



WEBPHONE

Manual

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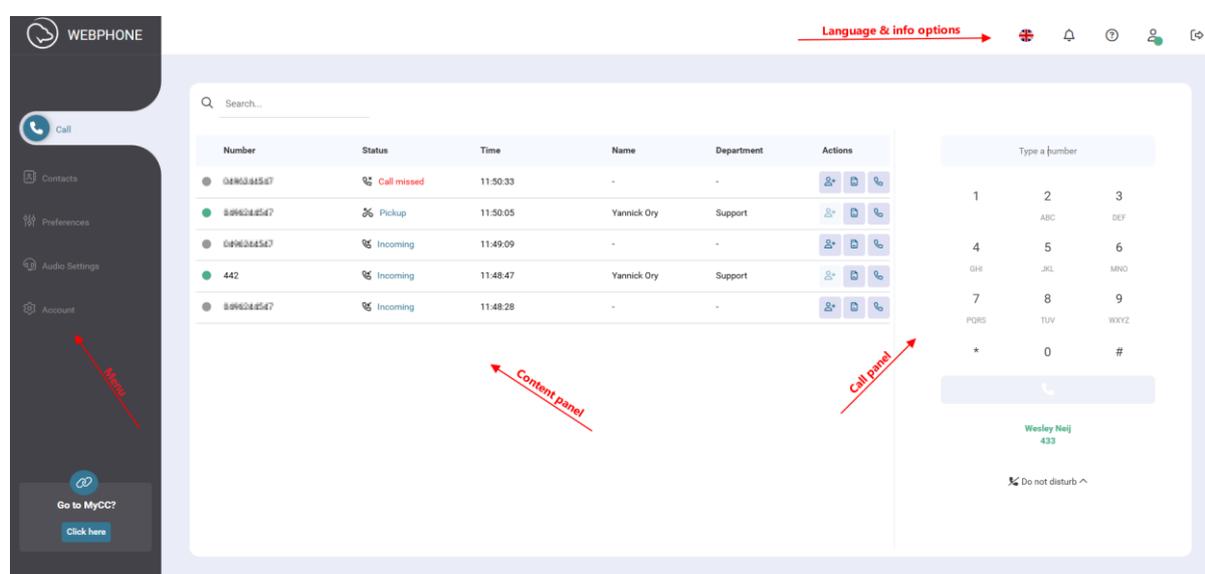
1. Intro

The Webphone client is a user-friendly browser-based telephony solution with a wide range of standard and advanced features. You can easily access it via the website (<https://webphone.be>). The only requirements are a stable internet connection and an audio device with a microphone to make and receive calls.

This manual explains the various components and features in detail to optimize your experience with the Webphone client.

1 Overview

Below you will find an image of the client with the various components. These components are explained in detail.



1.1 Menu

The menu helps you navigate through the application and provides access to many functionalities:

- **Calling:** Making and receiving calls, checking your activities, and selecting favorite contacts.
- **Contacts:** Includes your company contacts, personal contacts, and favorites.
- **Preferences:** Includes specific PBX options. See section 3 for more information.
- **Sound:** Includes general audio settings. See section 4 for more information.
- **Account:** See section 5 for more information.

1.2 Content Panel

The content panel displays information depending on your selection in the menu. By default, the Webphone client starts with your recent call history/activities visible in the panel.

1.3 Call Panel

The call panel includes all options for making and receiving calls. By default, the keypad is visible to dial a number and make a call. You can do this by clicking on the number keys or typing the full number.

When you receive calls, the keypad will change to another window (incoming call window or in-call window). Depending on the displayed screen, the options will differ. For example, when you have an active call, you will have options to put the caller on hold, mute your microphone, transfer the caller with or without consulting a colleague, add an extra contact to the existing call, change your audio settings, etc.

1.4 Language & Info Options

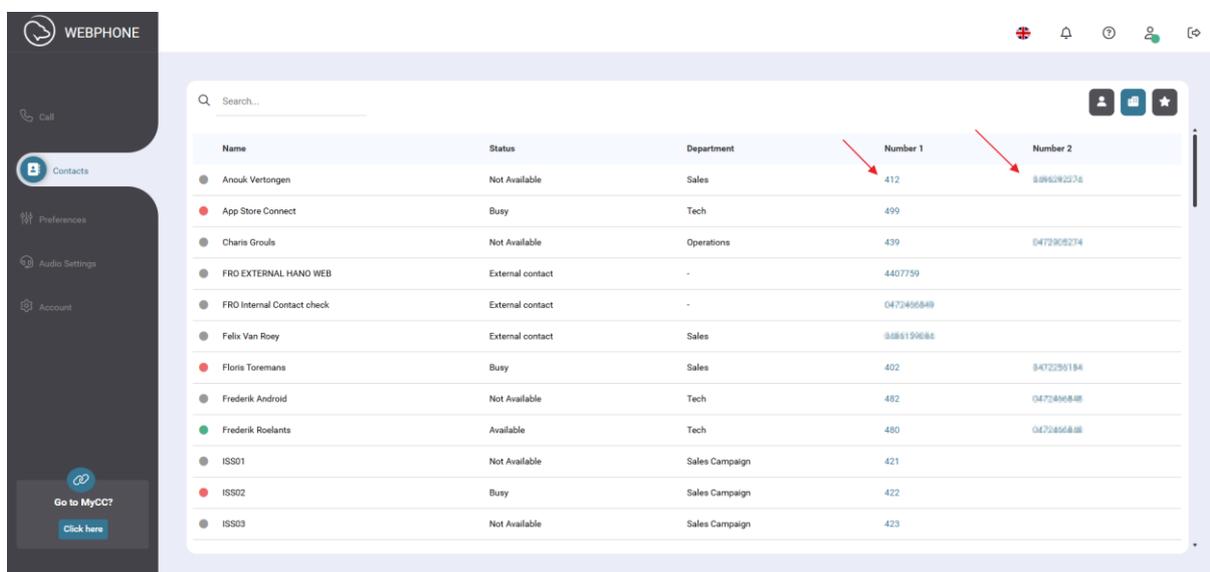
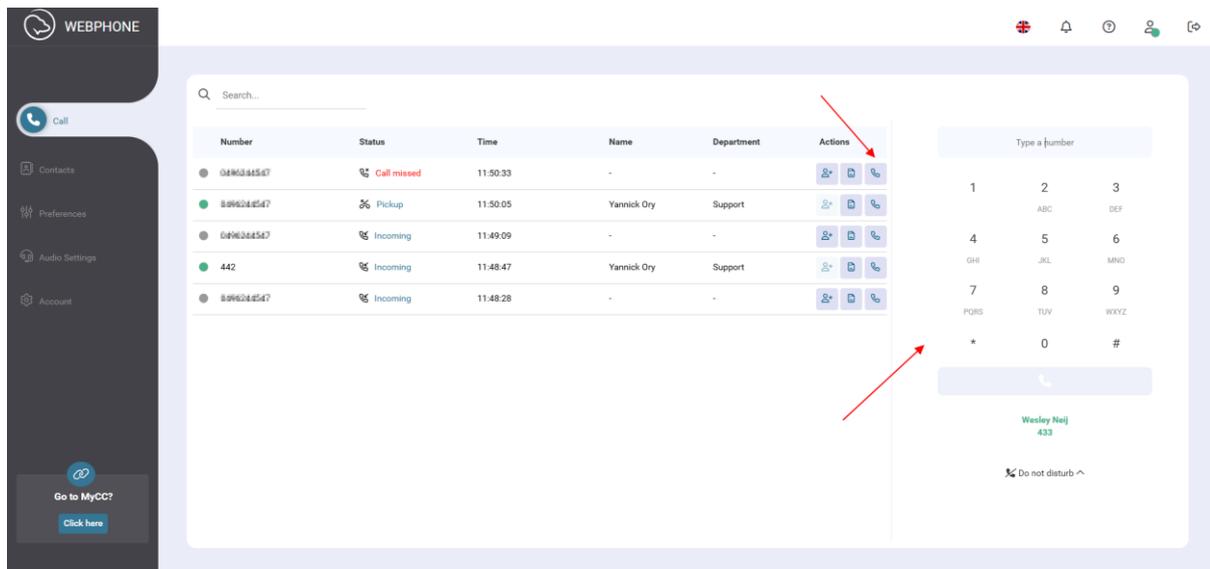
At the top right, several options are available:

- **Language Choice:** Webphone is available in three languages, namely NL, FR, and ENG.
- **New Features:** Displays information about the latest added new functionalities. You will be notified via a visual alert on the button when something new is added to the Webphone.
- **Tour:** Intuitive tour through the application.
- **Webphone Status:** Green – Ok, Red – In call, “Do Not Disturb”, Gray – no connectivity (network).
- **Button to log out.**

2 Calling Functions

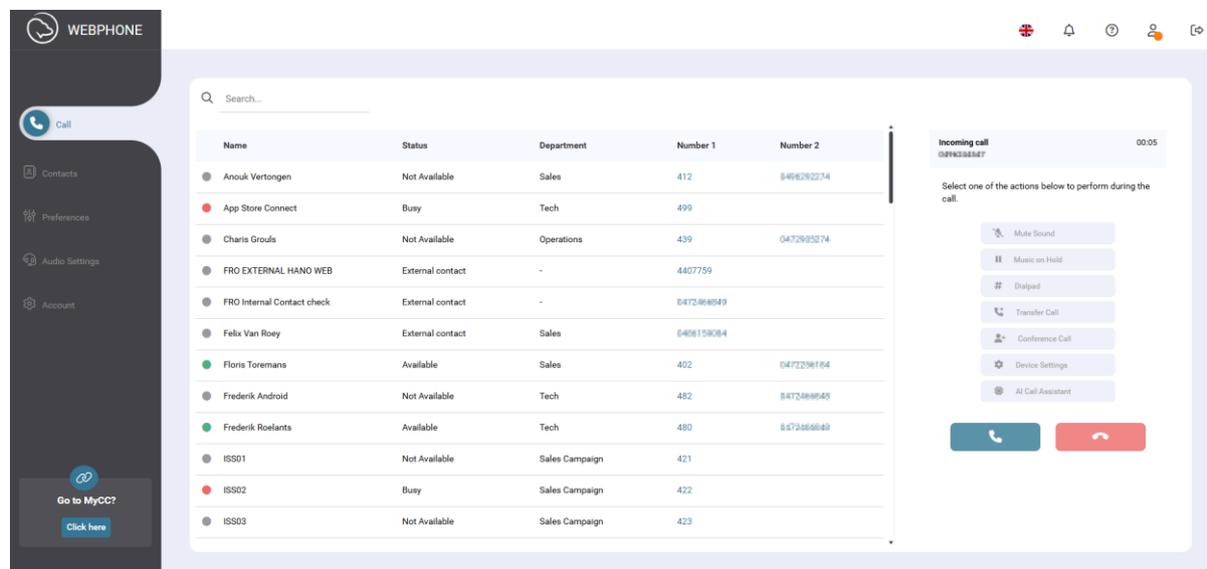
2.1 Make an outgoing call

You can make outgoing calls via the keypad or by clicking the corresponding phone icon in your call history or contact list as shown in the image below.



2.2 Incoming call

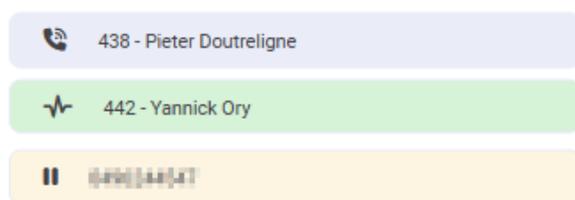
When you receive a call, the call menu will become active and the incoming call will be displayed in the left call panel. By default, your contact list is displayed in the right panel. You can also opt to display your call history during incoming and active calls (see Account section 5).



2.3 Multiple lines

When your Webphone client is configured to receive multiple lines, the extra incoming lines will be displayed under the in-call window.

When picking up the lines, the active line will always be green, and the other lines will be put on hold and displayed in orange. A line that has not yet been picked up will be displayed in blue and will also blink. You can always switch the active line by selecting another line. Non-active lines will always be automatically put on hold.



2.4 Take over incoming call from a colleague (pickup)

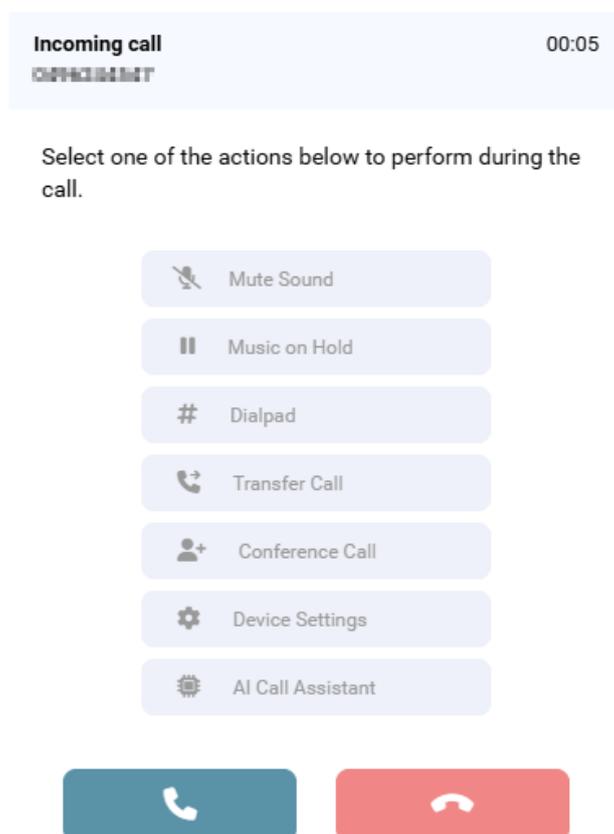
You can easily answer incoming calls on your colleagues' devices via the Webphone with the pickup functionality. When your colleagues receive an incoming call, they are displayed in the status 'ringing' in orange. You can then easily navigate in the contact list to your colleague and click on the short internal number (extension) and choose the 'pickup' option to take over the call.

You can also initiate this by entering a code in the call panel, namely: *****(short internal number of the colleague)***. For example: ****602**.

2.5 In-Call functions

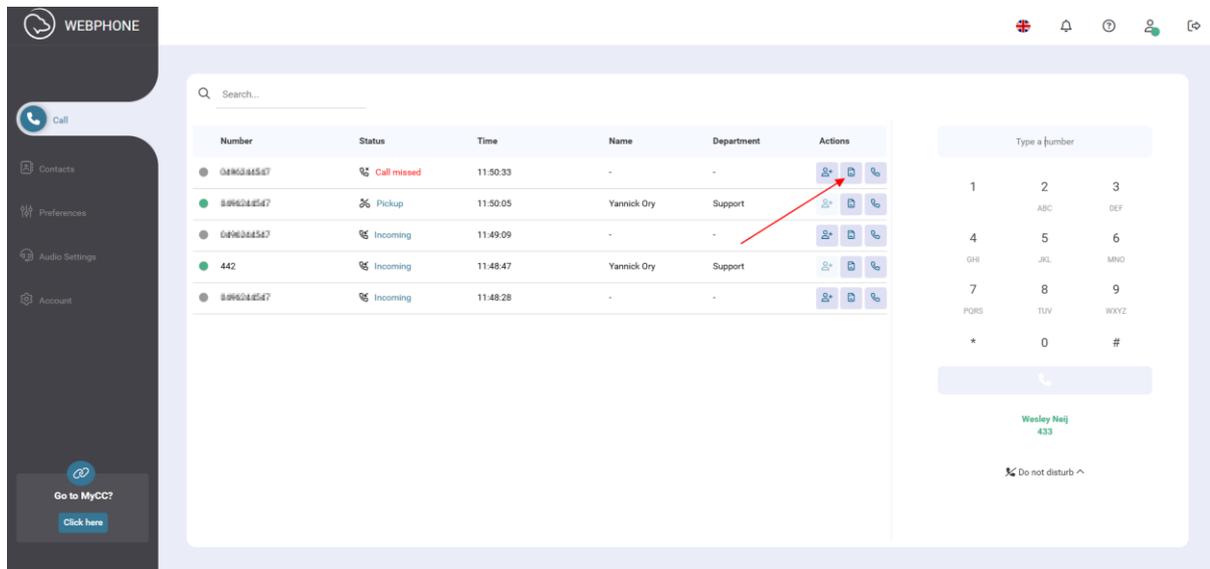
When you answer a call, the in-call screen will be displayed. This screen contains the following options regarding the active call:

- **Mute:** temporarily mute your microphone.
- **Hold Music:** put the active line on hold, where the caller hears hold music.
- **Keypad:** allows you to send numbers over the line (DTMF). Think of making a choice when hearing a menu such as press 1 for Sales, press 2 for sales, etc
- **Transfer:** you have the choice between blind transfer or transfer with consultation of a colleague/employee. You can search for the contact to which you want to transfer by entering a few characters or numbers of the contact in the corresponding field. Based on this, the client will try to find the contact in your company phonebook and your personal contacts. You can also manually enter a number.
- **Conference call:** add extra contacts to the call. You can add the contact by entering a few characters of the name of your contact or a few numbers of the phone number in the search field. The Webphone will try to find the contact based on this in your company phonebook or your personal contacts. Then you can call the contact and merge it into the first conversation.
- **Settings:** the option to adjust your audio settings during the call.
- **AI Call Assistant:** possibility to instantly create a summary of your conversation using AI.



2.6 Call Information

You can always view the call details of each call by clicking on the corresponding CDR information icon as shown in the image below. This will open a new window where you can find information such as timestamps, duration and date of the call, view a timeline with associated actions such as transfer, and an overview of graphs about the signal strength and call quality of the call.



The screenshot shows the Webphone interface. On the left is a dark sidebar with navigation options: Call, Contacts, Preferences, Audio Settings, and Account. At the bottom of the sidebar is a 'Go to MyCC?' button with a 'Click here' link. The main area features a search bar and a table of call records. A red arrow points to the 'Actions' column of the second row. To the right of the table is a numeric keypad and a 'Do not disturb' toggle.

| Number | Status | Time | Name | Department | Actions |
|------------|-------------|----------|-------------|------------|---------|
| 0496344547 | Call missed | 11:50:33 | - | - | [Icons] |
| 8896214547 | Pickup | 11:50:05 | Yannick Ory | Support | [Icons] |
| 0496344547 | Incoming | 11:49:09 | - | - | [Icons] |
| 442 | Incoming | 11:48:47 | Yannick Ory | Support | [Icons] |
| 8896214547 | Incoming | 11:48:28 | - | - | [Icons] |



The screenshot shows a window titled 'GESPREKSINFORMATIE' with a close button (X) in the top right corner. The window contains the following call details:

- SIP CallID :** 1b6ecb60-9cea-4b1c-b2e5-12a218a30305cb4df308-2b6d-41a8-a346-2eb545dec40b
- Gespreksrichting :** inbound
- Gespreks datum en tijd :** 19-10-2023 12:33:47
- Rinkeltijd :** 4 seconden (4.995)
- Spreektijd :** 2 minuten 44 seconden (164.4)
- Gespreksduur :** 2 minuten 49 seconden (169.395)
- Gelabeld :** Nee

Below the details is a section titled 'Activiteiten tijdlijn' (Activity Timeline) with a vertical timeline showing a single event at 12:33:47: 'Je hebt een oproep ontvangen van : [redacted]'. A 'SLUITEN' (Close) button is located at the bottom right of the window.

GESPREKSINFORMATIE ✕

Activiteiten tijdlijn

- 12:33:47
Je hebt een oproep ontvangen van **WESLEY:0**
- 12:33:51
Je hebt beantwoord na 4.995 seconden
- 12:36:36
Je hebt het gesprek beëindigd.

Gespreksopnames

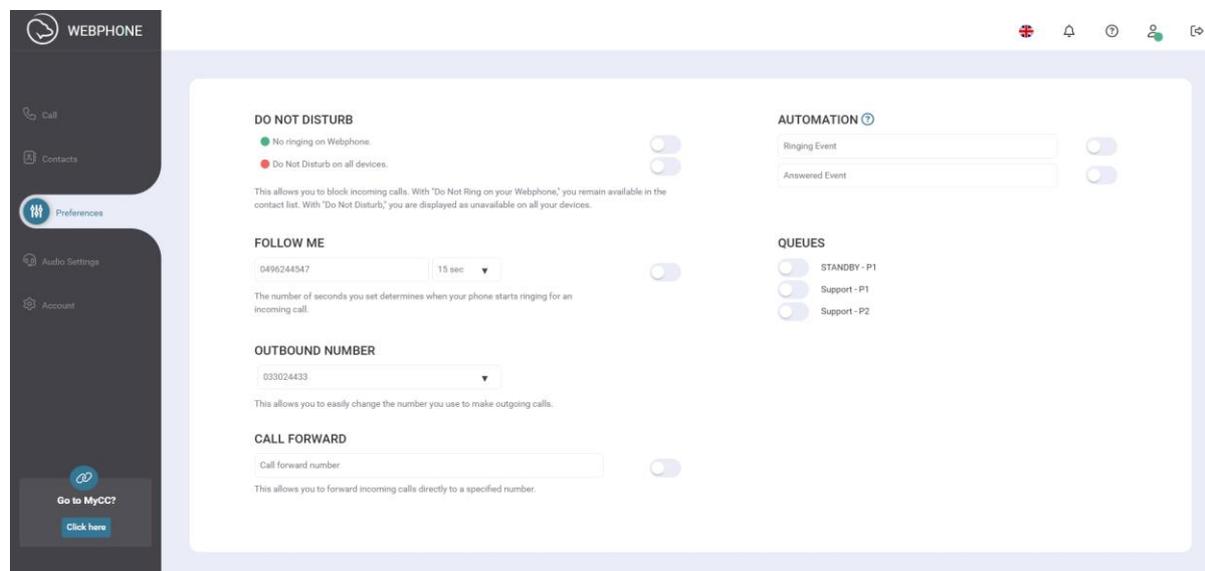
Verstuur statistieken

Ontvangst statistieken

SLUITEN

3 Preferences

Through preferences, you can use specific PBX functionalities:



3.1 Do Not Disturb

The "Do Not Disturb" mode ensures that incoming calls do not interrupt you. There are two possible methods to activate this feature:

- **Not ring on your Webphone.**
With this option, you prevent incoming calls only on your Webphone and remain available in the contact list.
- **Do not disturb on all your devices.**
This prevents incoming calls on all your devices. Furthermore, your status will be displayed as unavailable on all your devices.

3.2 Ring GSM

The Follow-Me functionality allows you to have your mobile phone ring along with incoming calls. With the selection field, you can indicate after how many seconds your mobile phone should start ringing with an incoming call.

3.3 Forward call

With this option, you can directly forward incoming calls to a specified number.

3.4 Outgoing number

This allows you to easily change the business number you use to call out. Handy if your company has multiple business numbers and you want to change your number to the corresponding general number depending on the service.

3.5 Automation

Through automation, you can link extra URL-based actions to incoming call and answer events. For example, open the company data in your CRM package of the caller based on the incoming number.

The following parameters are available and can be added to your URL:

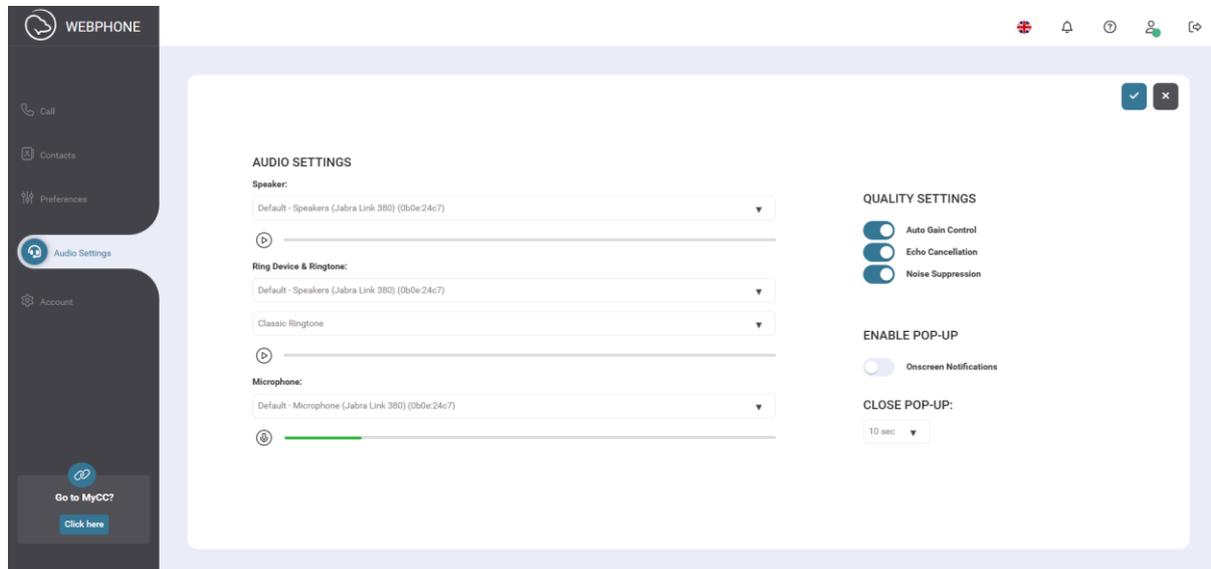
- {caller} – (eg. 033024444)
- {caller_e164} – (eg. 3233024444)
- {caller_e164plus} – (eg. +3233024444)
- {window} – Open in a separate window at 768x1024 size

3.6 Queues

If your PBX is configured with dynamic call groups, you can log in and out of the different call groups via this option.

4 Sound

Below is an image of the audio settings. In the sections below, you will find information about the different options:



4.1 Speaker

With this option, you can choose the speaker to hear and receive audio. By default, the Webphone client tries to select your headset if it is connected and configured.

Below the selection of your speaker is a "play" icon, which allows you to test the chosen audio device.

4.2 Call Device & Ringtone

Here you can set which audio device you want to use to hear a ringtone for incoming calls. Furthermore, you can also choose from different ringtones.

Important! In the list of ringtones, there is a silent ringtone available to give you the option to not hear a ringtone for incoming calls and only visually display a call in the Webphone and/or with a pop-up.

There is also a "play" icon available here, which allows you to listen to the different ringtones.

4.3 Microphone

Choose your microphone device here to send your voice via the client when you are in a call. By default, the client tries to select your headset when this device is connected and configured.

There is a microphone icon and an audio sound bar available to test your microphone.

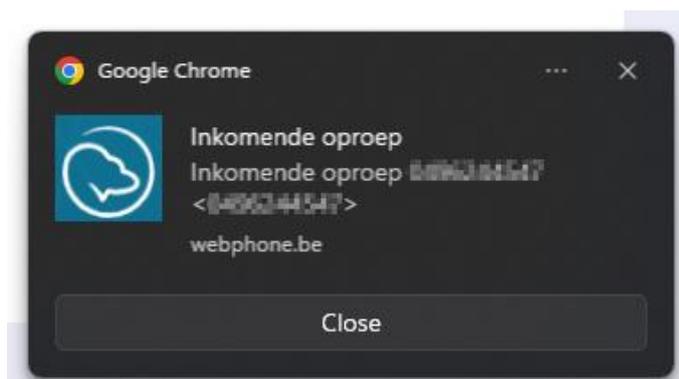
4.4 Quality Settings

- **Automatic Gain Control**
The client tries to automatically adjust and set the volume of your microphone sound.
- **Echo Cancellation**
The client tries to remove echo sounds during the call.
- **Noise Suppression**
The client tries to improve call quality by suppressing background noise.

4.5 Activate Pop-up

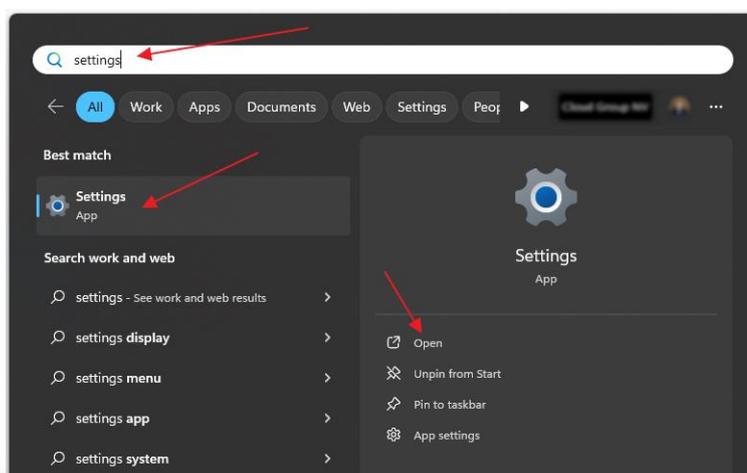
This allows you to display a pop-up via the underlying Windows operating system. If you have activated your browser application with your operating system to pass notifications, you will receive pop-ups when receiving incoming calls as shown in the image below.

You can answer calls by clicking on the pop-up. Even when the Webphone is minimized, both as an application and in your browser, the Webphone will automatically appear as soon as you answer the call.

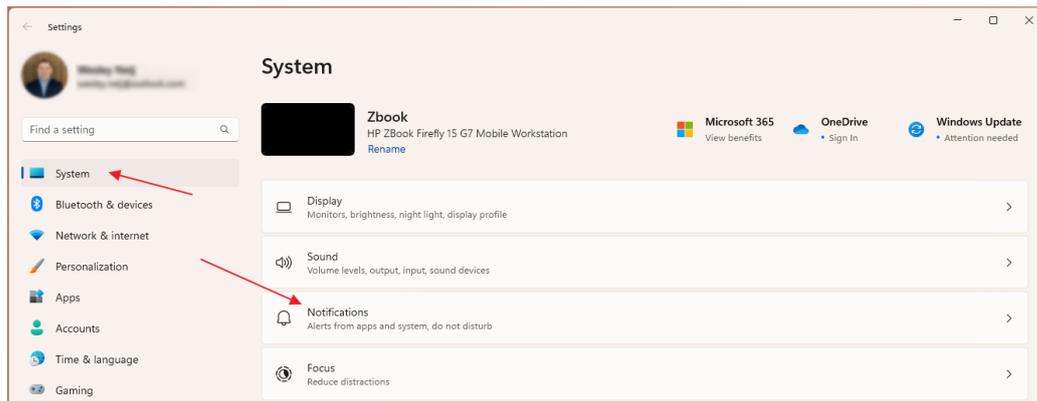


4.5.1 Activate Chrome notifications in Windows

Go to Start -> search for settings and open.

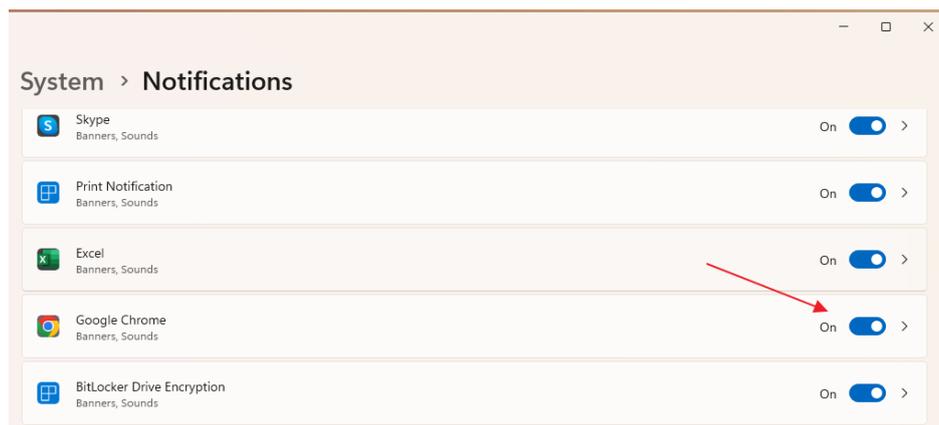


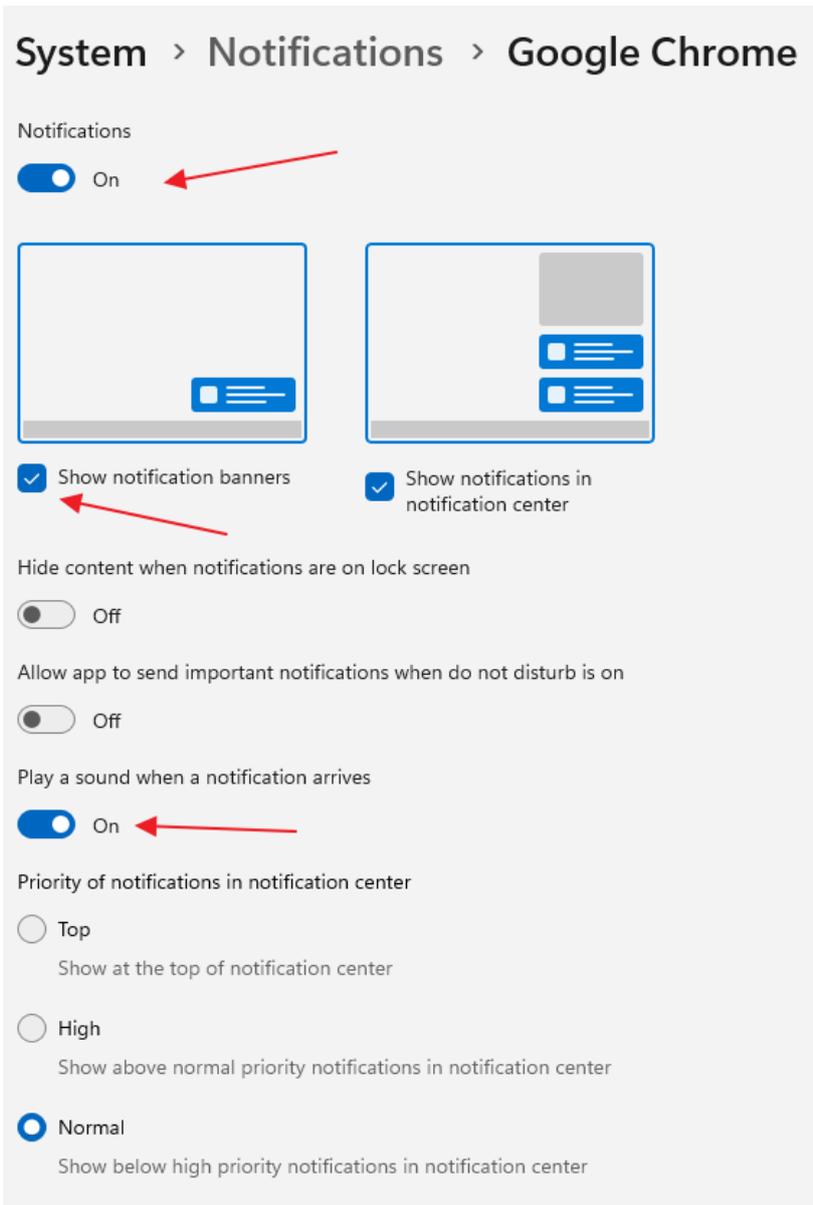
Select notifications:



Google Chrome app notifications must be checked:

When you adjust the settings, make sure the following items are checked:



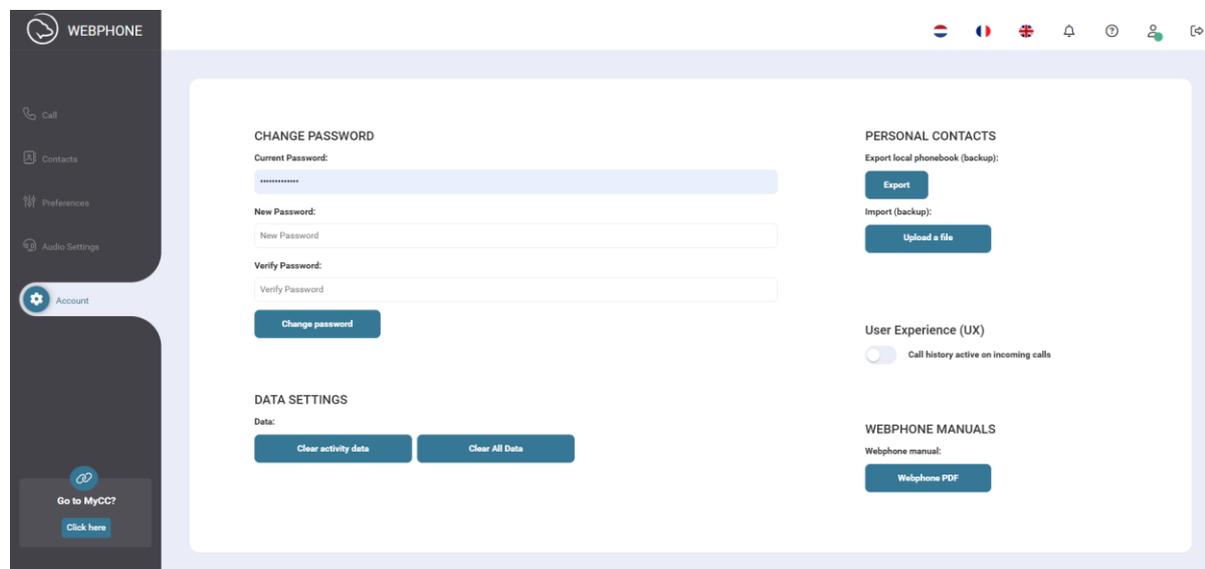


4.6 Close Pop-up

This allows you to adjust the time the pop-up remains visible. By default, this is set to 20 seconds. You can optionally shorten this to 10 or 5 seconds.

5 Account

Below you will find an image of the account settings and the different options described in the following sections:



5.1 Change password

Through the client, you can also change your password by entering your current password and new password and verifying it in the corresponding fields.

Your password must meet the following criteria:

- At least 8 characters long.
- At least 1 uppercase and lowercase letter.
- At least 1 number.
- At least 1 special character (?!#_.\$).

5.2 Delete call history

This resets the Webphone and deletes all data from your call history. Your favorites, personal contacts, language and audio settings are not deleted. After confirmation and deletion of your data, you will be redirected to the login page.

5.3 Delete all data

This option is equivalent to the delete call history button but will also delete your entire cloud backup at Cloud Group. This means that all your personal contacts and your Webphone settings such as chosen ringtone, chosen audio medium, chosen UX experience will also be deleted. After confirmation and deletion of your data, you will be redirected to the login page.

5.4 Export

With this button, you can save your personal contacts in a separate file (csv format). You can use this file at a later time to reload your contacts or to share contacts with other employees who also have the Webphone client.

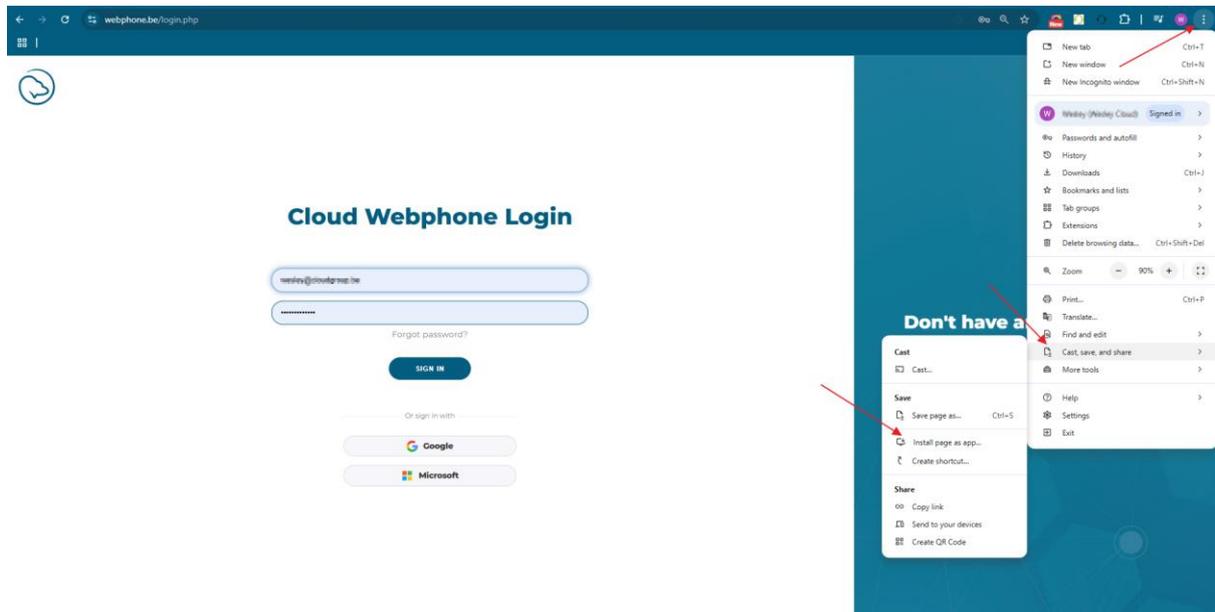
5.5 Import

Through the import option, you can upload the original export file (csv format) and the application will import the contacts into your personal phonebook.

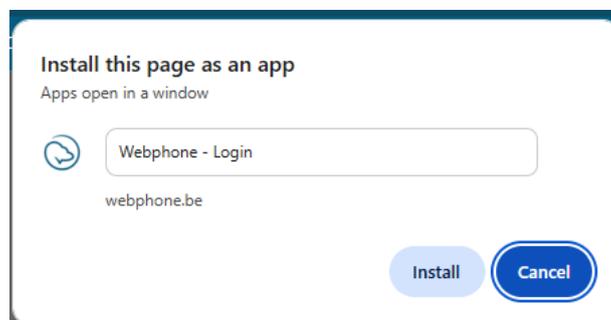
6 Good to know

6.1 Set Webphone as an application

Go to Chrome settings -> Cast, Save & Share -> Install page as app



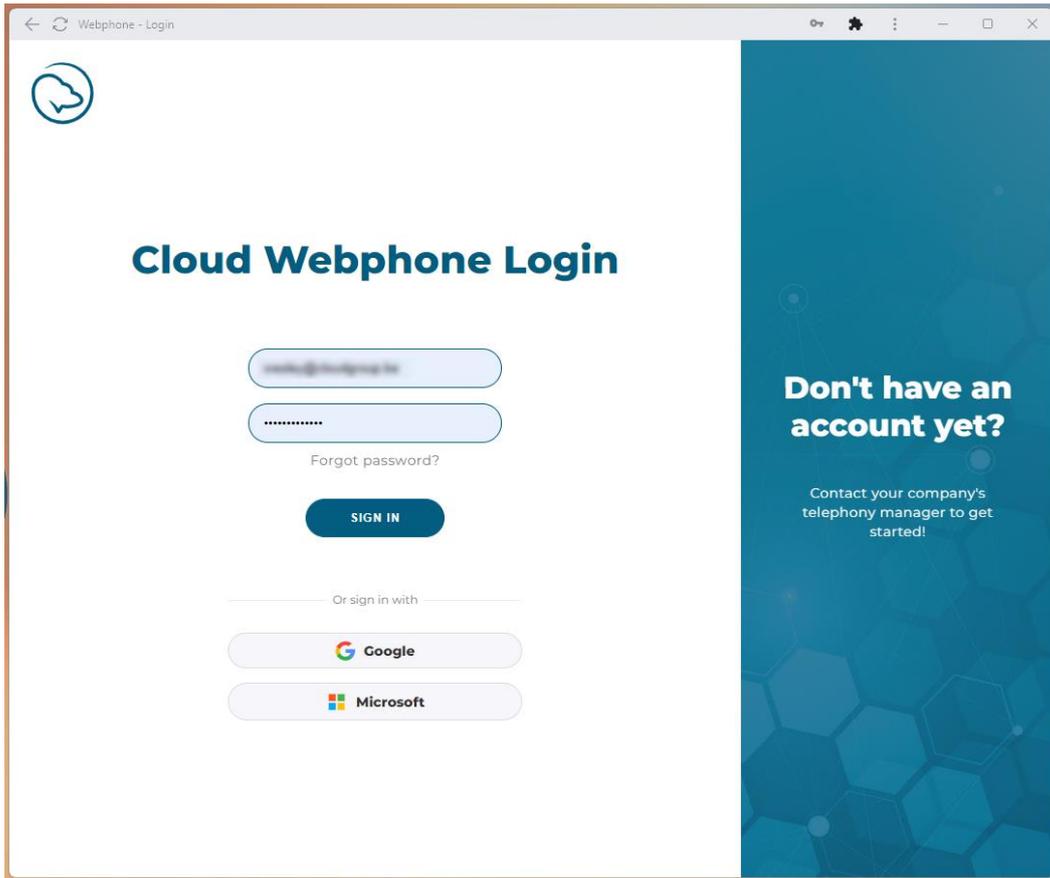
Choose a name for the app and click install:



Afterwards, the webphone is created as an application. You can find the application via:

- Shortcut on your desktop
- Via Windows start -> search for Webphone
- The app is also in Windows settings under apps





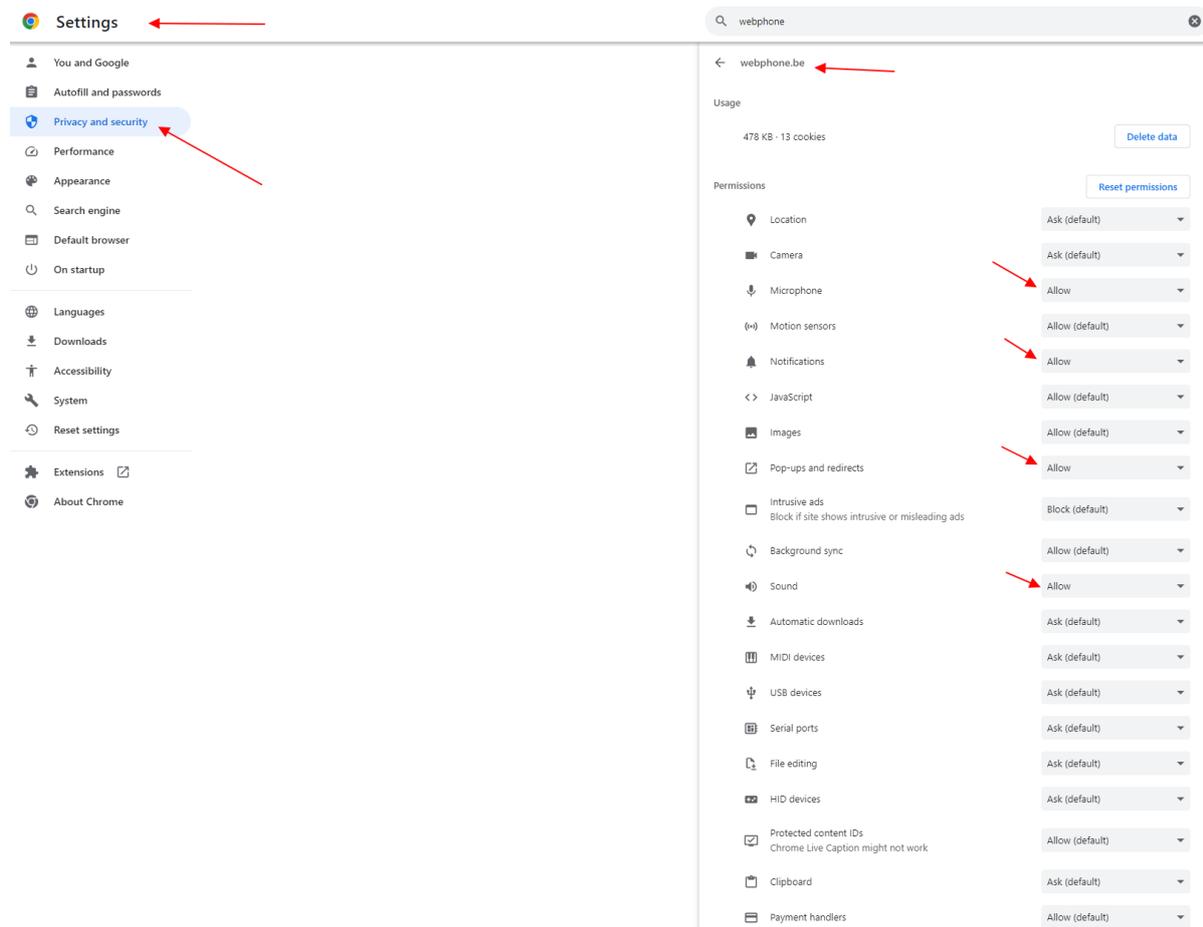
6.2 Automatically start Webphone (login computer)

1. Select the Start button and scroll to the webphone application you want to run at startup.
2. Right-click on the app, select More and then select Open file location. This opens the location where the shortcut to the app is stored. If there is no option for Open file location, it means the app cannot be run at startup.
3. While the file location is open, press the Windows logo key + R, type shell:startup and then select OK. This opens the Startup folder.
4. Copy and paste the shortcut to the app from the file location to the Startup folder.

6.3 Audio not working (Chrome permissions)

This problem often occurs during delivery, where the browser is not yet set up to work with the webphone.

It is important to adjust the parameters for the site `webphone.be` in **Chrome settings -> privacy and security -> site settings:**



7 Support

If there are problems or if you have a question, you can always contact Cloud Group via the contact information below:

- Email: support@cloudgroup.be
- Phone: 03 302 44 44