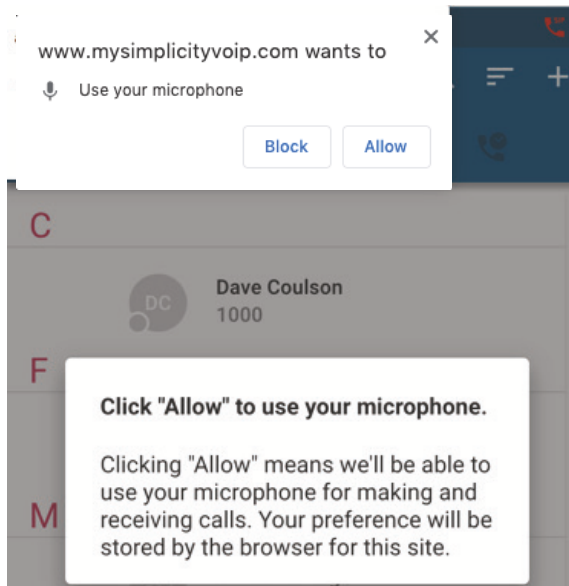




To Access the SimplicityWeb Phone

SimplicityWeb can be accessed two ways:

1. Click *Apps Dropdown* > *Simplicity WebPhone* on the top right side of the Portal screen
2. Or by directly navigating (via Google Chrome) to: <https://mysimplicityvoip.com/webphone>



Granting Permission to the Microphone

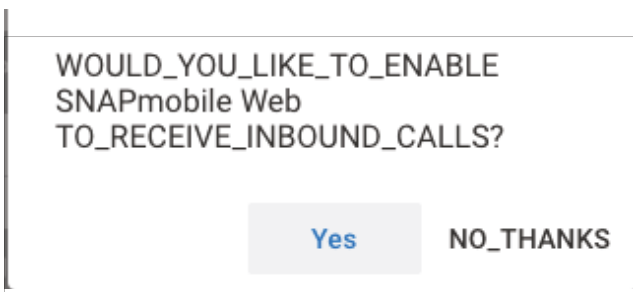
When first launching **SimplicityWeb**, Chrome will prompt you to grant access to the microphone

Click "Allow"

Enabling Inbound Calls via SimplicityWeb

When first launching **SimplicityWeb**; if the current answering rule is configured to ring only the user's extension; the following message will be displayed, asking whether the user would like to enable **SimplicityWeb** to receive inbound calls

Click "Yes"



SimplicityWeb Views

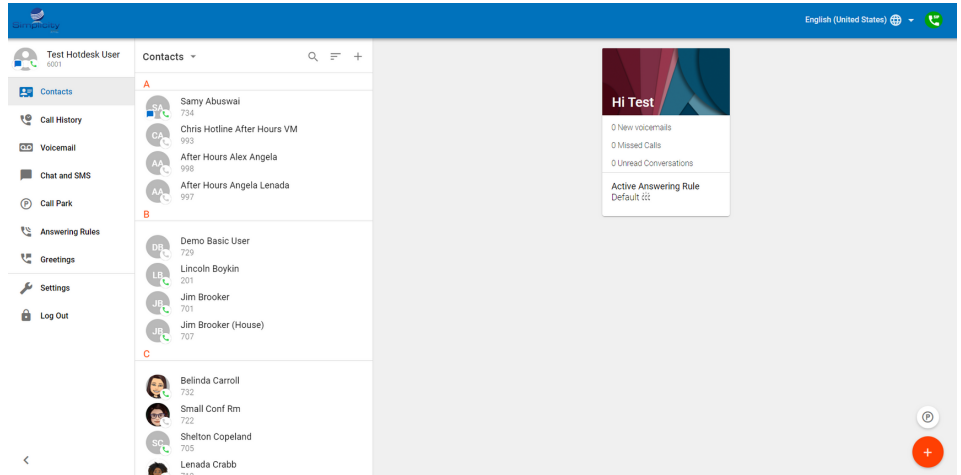
Once logged in to the web phone, there are two views available to the user, **Expanded** and **Compact** (Defaults are dependent upon browser settings)

Compact View and **Expanded View** - Most of this guide is shown in the Compact View

Expanded View





In the expanded view, the navigation menu will show along left side of screen:

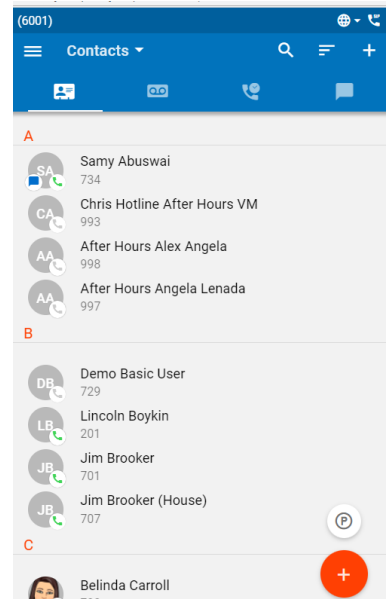
- Contacts**
- Call History**
- Voicemail**
- Chat and SMS**
- Call Park**
- Answering Rules**
- Greetings**
- Settings**
- Log Out**



Compact View

In the compact view the navigation menu will appear along the top blue bar
From left to right

- Contacts** 
- Voice Mail** 
- Call History** 
- Chat and SMS** 



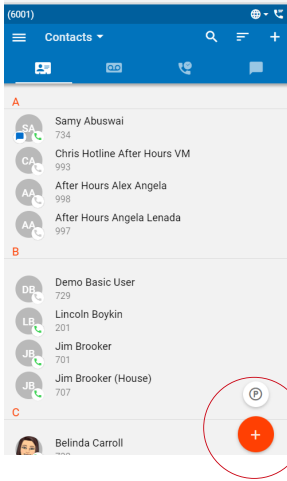
Tips to Minimize or Maximize Views

In the Expanded view, click and drag the border to make it smaller

Once the compact margins are reached, the compact view will appear

In the Compact view, click and drag the border to make it larger

Once the expanded margins are reached, the expanded view will appear



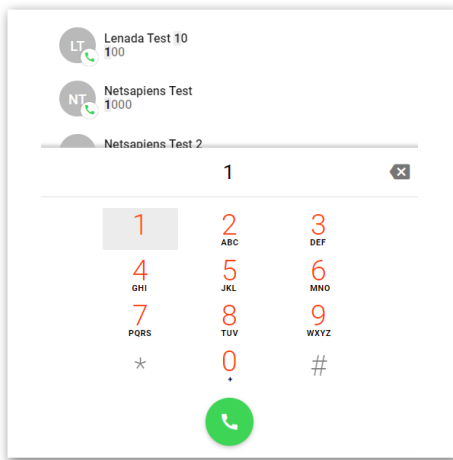
Making a Call With SimplicityWeb

From the **Contacts**, **Voicemail**, or **Call History** views click the (+) icon in the bottom right corner to expand the options (see below)



Dial Pad

Click the dial pad to start dialing

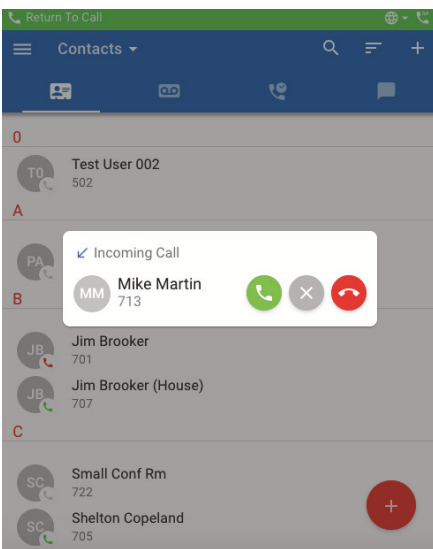


Dial by either:

- Clicking on the screen number pad or
- Dialing numbers from your keyboard

When dialing, the top of the dial window will display suggestions of contact 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



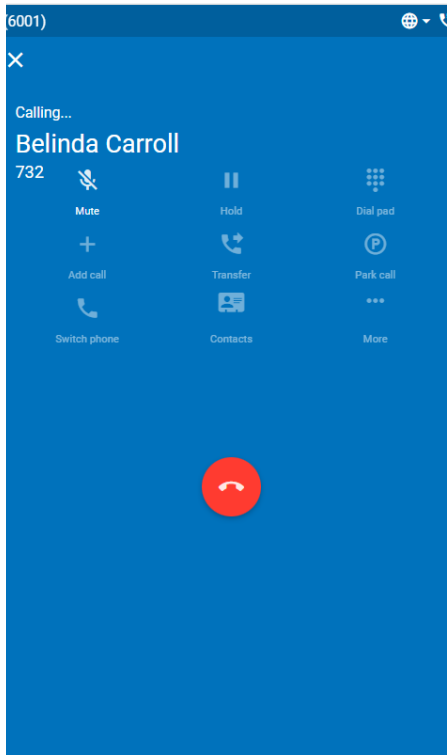
Receiving a Call

When receiving a call, the computer will play a ringtone and the web phone will display the following call options:

Reject Pressing the **red** phone icon will reject the call from *all* ringing devices that are part of a simultaneous ring (*if applicable*)

Ignore Pressing the **gray** (x) icon ignores the call received within the **SimplicityWeb** interface, but will still ring other devices that are a part of a simultaneous ring (*if applicable*)

Answer Pressing the **green** phone icon will answer the call



Active Call Handling

When a call is *Active* the following functions are available:

Mute Will disable the microphone

Hold Will place the other party on hold

Dialpad Shows the dial pad and can be used for entering auto attendant numbers

Add Call Creates the second call and puts the first call on hold. Once the second call has been added this button will become a **Swap Call** button to allow for switching between calls when two are active

Transfer A call can be transferred to a contact or a dialed number

Park Call A call can be parked

Switch Phone Moves the call to another device associated with the same user

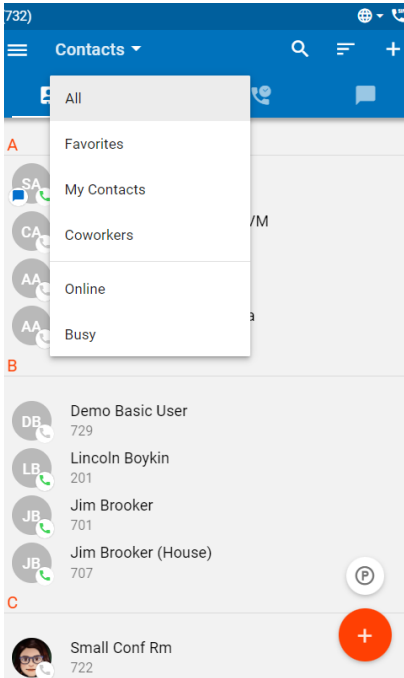
Contacts Displays the user's contacts as well as allowing them to click on another contact and create a second call while already on an active call

Additional Options:

Record Call Starts a recording
(As long as on demand recording is configured)

Hide Call Hides the call view and returns to the main view while keeping the call active

Note: When the call is hidden a "Return to Call" bar will appear at the top of the screen



Contacts

The **Contacts** tab will display all contacts, both internal and external. An organization's contacts will have a green, red, or a gray phone icon appear to indicate their status.

Contacts can be sorted by

- All
- Favorites
- My Contacts
- Coworkers
- Online
- Busy

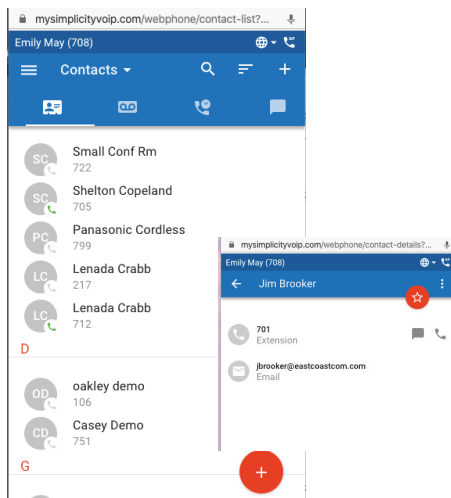
Favorite Contacts are indicated with a star that is selected from the top right corner of the contact's individual screen.

Contacts Menu is searchable by selecting the search "magnifying glass" and typing in a name.

New Contacts are added by selecting the plus (+) sign in the top blue menu bar.

Contact Profile Information is displayed when a contact is selected, including the extension, email, and the option to call or message the contact.

Edit Contact using the white three-dot-menu in the top far right corner which will allow editing of the contact or copy the contact's information to the clipboard.



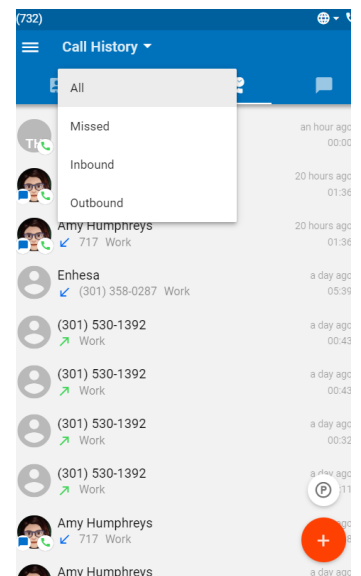
Call History

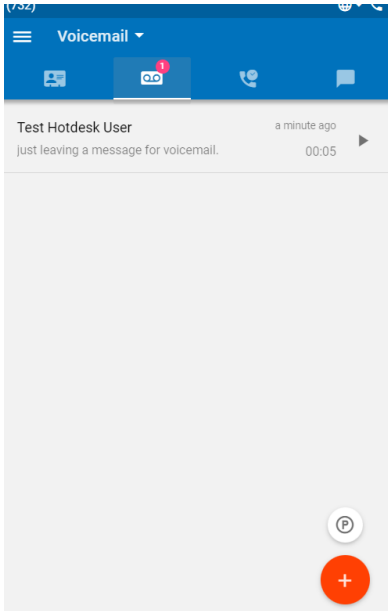
The **Call History** tab can be sorted by

- All
- Missed
- Inbound
- Outbound

Selecting a particular call will display

- Full details of the call
- The option to call the number
- Add a contact
- Add to an existing contact






Voicemail

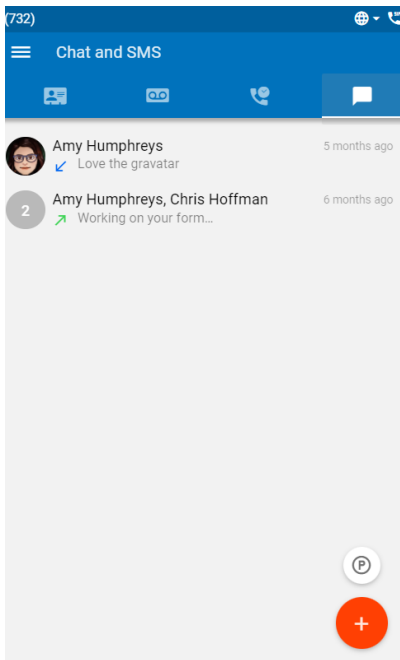
- The voicemail tab will display a list of voicemails which can be sorted by “New” or “Saved”
- Voicemails can be played directly from the list
- Voicemails will also appear as a transcribed message *(if enabled)*

Selecting a specific voicemail will open more option including:

- Calling the number
- Saving the voicemail
- Forwarding the voicemail
- Deleting the voicemail

Chat and SMS

Initiating a new **Chat** or **SMS** message, in the compact view, can be done by selecting the red plus, (+) button in the bottom right corner 

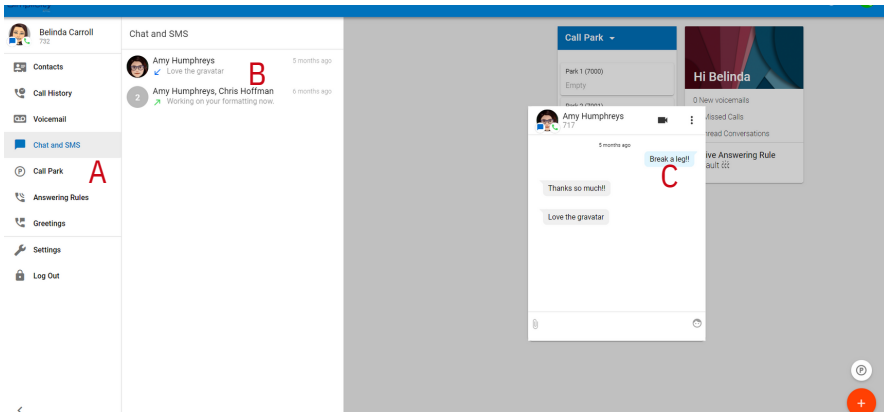


The following menu of options will appear:



New Conversation **Click the pencil and start a new conversation**





Chat and SMS Expanded View

New Chat and SMS Conversations will be displayed as:

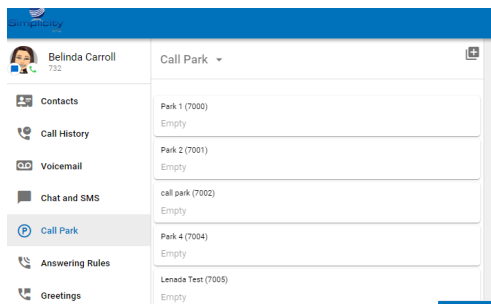
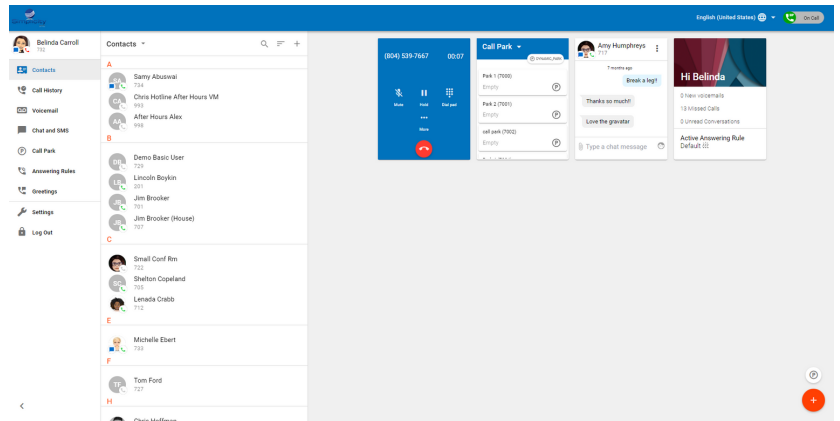
- A New message icon in the navigation menu
- B Chat and SMS tray
- C New chat card

Multiple Cards Expanded View

Many cards can be displayed at a time in the expanded view, including chat and active calls

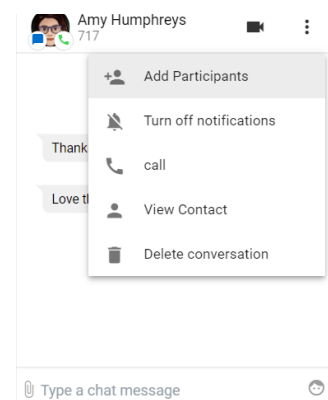
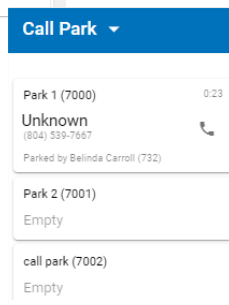
Cards have drag and drop capability

To minimize a card select a (-) in top left corner of the card



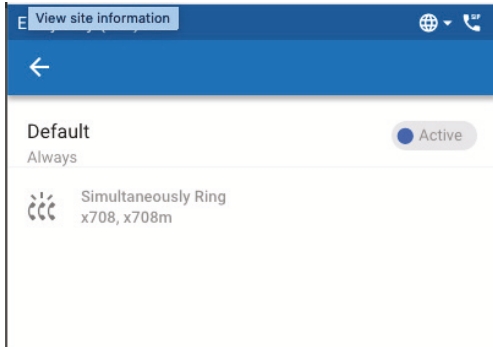
Call Park Options

- Click the (+) to break out Call Park Card
- Click phone icon next to parked call you wish to pick up



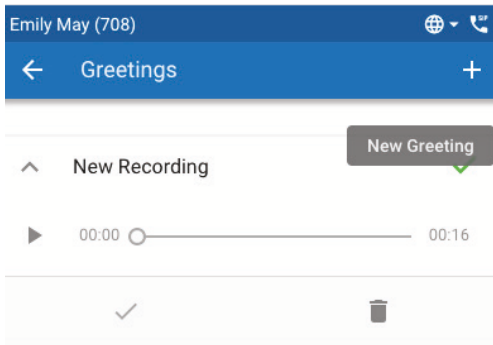
Chat Card Options

- Add participants
- Turn off notifications
- Call
- View contact
- Delete conversation



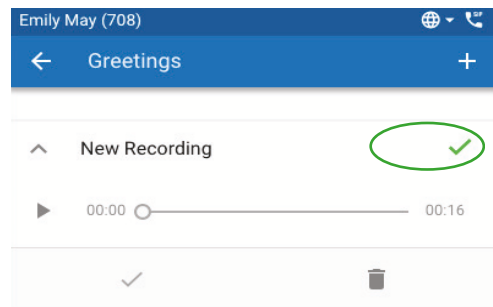
Answering Rules

The answering rules will display the user's answering rules. The "Active" answering rule is denoted by a blue icon. A "Simultaneous Ring" answering rule will display a three-phone icon and the extension.

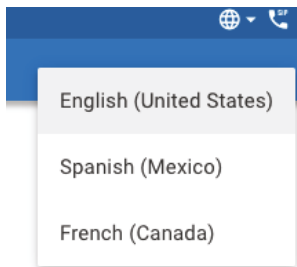


Greetings

The greetings tab will display any existing greetings for the user. The user will also have the option to add a new greeting by pushing the plus (+) in the upper right corner and the option to record will appear.

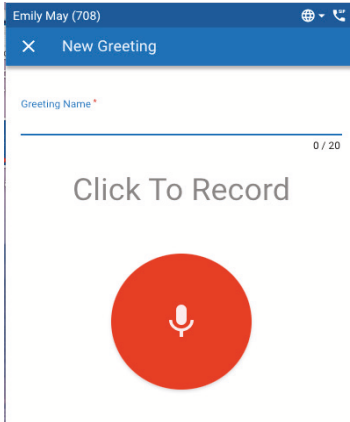


The active greeting is denoted by a green check mark. Once saved, the greeting will be displayed in the greetings list.



Language

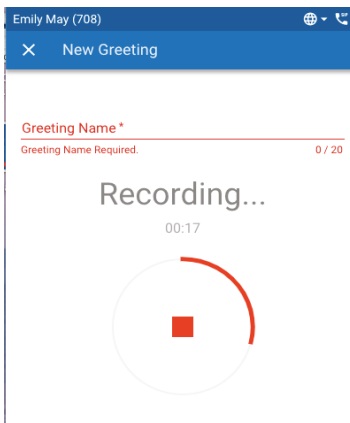
The language can be adjusted by selecting the localization globe in the upper right corner.



Recording a Greeting

Name the greeting and select “Click To Record”

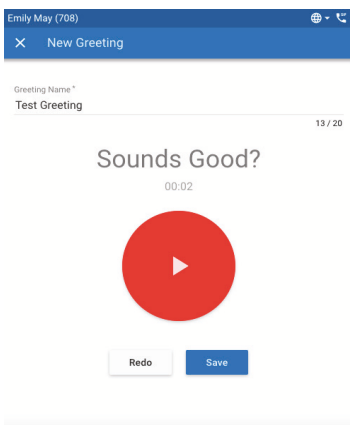
Note: Access to the computer microphone is required



While Recording

A progress window will show that the greeting is being recorded along with the length of the active recording

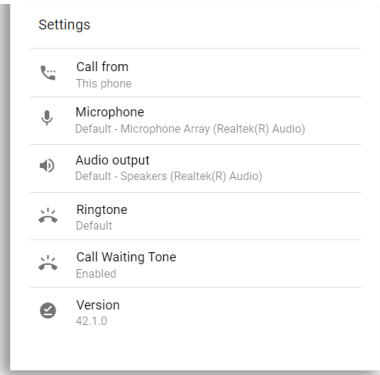
To stop recording, select the red square icon in the center



Finishing the Recording

When finished, the recording can be reviewed

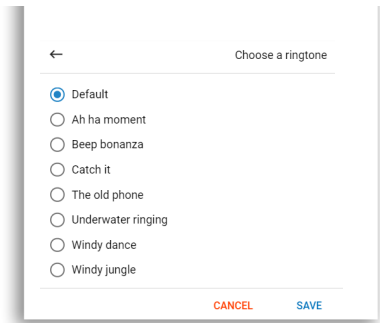
The user can choose to “Redo” a recording or to “Save” it



Settings

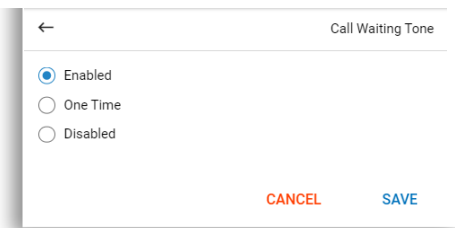
The Settings tab displays

- Call from
- Microphone
- Audio output
- Ringtone
- Call Waiting Tone
- Version of **SimplicityWeb** that is running



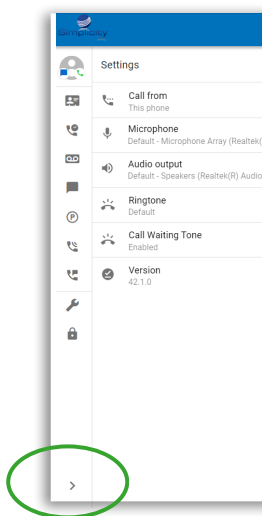
Choosing a Ringtone

To change the current ringtone, click on “Ringtone”. A sample of each ringtone will be played when it is selected after a ringtone is chosen, select “Save,” or “Cancel” to keep the current ringtone



Call Waiting Tone

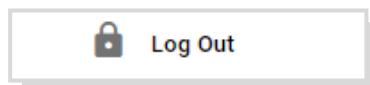
A call waiting tone can be enabled, set to be heard one time or disabled.



Collapse Menu in Expanded View

When needing more room in the expanded view, the navigation menu can be collapsed to just show the icons

- Press the (>) to open the menu
- Press the (<) to collapse the menu



Logging Out

When selecting logout, the user will be returned to the **SimplicityWeb** login page