

# Web Phone User Manual



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# 1. GENERAL INFORMATION

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## 1.1 Overview

This manual describes how to enable and use the Web Phone. Web Phone allows you to make and receive calls directly from their PC or mobile device through the supported web browsers anywhere worldwide with internet access.

Not all features listed are available by default and some may depend on your phone system or service provider. Contact your system administrator if you have any questions on what features and services are available to you on your system.

### Difference between XCL Phone and Web Phone

The main difference between VCP's Web Phone and XCL Phone is that Web Phone is always launched from the PBX's VoIP Control Panel (VCP), whereas XCL Phone is a standalone application that resides on your computer, and does not require you to go to VCP first.

## 1.2 Acronyms and Abbreviations

<b>IP</b>	Internet Protocol. A numeric address that is unique for every computer on a network.
<b>LAN</b>	Local Area Network. This is a network of computers that are located in close vicinity.
<b>PBX</b>	Private branch exchange
<b>PSTN</b>	Public switched telephone network
<b>VCP</b>	Voice Control Panel
<b>VoIP</b>	Voice over internet protocol
<b>Web RTC</b>	Web Real-Time Communication is a collection of communications protocols for peer-to-peer connection
<b>Web Sockets</b>	Secure communications protocol, providing full-duplex communication channels over a single TCP connection

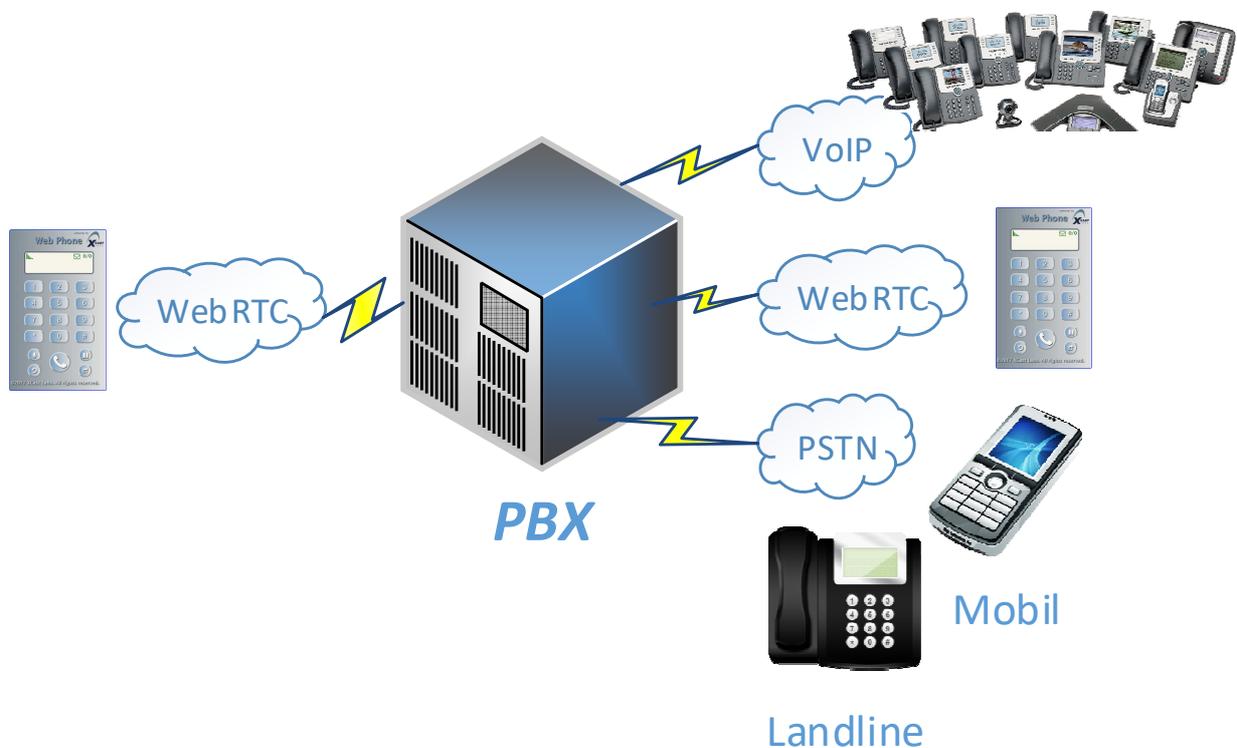
## 2. SYSTEM SUMMARY

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### 2.1 Web Phone Requirements and Configuration

To run a Web Phone, you must have one of the supported web browsers, such as Google Chrome version 50+ or Mozilla Firefox version 52+. Note: Microsoft Edge, Microsoft Internet Explorer and Apple Safari are currently not supported.

You must have a microphone (separate or built-in) attached to the computer, as well as speakers or headphones. During first start up the Web Phone will ask for your permission to allow the use of the Notification Service and the Microphone or Camera. We recommend that both of these be set to 'Always Allow' in order for Web phone work properly. **These permissions will apply and will be stored for Web Phone only and will not be applicable for any other websites.**



### 2.2 User Access Levels

You must have a valid PBX user account in order to run the Web Phone. The PBX administrator can enable access for each user separately or for an entire PBX for Web Phone in VCP under: *Manage Domain Options -> PBX -> Enable Web Phone Access*

## **3. GETTING STARTED**

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### **3.1 Launching Web Phone from VCP**

To start Web Phone, use your browser to log into VCP as a PBX user, and navigate to the Applications tab. If the PBX Administrator has enabled access to Web Phone you should see the 'Web Phone' button. Click to launch the Web Phone.

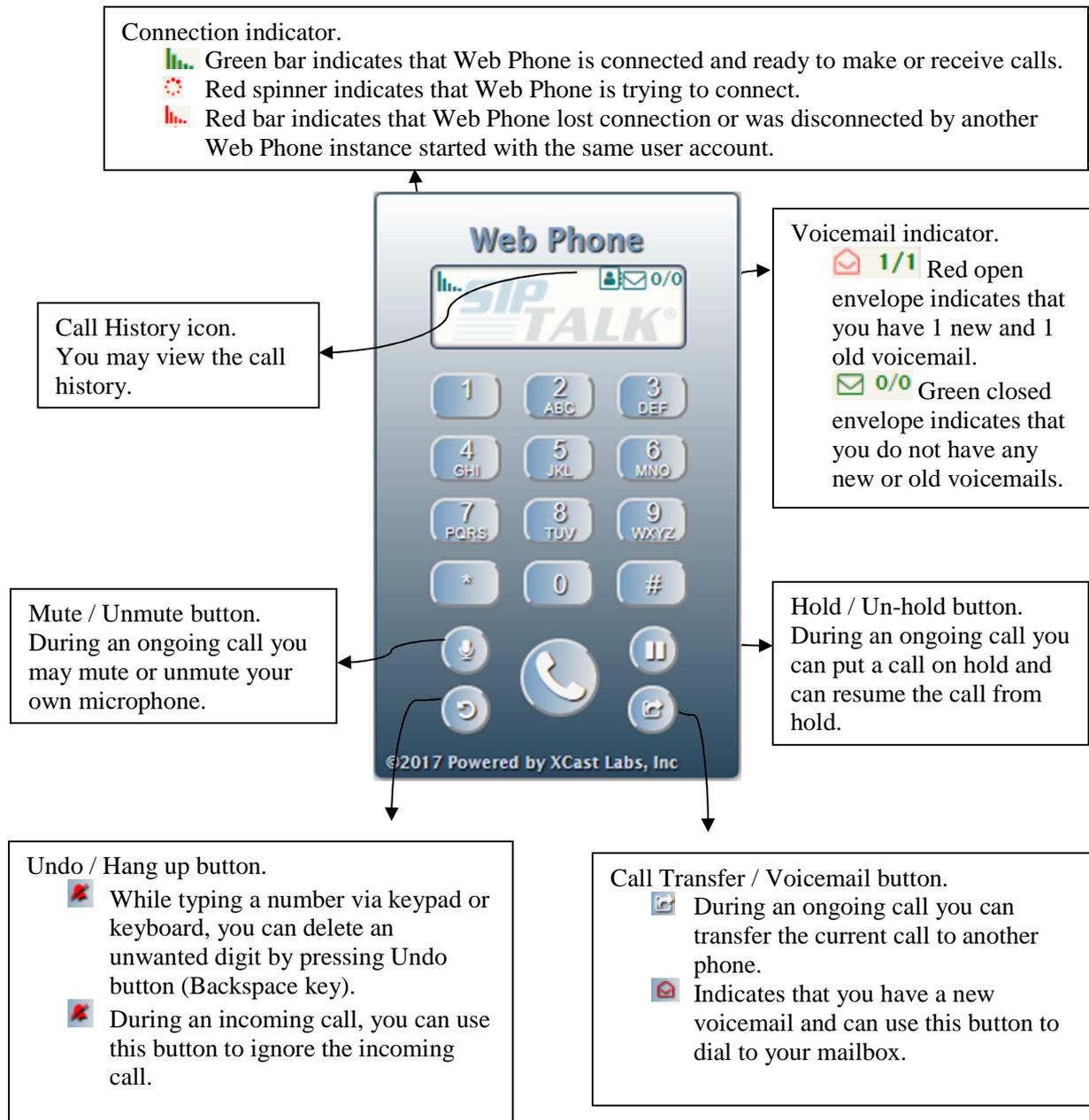
### **3.2 CallBlast**

On the first invocation of Web Phone, it will be added as an active destination to your CallBlast in VCP. The Rings Delay will be set to 0 and Number of Rings will be set to 8 as default values. If Web Phone is running, it will receive inbound calls as any other destination in CallBlast. You also can change these settings or even remove them from the active list the same way as it can be done with any other entry in their CallBlast.

### 3.3 Web Phone general functionality

Web Phone supports the following functions:

- Make a call
- Receive a call
- Place a call on Hold
- Transfer a call
- View call history



## 3.4 Basic phone functionality

- Placing Calls

When Web Phone is ready to make calls (indicated by the Green bar indicator ) you can enter the desired phone number by using the on-screen keypad or by typing the digits on their keyboard, followed by clicking the Phone button  or pressing the Enter key on their keyboard to initiate the call.

If a number is entered incorrectly before the call is initiated, you can delete the number using the Undo button  or by pressing the backspace key on their keyboard. During the call process, the Web Phone display will show current status and phone number.

- Answering Calls

When Web Phone receives an incoming call, the display will show the incoming call's number and caller's name (if the name is not private). A ringing sound should be heard in your speakers or headphones. You can answer the call by clicking the Phone button  or by pressing the Enter key on their keyboard.

If a call needs to be ignored, you can use the Undo button  for this purpose.

- Hanging Up Calls

When the call is finished simply click the Phone button  or press the Enter key on the keyboard.

- Holding Calls

You can put the ongoing call on Hold by pressing the Hold button . The Web Phone display will show this number in the display on the top row to indicate it is on hold. To release the call from hold, press the Hold button  again.

## 3.5 Additional phone functionality

- Attended Call Transfer

Web Phone allows you to transfer a call to another phone. While a call is active, you first must put the current call on hold by pressing the Hold button  and then dial the new number using the keypad or keyboard. When the second call is established, you can speak with the person to whom the call will be transferred, before transferring the held call to this new number by pressing the Transfer button . When the transfer is complete both calls will disappear from Web Phone display.

- Blind Transfer

Web Phone allows you to transfer a call without speaking to the other party (blind transfer). While a call is active, press the Transfer button . You will see "Referred" on the display. Dial the number you want to transfer the call to and then press the Phone button . When the blind transfer is complete the call will disappear from Web Phone display.

- **Call History**

Web Phone allows you to view the call history by clicking Call History icon . The call history lists all calls, for the past week, related to the phone number in chronological order. The call events are represented with different icons. See table below.

No visible star	Less than 3 calls
	Less than 10 calls
	Less than 30 calls
	More than 30 calls
	Missed call
	Incoming call
	Outgoing call
	Transfer call

You may also initiate a call by clicking the phone number from call history list.

## 4. LIMITATIONS

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### 4.1 Web Browser support

- Web Phone only supports the following web browsers
  1. Google Chrome version 50+
  2. Mozilla Firefox version 52+
  3. Opera version 44+
  4. Chromium 44+
- Web Phone is not currently compatible with the following web browsers
  1. Apple Safari
  2. Microsoft Edge
- Unsupported browsers
  1. Microsoft Internet Explorer 11 and previous versions