



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 (<u>https://webphone.be</u>). he 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.

						Language & info op	ions	🟶 Ģ	@ 2	¢)
Call	Q Search									
	Number	Status	Time	Name	Department	Actions		Type a humber		
A Contacts	04863.64547	😵 Call missed	11:50:33		-	&* 🖸 🗞	1	2	3	
이라 Preferences	0.096244547	🕇 Pickup	11:50:05	Yannick Ory	Support	≗* 🖸 🌭		ABC	DEF	
~	 D496264567 	🛯 Incoming	11:49:09		-	2* D %	4	5	6	
وي) Audio Settings	• 442	🔇 Incoming	11:48:47	Yannick Ory	Support	≗• © %	GHI	JKL	MNO	
영 Account	8.0H024.0547	😢 Incoming	11:48:28			&* 🖸 🗞	7 PORS	8 TUV	9 WXYZ	
* e			V Co.			1 panel	*	0	#	
198			-ment par			3				
X				*				Wesley Neij 433		
Go to MyCC? Click here								🌿 Do not disturb ^		

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.

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	Q Search										
	Number	Status	Time	Name	Department	Actions		Type a humber			
A: Contacts	04963.64547	😵 Call missed	11:50:33			&* D %	1	2	3		
¢∳¢ Preferences	8446244547	🏅 Pickup	11:50:05	Yannick Ory	Support	A* D %		ABC	DEF		
	0496244547	K Incoming	11:49:09	-		&* D %	4	5	6		
Audio Settings الاي	• 442	🛯 Incoming	11:48:47	Yannick Ory	Support	≗+ © %	GHI	JKL	MNO		
र्दछे Account	0 1095214547	🛯 Incoming	11:48:28			&* 🖸 %	PQRS	8 TUV	WXYZ		
						~	*	0	#		
								Wesley Neij 433			
Co to MaCC2								🌿 Do not disturb	^		
Click here											

				e	¢) 🖧 🕄
الله Call	Q Search				
	Name	Status	Department	Number 1	Number 2
Contacts	Anouk Vertongen	Not Available	Sales	412	8494292274
하는 Preferences	App Store Connect	Busy	Tech	499	· · · ·
	Charis Grouls	Not Available	Operations	439	0472905274
්ටු) Audio Settings	FRO EXTERNAL HANO WEB	External contact		4407759	
ĝi Account	FRO Internal Contact check	External contact		0472466849	
	Felix Van Roey	External contact	Sales	0485159084	
	Floris Toremans	Busy	Sales	402	6472256164
	Frederik Android	Not Available	Tech	482	0472406848
	Frederik Roelants	Available	Tech	480	04728568.68
	ISS01	Not Available	Sales Campaign	421	
Go to MyCC?	ISS02	Busy	Sales Campaign	422	
Click here	ISS03	Not Available	Sales Campaign	423	



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).

						# ¢	? 🔒
	Q Search						
Can	Name	Status	Department	Number 1	Number 2	Incoming call	00:05
尽 Contacts	Anouk Vertongen	Not Available	Sales	412	8496292274	Select one of the actions below to per	form during the
¢ ∳ Preferences	App Store Connect	Busy	Tech	499		call.	
0	Charis Grouls	Not Available	Operations	439	0472905274	🕅 Mute Sound	
ුව Audio Settings	FRO EXTERNAL HANO WEB	External contact	-	4407759		Music on Hold Dialpad	
🕄 Account	FRO Internal Contact check	External contact	-	0472466549		Call	
	Felix Van Roey	External contact	Sales	0408159084		A+ Conference Call	
	Floris Toremans	Available	Sales	402	0472258184	🕸 Device Settings	
	Frederik Android	Not Available	Tech	482	0472466648	Al Call Assistant	
	Frederik Roelants	Available	Tech	480	6.072.00589.09	د 📒	~
	ISS01	Not Available	Sales Campaign	421			
Go to MyCC?	ISS02	Busy	Sales Campaign	422			
Click here	ISS03	Not Available	Sales Campaign	423			
						•	

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.

٩	438 - Pieter Doutreligne
≁	442 - Yannick Ory
н	0490344547



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.

Incoming ca	all F		00:05
Select one call.	of the	actions below to perform d	luring the
	×.	Mute Sound	
	Ш	Music on Hold	
	#	Dialpad	
	C:	Transfer Call	
	* *	Conference Call	
	\$	Device Settings	
	۲	AI Call Assistant	
	6		



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.

								÷	(?)	2	[⇔
	Q Search										
Call	Number	Status	Time	Name	Department	Actions		Type a humber			
A Contacts	 04863144547 	😵 Call missed	11:50:33	-	-	&• B %	1	2	3		
¢¦∮ Preferences	1096244547 0496244547	S Pickup	11:50:05	Yannick Ory	Support	2+ D &		ABC	DEF		
Audio Settings	• 442	& Incoming	11:48:47	Yannick Ory	Support	2 B %	GHI	JKL.	MNO		
ĝ3 Account	8/10/4214547	& Incoming	11:48:28			& D %	7 PQRS	8 TUV	9 WXYZ		
							*	0	#		
								Wesley Neij 433			
<i>©</i>								🌿 Do not disturb	^		
Click here											

GESPREKSINFORMATIE	×
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	
Activiteiten tijdlijn	
Je hebt een oproep ontvangen van -	N







3 Preferences

Through preferences, you can use specific PBX functionalities:

				*	¢	()	9	[¢
🗞 cut	DO NOT DISTURB		AUTOMATION (1)					
E Contacta	 No ringing on Webphone. Do Not Disturb on all devices. 	8	Ringing Event Answered Event					
Preferences	This allows you to block incoming calls. With 'Do Not Ring on your Webphone,' you remain a contact list. With 'Do Not Disturb,' you are displayed as unavailable on all your devices.	wailable in the						
G and a second s	FOLLOW ME		QUEUES					
s⊴2) Autolo setting≋	0490244547 T5 sec V		STANDBY - P1 Support - P1					
Account	The number of seconds you set determines when your phone starts ringing for an incoming call.		Support - P2					
	OUTBOUND NUMBER							
	033024433							
	This allows you to easily change the number you use to make outgoing calls.							
	CALL FORWARD							
<i>a</i>	Call forward number							
Go to MyCC?	This allows you to forward incoming calls directly to a specified number.							
Click here								

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 seperate 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) O 4
🗞 Call		
A: Contacts	AUDIO SETTINGS	
이상 Preferences	Speaker: Default - Speakers (Jabra Link 380) (0b0e-24c7)	QUALITY SETTINGS
	<u>ه</u>	Auto Gain Control
Audio Settings	Ring Device & Ringtone:	Noise Suppression
Account	Default - Speakers (Jabra Link 380) (0b0e:24c7)	_
	Classic Ringtone V	ENABLE POP-UP
		Onscreen Notifications
	Default - Microphone (Jabra Link 380) (050e:24c7)	CLOSE POP-UP:
		10 sec 🔻
@		
Go to MyCC?		
Click here		

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

ere 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:

← Settings		- 0 X
And the second second	System	
Find a setting Q	Zbook HP ZBook Firefly 15 G7 Mobile Workstation Rename Microsoft 365 View benefits Sign In	Windows Update Attention needed
System		
8 Bluetooth & devices	Display Monitors, brightness, night light, display profile	>
Network & internet		
/ Personalization	CON Sound Volume levels, output, input, sound devices	>
📑 Apps		
e Accounts	Q Notifications Alerts from apps and system, do not disturb	>
o Time & language	6 Focus	
🚥 Gaming	Reduce distractions	,

Google Chrome app notifications must be checked:

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





System > Notifications > Google Chrome				
Notifications				
On				
Show notification banners Show notifications in notification center				
Hide content when notifications are on lock screen				
Off				
Allow app to send important notifications when do not disturb is on				
Off				
Play a sound when a notification arrives				
On -				
Priority of notifications in notification center				
O Top Show at the top of notification center				
High Show above normal priority notifications in notification center				
• Normal Show below high priority notifications in notification center				

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:

		4) 🖧 🗊 4 🏶 () 🗢
💪 Call		
	CHANGE PASSWORD	PERSONAL CONTACTS
A Contacts	Current Password:	Export local phonebook (backup):
		Export
Preferences	New Password:	Import (backup):
a dudia Sattiana	New Password	Upload a file
49 Audio Settings	Verify Password:	
Account	Verify Password	
	Change password	User Experience (UX)
		Call history active on incoming calls
	DATA OFTINO	
	DATA SETTINGS	
	Data.	WEBPHONE MANUALS
	Clear activity data Clear All Data	Webphone manual:
<i></i>		Webphone PDF
Go to MyCC?		
Click here		

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

← → ♂ ≌ webphone.be/login.php 闘		୍ ୭୦ ସ୍ ମ	- New tab
€ → C t webphone.be/togin.php # I \$\vec{1}{2}\$	Cloud Webphone Login weingtowerse to Forger password? Forger password? Compo Compo Compo Compo Compo Compo	Don't have a	New tab. Cut-T New index Cut-T New income or window Cut-R Rev income or window Sub-R Rev income o
		60 Copylink 고 Send to your devices 왕 Create OR Code	28

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





← C Webphone - Login	🕶 🌲 i – 🗆 X
\sim	
Cloud Webphone Login	
cioda Webpilone Login	
	Don't have an
(account yet?
Forgot password?	
SIGN IN	Contact your company's telephony manager to get
	started!
Or sign in with	
G Google	
Microsoft	

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: <u>support@cloudgroup.be</u>
- Phone: 03 302 44 44

