

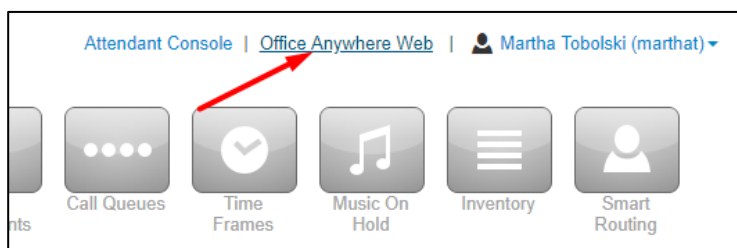
Office Anywhere Web User Guide

Overview

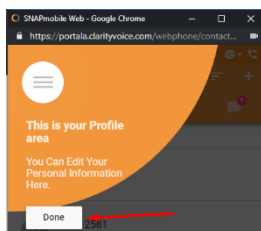
Office Anywhere Web is a browser-based softphone using the WebRTC (real-time communications plug-in) standard. The softphone requires no additional software installation. A user can just open the interface and start dialing. *Currently only available using **Google Chrome** browser.

Launching Office Anywhere Web

- Click the Office Anywhere Web link at the top of the Portal page.

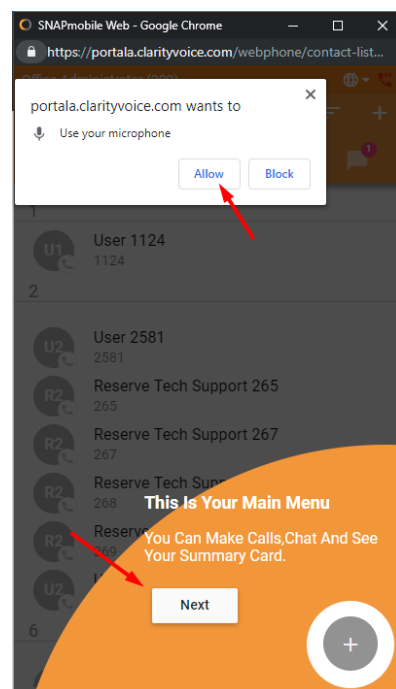


- When first launching Office Anywhere Web, Google Chrome will prompt you to grant access to the microphone, as seen below. Click **Allow**.
- Clicking **Allow** will allow the use of the computer's microphone for making and receiving calls



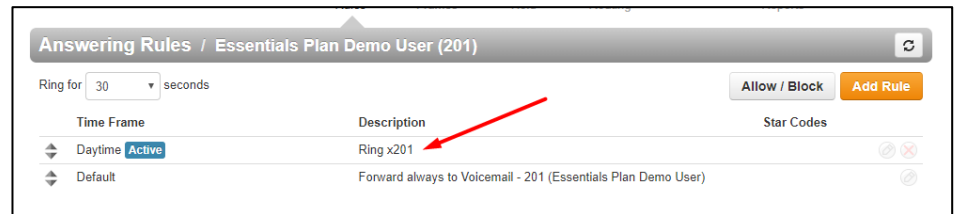
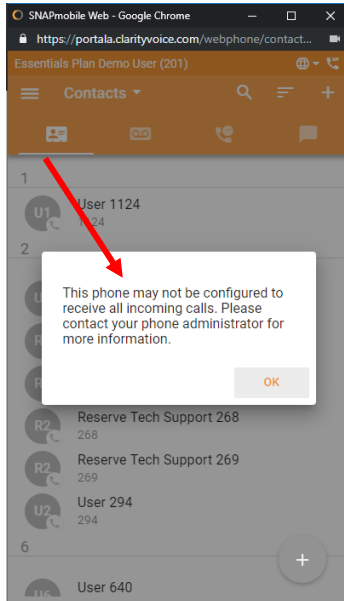
- The app will also prompt you to read the tip and click **Next**

- Finally, click **Done** and your app will launch



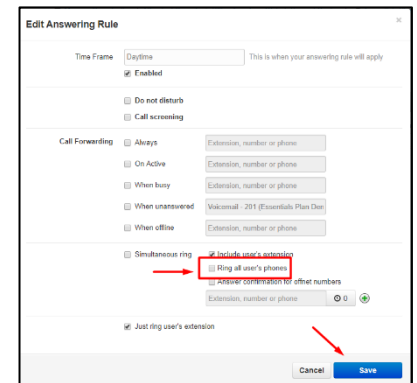
Enabling Inbound Calls for Office Anywhere Web

When first launching Office Anywhere Web, if the current answering rule is configured to ring only on the user's extension, the following message will be displayed, asking whether the user would like to enable Office Anywhere Web to receive inbound calls:



To enable inbound calling on the Web Phone:

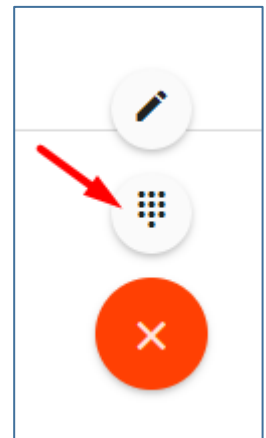
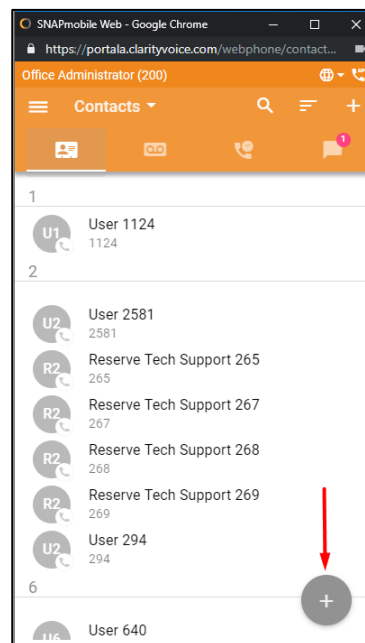
- Edit the User's Answering Rule by hovering over the rule and clicking the pencil icon to the right
- Check the box next to **Ring All user's phones**
- Click **Save**



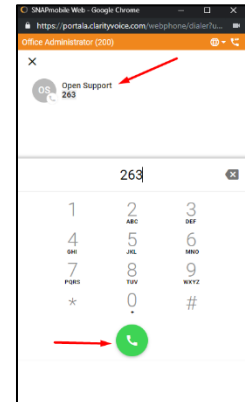
Using Office Anywhere Web

Making a Call

- From the Contacts, Voicemail or Call History views, click the "+" icon in the bottom right to view the Dialpad icon and messaging icon
- Dialing can be performed by either clicking on the screen number pad or dialing numbers from your keyboard

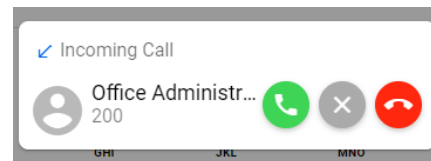


- When dialing, the top of the dial window will display autocomplete suggestions pulled from the contacts for numbers that match the current dialing pattern. When dialing is complete, press the green dial icon on your screen, or enter on your keyboard, to begin the call.



Receiving a Call

- When receiving a call, the computer will play a ringtone and Office Anywhere Web will display the following call options:
 - Answer** – this will answer the call
 - Ignore** – this will ignore the call received on the Web Phone, but will still continue ringing other devices that are a part of a simultaneous ring (if applicable)
 - Reject** – this will reject the call from all ringing devices and will send the call to the When Unanswered rule

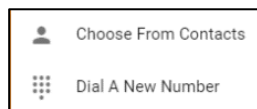


Call Handling

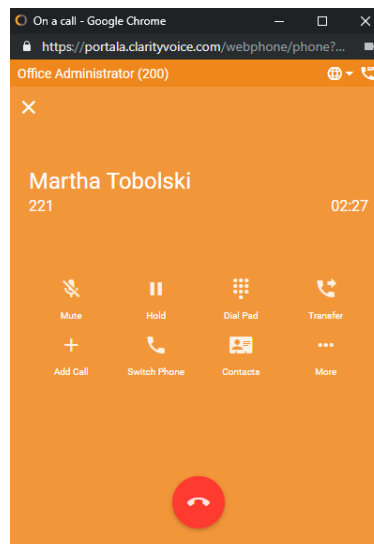
When a call is active, the following functions will be available:

- Mute** – disables the microphone
- Hold** - places the other party on hold
- Dialpad** – enables entering digits at auto attendants
- Transfer** – allows the call to be transferred to a contact or a dialed number.

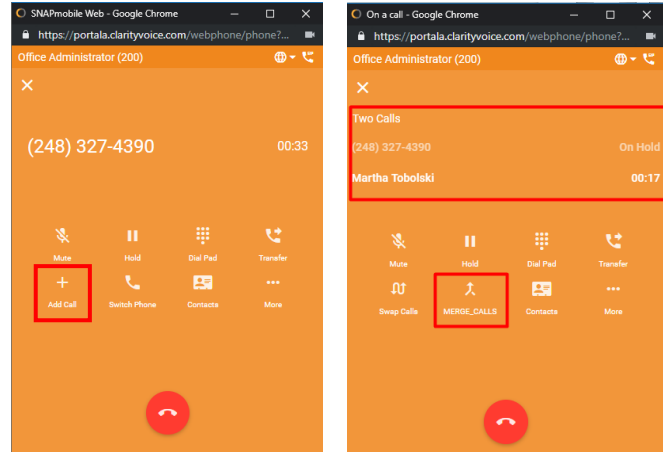
Once the number is entered,



to transfer the call to, click the green phone icon and a new pop-up box will appear with a choice to either perform a Blind Transfer or Assisted/Warm Transfer



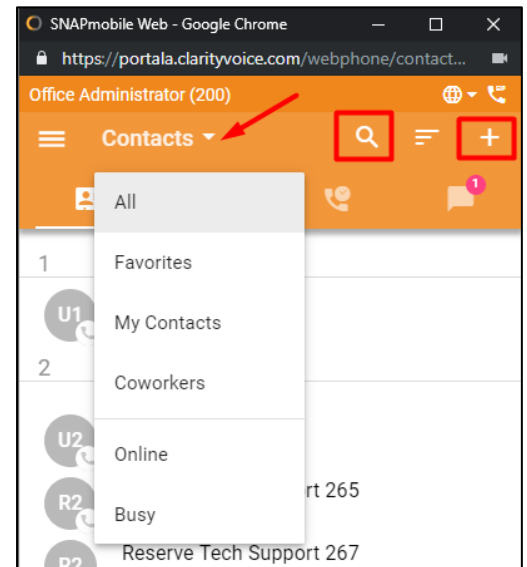
- **Add Call** – creates the second call from a contact or a dialed number and puts the first call on hold. Once a second call has been added, this button will become a **SWAP Calls** button to allow for switching between calls when two are active
- **Merge calls** – merges the two calls together to create a 3-way conference call
- **Contacts** – displays the user's contacts and optionally creates a second call by clicking on a contact
- **More** – additional options are:
 - **Record call** – records the call as long as on-demand recording is configured
 - **Hide Call** – returns to the main view while keeping the call active. While the call is hidden a **Return to Call** bar will appear at the top of the window



Contacts View

The Contacts view shows other users in the organization as well as any contacts that have been added in the Portal. Organization contacts show presence; indicated as a green, red or gray circle; and favorite contacts are indicated with a star

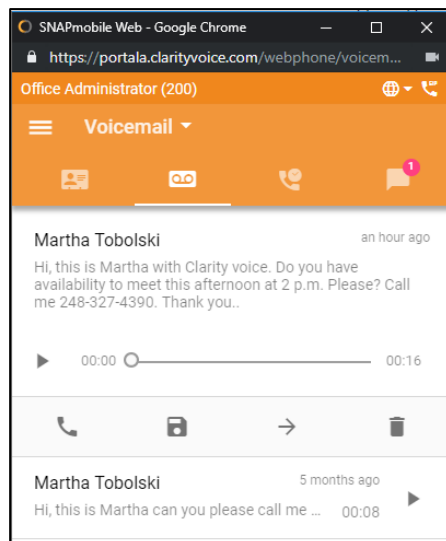
- To select a predefined filter or user-created group, click the Contacts pulldown at the top, then select the filter needed
- To filter/search contacts, click on the magnifying glass in the upper right, then type in the name to filter
- Click the "+" in the upper right corner to bring up the Add Contacts view. Complete the fields to add a contact then click the check button in the upper right to save the contact.
- Clicking on the extension/phone number will dial that contact's number
- Clicking on the email address will launch your email application with a new message to that address
- Clicking the Star icon will toggle the favorite status of the contact
- Click on the three dots in the top right corner to display a pulldown menu of additional options:
 - Edit - edits the contact's information
 - Copy to Clipboard – copies user data which can be pasted into another application



VoiceMail View

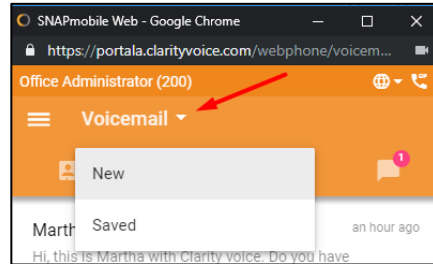
The Voicemail view shows the user's voicemail box. Users can click the play button to listen to the message or click elsewhere on the message to expand the options.

- Message progress bar – shows the current place in the message, drag and drop the circle or click on the bar to jump to a particular part of the message
- Play/Pause Toggle – click play to begin playback, when a message is playing becomes a pause button
- Call – call back the number, if caller ID is known
- Save – moves message to saved box
- Forward – forwards the message to another user in the domain
- Info – brings up screen of additional message details and actions
- Delete – moves message to trash
- Transcript – the message transcript will be displayed, if available, directly below the caller name



Changing Mailbox Views

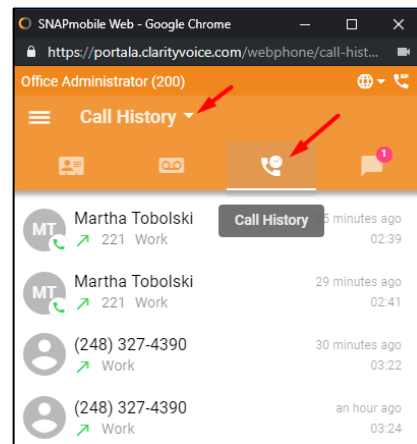
By clicking on the Voicemail header you can select whether you see New or Saved messages




Call History View

The Call History view displays the user's call history including inbound, outbound, and missed calls, by clicking the drop-down arrow.




- The entries displayed will show caller ID (if available), call direction (inbound, outbound or missed), call time, and call duration. Clicking the info icon will display additional details and options.
- Clicking on the call history entry will return the call
- By clicking on Call History in the header you can select a view of All, Missed, Inbound, or Outbound Call History

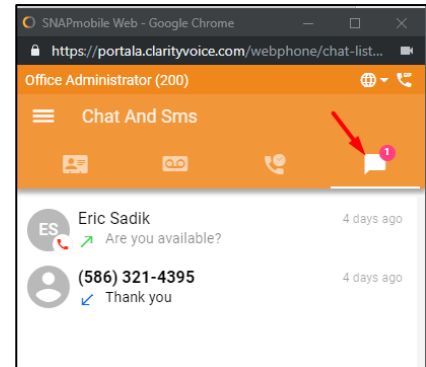


Chat and SMS View

The Chat and SMS view displays all recent internal chats and external SMS messages. A new internal chat or SMS message can be initiated by selecting the  grey "+" icon at the bottom right corner.

The icon will pop-out with the following choices:

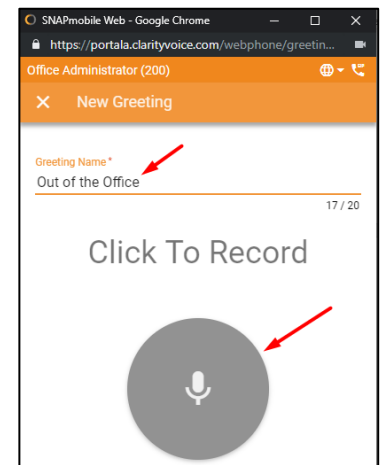
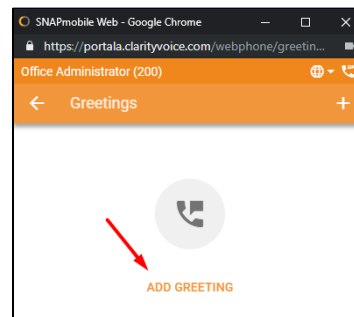
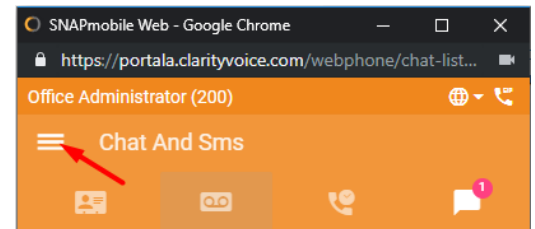
-  • Edit/Pencil icon will start a new internal chat or SMS conversation
-  • Dialpad icon will start a new call
-  • "X" icon will clear the menu of options



Sidebar

The sidebar can be accessed by selecting the upper left menu icon (three horizontal bars) and closed by clicking off the sidebar. The sidebar has the following features:

- Display/edit user profile info
- Allows access to **Answering Rules** (see below)
- Greetings selection and recording
 - Click **Add Greeting** to record a new greeting
 - Add **Greeting Name**
 - Click on the microphone icon to record
- Settings
- About
- Logout



Answering Rules

The answering rules section can be used to view and reorder the answering rules that have already been created for the user.

- Dragging and dropping the rules will reorder the rule processing
- The active rule is denoted by a blue dot
- Clicking on a rule will display the details of that particular rule

