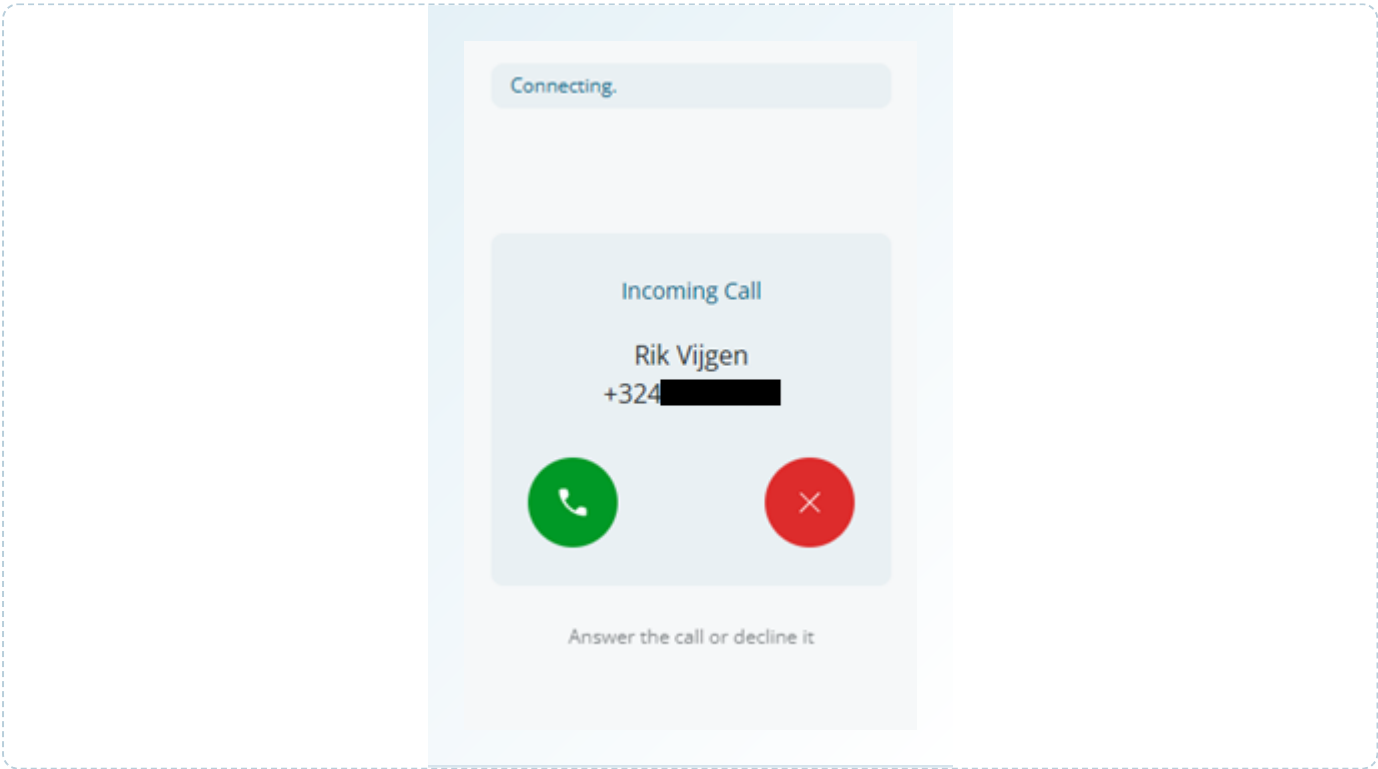
Placing a Call

- 1 Type or paste a number into the dialpad input, **or** click a number on the Contacts page or Call History.
- 2 Click the green **Call** button at the bottom of the dialpad (or press Enter).
- 3 The dialpad switches to the **in-call view**. The status reads *Connecting* with animated dots, then *Call In Progress* once the other party answers.

Answering Incoming Calls

When somebody calls you, the dialpad shows an **Incoming Call** panel with the caller's name (if known from contacts) and number.

BUTTON	COLOR	ACTION
Answer	Green	Picks up the call and switches to the in-call view.
Decline	Red	Rejects the call. Caller is disconnected (or routed onward by the PBX, e.g. to voicemail).



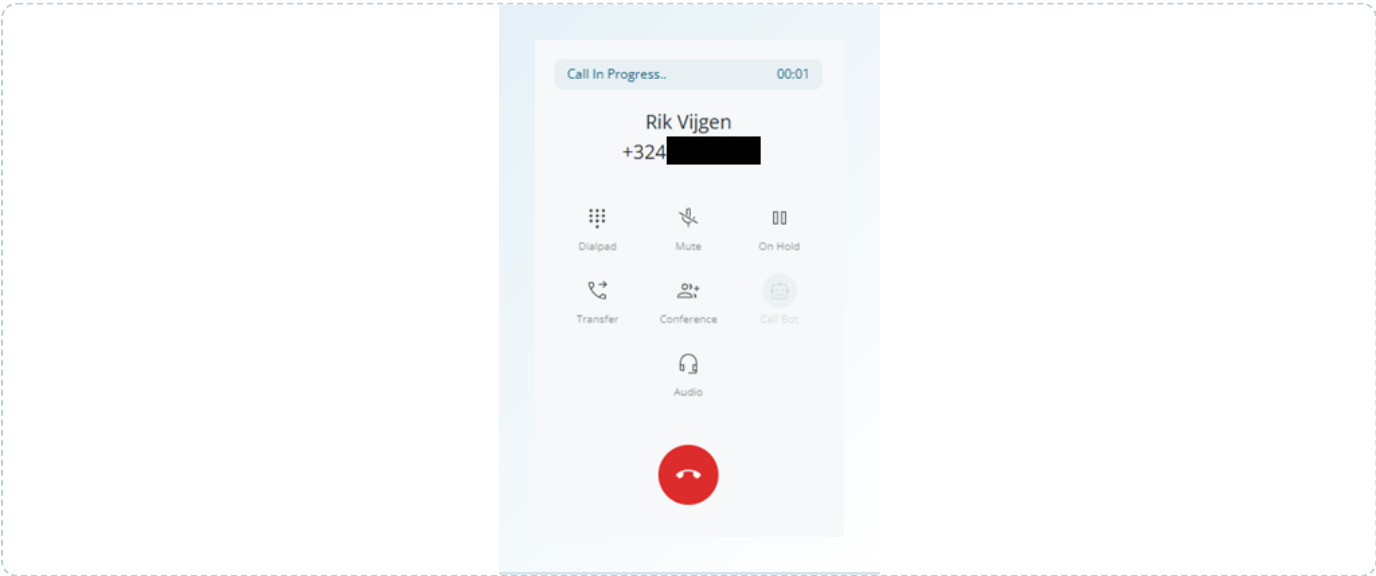
Already in a call?

If a second call arrives while you are talking, a compact *ongoing call bar* appears with the same green Answer / red Decline buttons. Answering the second call automatically puts the first call on hold.

In-Call Controls

Once a call is established, the dialpad shows a grid of action buttons. Each button below describes what it does, when it is enabled, and what visual state it has.

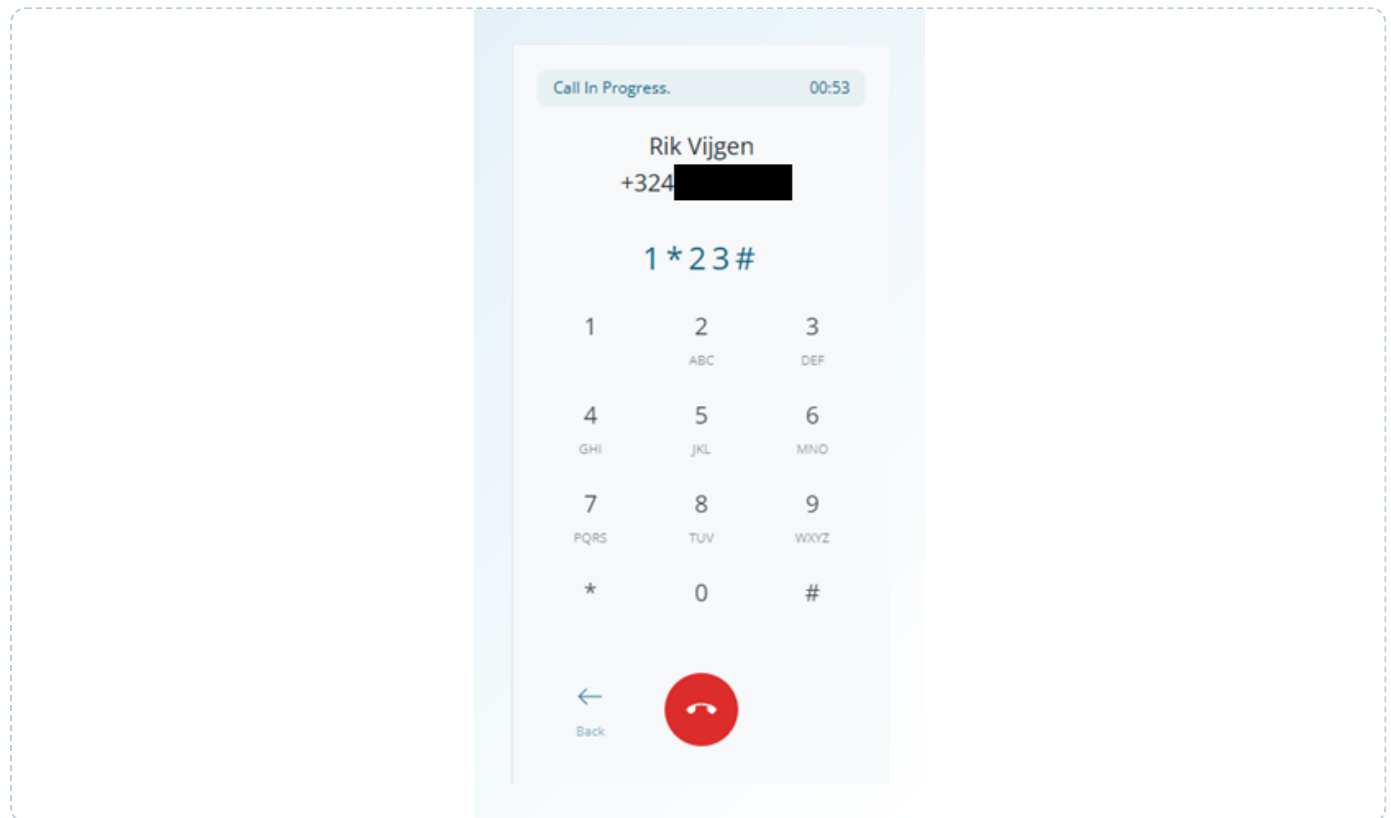
BUTTON	WHAT IT DOES
Dialpad	Opens the numeric keypad for sending DTMF tones during the call (see DTMF).
Mute	Mutes your microphone. Highlighted while active. The other party will not hear you; you still hear them.
On Hold	Puts the current call on hold. The other party hears hold music (or silence, depending on your PBX). Disabled while an attended transfer is in progress.
Transfer	Starts an attended transfer flow: the call is put on hold and a directory appears so you can pick a transfer target (see Transfer a Call).
Conference	Starts the conference setup: you can dial a second participant and merge them in (see Conference Calls).
Call Bot	Toggles the AI call assistant on/off, if enabled for your account. Disabled while the bot is connecting.
Audio	Opens the device settings panel to switch microphone or speaker during the call (see Audio Devices).
Hang Up	Red button in the footer. Ends the active call immediately.



Sending DTMF Tones

To navigate phone menus ("Press 1 for sales..."), tap **Dialpad** while in a call. The numeric keypad replaces the action grid. Each digit you press sends an immediate DTMF tone to the other side and is appended to the display area at the top.

Tap **Back** in the footer to return to the action grid. The digits you sent are cleared from the display.



Mute

Tap **Mute** on the action grid. The button highlights to indicate you are muted. Tap again to unmute. The call status bar at the top changes to reflect the muted state.

Hold

Tap **On Hold** to pause the conversation. The status label changes to *Call On Hold* and the button is highlighted. Tap it again to resume.

When you have multiple calls, every held call appears as a **held call bar** below the main call area. Each bar has:

- **Resume** (left, circular arrow icon) — returns to that call and makes it active.
- **Hang Up** (right, red phone icon) — drops the held call.

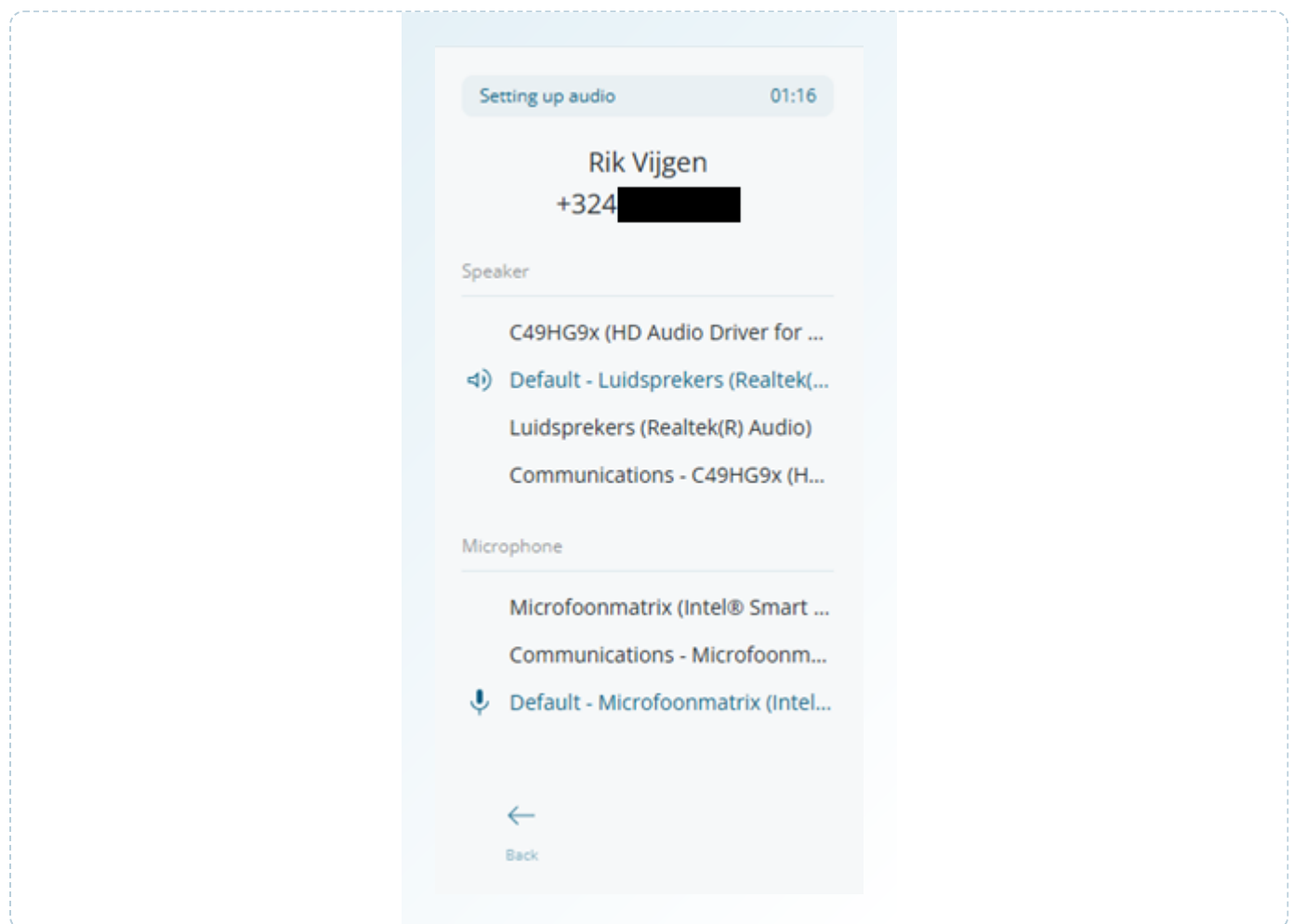
Audio Devices (Speaker & Microphone)

Tap **Audio** during a call to open the Device Settings panel. You will see two sections:

- **Speaker** — A list of all output devices detected by your browser. Click one to instantly route call audio there.
- **Microphone** — A list of all input devices. Click one to switch the mic used for the call.

If no devices are listed, the manual will read *"No speaker devices found"* or *"No microphone devices found"*; check your OS permissions for the browser.

Tap **Back** in the footer to return to the call. Your mute state is preserved.



Hang Up

The red **Hang Up** button is in the footer and is always visible while in a call. It ends the active call immediately. If you have held calls, hanging up the active call leaves the held calls untouched — pick one and tap *Resume* to continue.

Transfer a Call

CloudEcho Phone supports two kinds of transfer:

- **Blind Transfer** — immediately hand the call off to another extension without speaking to them first.
- **Attended Transfer** — call the destination first, announce the caller, then complete the handoff.

Blind Transfer

- 1 While on a call, tap **Transfer**. The original caller is put on hold and a directory/search box appears.
- 2 Search for a colleague or type a number. Pick the target.
- 3 Tap **Blind** in the footer. The call is transferred immediately and you are returned to idle.

Heads-up

Blind transfers do not wait for the destination to answer. If the destination is busy or doesn't pick up, your caller may go to that extension's voicemail or be disconnected, depending on PBX configuration.

Attended Transfer (Warm Transfer)

- 1 While on a call, tap **Transfer**. The original caller is put on hold.
- 2 Search for and pick a transfer target from the directory (or type a number).
- 3 Tap **Attended** in the footer. The system dials the target. Status shows "Announcing call to ..." while ringing, then "Transferring" once the target answers.
- 4 Speak with the target to announce the caller.
- 5 When you are ready, tap **Transfer** to complete the handoff. The caller and the target are bridged together and you drop out. Or tap **Cancel Transfer** to return to the original caller and abort.

Back arrow during attended transfer

Tapping the back arrow returns you to the dialpad view (e.g. to send DTMF tones). It does *not* drop the transfer-target leg — both calls stay connected. To abort the transfer entirely, use **Cancel Transfer**.

Call On Hold...

00:13

Rik Vijgen

+324 [REDACTED]



Transferring

External contact
447



Transfer the call, or go
back to the previous call.

Conference Calls (3-way)

A conference connects you with two other parties so all three can hear each other.

- 1 While on a call, tap **Conference**. A search panel appears.
- 2 Search for or type the second participant's number, then tap **Call**. Your original call stays connected — it is not put on hold automatically.
- 3 The system dials the second participant. Status moves through "Conference setup" → "Ringing conference target" → "Conference target connected".
- 4 Once the second participant answers, tap **Join Conference**. All three of you are now bridged.

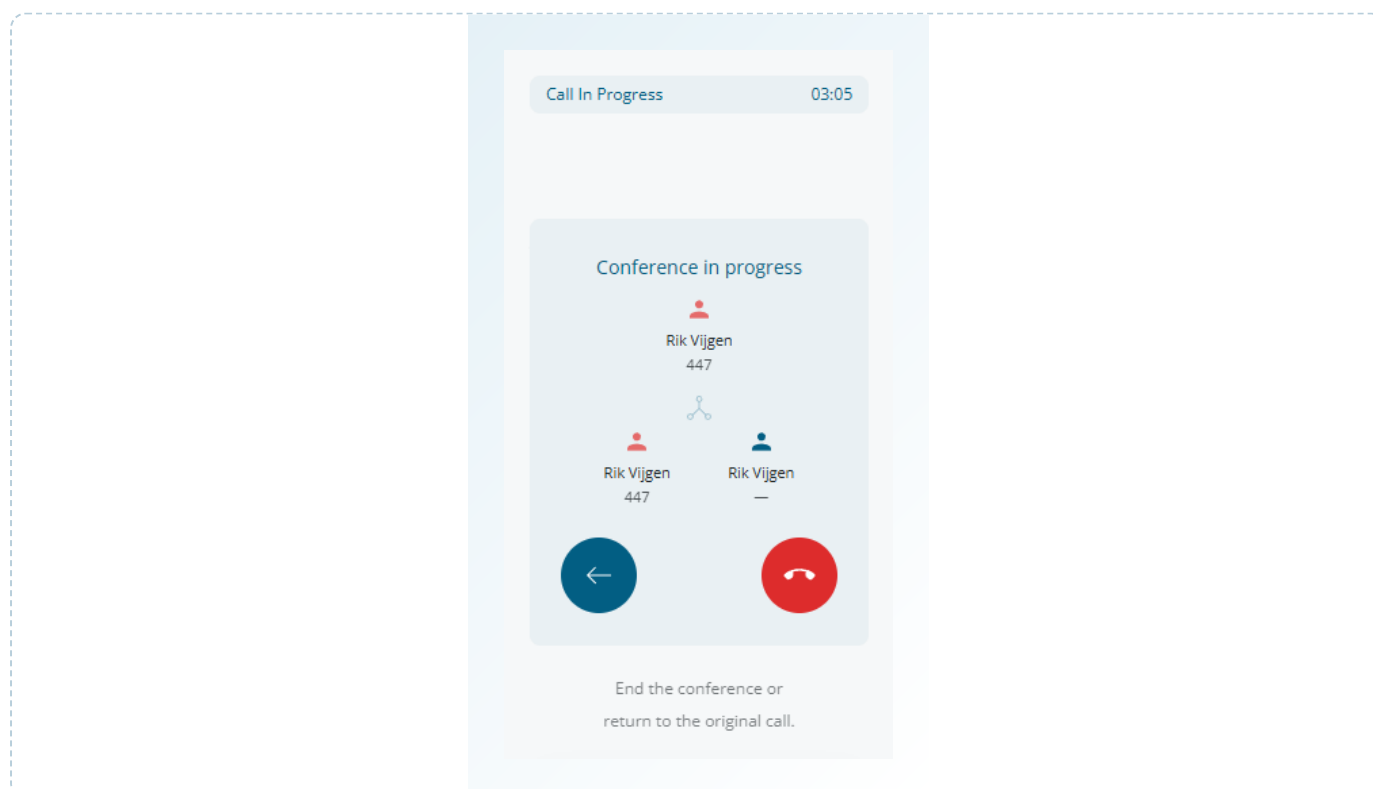
WHILE THE CONFERENCE IS ACTIVE

The conference view shows a triangle of three nodes: you at the top, the two participants at the bottom. Names and numbers are shown with presence colors when available. Buttons:

- **Back to original call** — Drops the second participant and returns to the original 2-way call.
- **Hang Up** — Ends the entire conference (drops both participants).

Cancel during setup

If the second participant doesn't answer or you change your mind, tap **Cancel** in the footer. You will return to your original call.



Contacts Page

The Contacts page has three tabs:

- **Personal** — Contacts you've added yourself.
- **Company** — Read-only company directory with live presence.
- **Favorites** — Reorder via drag handle. Star icon adds/removes a contact from favorites.

FILTERING AND SEARCH

Filter by **status** (Available, Ringing, Busy, Away, Lunch, DND, Out of office, Forwarded, Not available, External contact), by **department**, or with a free-text search across name, number, and department.

Clicking a Contact When You Are Idle

Click a contact's phone number. A call is placed immediately to that number. The contact's name and department are passed to the dialpad so they appear in the call header.

Clicking a Contact *During* a Call

When a call is established and you click a contact number, a small dropdown appears with three options:

OPTION	WHAT HAPPENS
Blind Transfer	Immediately transfers your current call to that contact. You drop out.
Attended Transfer	Starts the attended transfer flow with that contact pre-selected as the target.
Conference	Adds that contact to a conference with your current call.

Shortcut

You don't have to open the in-call **Transfer** or **Conference** panel first — jumping straight from the Contacts page is faster when you know who to reach.

Call History

The Call History tab shows past calls with these icons:

- **Outgoing** — outgoing call you placed.
- **Incoming** — incoming call you answered.
- **Missed** (red) — incoming call you did not answer.
- **Already answered** (gray) — incoming call that a colleague picked up before you.

Expand an entry to see the full call detail record: SIP Call ID, direction, date/time, ring time, talk time, total duration, flag status, activity timeline, and any recordings.

Click a number when idle to call back. **Click a number during a call** to get the same Blind Transfer / Attended Transfer / Conference dropdown as on the Contacts page.

Call Pickup (Ringing Pickup Group)

If a colleague's phone is ringing and they are in your **pickup group**, you can answer the call from your own webphone without leaving your desk.

HOW TO USE IT

- 1 Open the **Contacts** page (Company tab).
- 2 Look for a colleague whose status is  **Ringing**. If they belong to your pickup group, a small **Pickup** icon appears next to their status.
- 3 Click **Pickup**. The webphone dials a pickup feature code (****<extension>**) which redirects the ringing call to your phone.
- 4 You are now connected to the original caller. The colleague's phone stops ringing.

What is a pickup group?

Pickup groups are configured by your administrator on the PBX. Every member of a group can answer ringing calls of any other member. CloudEcho Phone only shows the Pickup button if the colleague's extension is in your group *and* their phone is currently ringing.

Only while idle

Pickup is available when you are not in a call. If you are already on a call, finish or hold it first.

Click "Ringing" to pick up the call

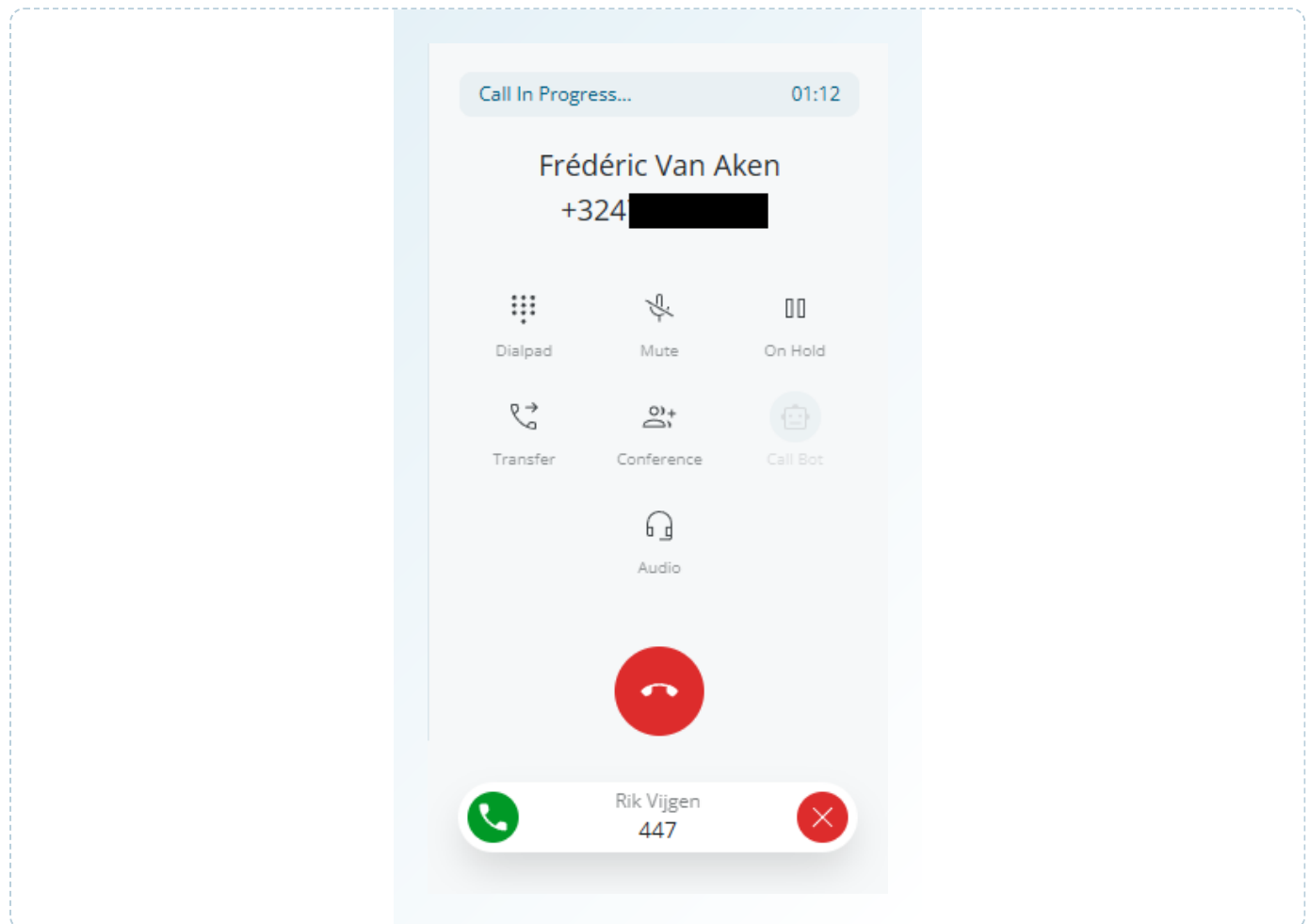
Personal Company Favorites

× Status: Ringing + Department Search...

Name	Status	Department	Number 1	Number 2	Extra 1	Extra 2	Actions
Mattias Adriaenssen	Ringing ✓	Support	445	+324			☆

Handling Multiple Calls

You can have more than one call going at once. Only one call is "active" (the one you can hear and speak on); any others are held.



- Put the current call on **On Hold**, then place or answer another call. The first call appears as a *held call bar*.
- Tap the **Resume** button on a held call bar to switch to it; the previously active call is automatically held.
- Tap the red phone icon on a held bar to drop just that call.
- To bring multiple parties together into a single conversation, use [Conference](#).

Your Status & Status Message

The top bar shows your avatar and name with a colored dot indicating your current presence. Click the dropdown arrow next to your name to open the presence menu, where you can change your own status and set a custom message that your colleagues will see.

Changing your status

- 1 Click the dropdown arrow next to your name in the top bar.
- 2 Pick a status from the list:
 -  **Available**
 -  **Away** or **Lunch**
 -  **Do not disturb**
 -  **Out of office**
 -  **Appear offline**
 - Any **custom statuses** configured by your administrator
- 3 The new status is broadcast immediately to all your colleagues.

Automatic status during calls

Status changes are disabled while you are on an active call. The webphone automatically shows you as  *In call* (or  *Ringing* while a call is coming in). Your previous status is restored automatically when the call ends.

Setting a status message

Below the status list in the same dropdown there is a **Status message** text area.

- 1 Type your message (e.g. "Back at 14:00", "In a meeting until 16:00", "Working from home").
- 2 Press **Enter** or click the **checkmark** button to save.
- 3 Click the **X** button to clear the message when you no longer need it.

No auto-expiry

Status messages stay until you clear them manually. Remember to remove the message when it is no longer accurate.

Where colleagues see your message

On the **Contacts** page, a small speech-bubble icon appears next to your status. Hovering it shows your full status message. The message is visible in the Personal, Company, and Favorites tabs.

Forwarded status & Call Forward

The  **Forwarded** status is tied to the Call Forward feature in Preferences. It cannot be set directly from the topbar dropdown.

- 1 Picking **Forwarded** in the topbar dropdown takes you to the **Preferences** page.
- 2 Fill in the **forwarding number** (the destination calls should go to).
- 3 Activate the Call Forward toggle. Only after both steps does your status switch to  *Forwarded*.

Turning Forwarded off

- Disabling Call Forward in Preferences resets your status to  *Available*.
- Picking any other status from the topbar dropdown (e.g. Available, Away) also disables Call Forward automatically — both go off together.

Other related settings

- **Soft DND** — app-only ringer mute; does *not* change the status colleagues see.
- **Follow-Me** — independent Preferences feature (rings a forwarded number after a delay); does not affect presence.

Presence Indicators

Colleagues are shown with a colored dot indicating their current status:

DOT	STATUS	RECEIVES CALL	MEANING
	Available	✓	Free and able to take calls.
	Ringing	✓	Phone is currently ringing — eligible for pickup if in your group.
	Away / Lunch	✓	Stepped away from desk.
	Busy / In call / DND	✗	On a call or has set Do Not Disturb.
	Out of office / Forwarded	✗	Calls being forwarded or absent.
	Appear offline	✓	Shown as unavailable, but still receives calls.
	Not available / External	✗	Status unknown or external contact.
	Custom statuses	✓	Custom statuses configured by your administrator.

Call Status Labels

The label at the top of the dialpad always reflects what is happening. The most common values:

- **Connecting** — Call is being set up; animated dots are shown.
- **Incoming Call** — Someone is calling you.
- **Call In Progress** — Audio is flowing both ways.
- **Call On Hold** — The active call is held.
- **Conference Call Started** — Conference setup or active.
- **Setting up audio** — Device settings are being changed.

A call timer (MM:SS, or H:MM:SS for longer calls) is shown beneath the status during active calls.

