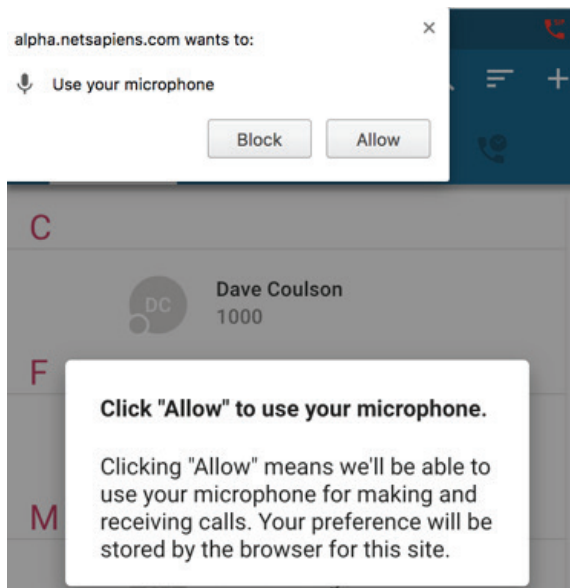


To Access the SimplicityWeb Phone

SimplicityWeb can be accessed in one of two ways:

1. By clicking on the direct link in the top toolbar of the Portal screen
2. Or by directly navigating to <https://mysimplicityvoip.com/webphone>.



Granting Permission to the Microphone:

When first launching SimplicityWeb the browser will prompt you to grant access to the microphone. This prompt will look different based on the browser being used as the prompt is generated by the browser, not the Portal.

Enabling Inbound Calls via SimplicityWeb

1. 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.

Would you like to enable SNAPmobile Web to receive inbound calls?

YES

NO THANKS

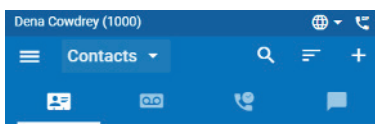
This phone may not be configured to receive all incoming calls. Please contact your phone administrator for more information

OK

Enabling Inbound Calls via SimplicityWeb *Continued*

2. If a user has a custom answering rule that utilizes a timeframe other than Default and is configured to ring only the user's extension; the following message will be displayed, telling the user that the phone may not be configured to receive all incoming calls.

SimplicityWeb Views

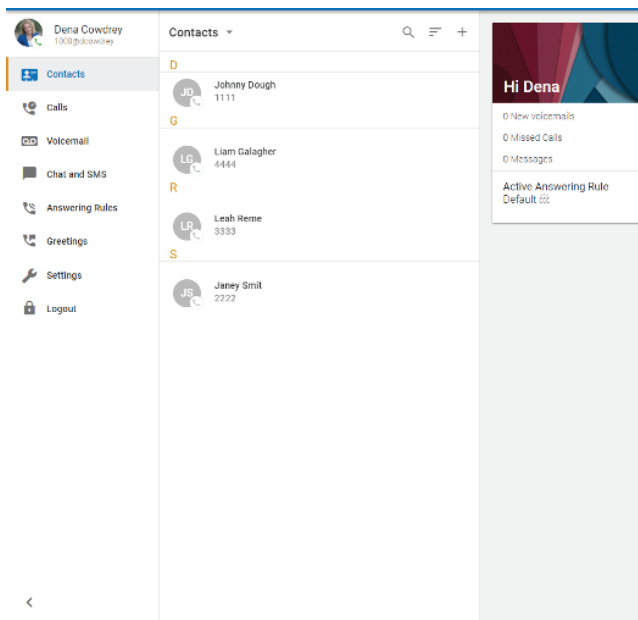


Compact View

Once logged in there are multiple views that are available to the user: Compact View and Expanded View.

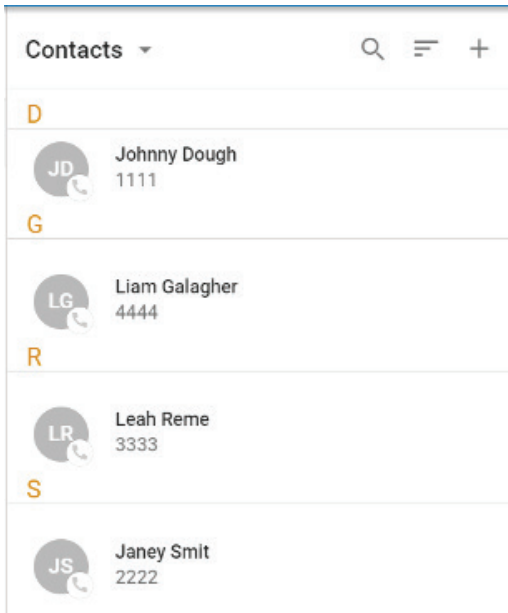
Navigation Tip - Minimize/ Maximize

Switching between Compact view and Expanded view is simple, just Maximize or Minimize the browser window! In the Expanded view the user can click and drag the border to make it smaller, however, once the compact margins are reached, it will automatically switch to Compact. The same is true for adjusting from the Compact view to the Expanded view.



Expanded View

The navigation menu includes Contacts, Calls (Call History), Voicemail, Chat and SMS, Answering Rules, Greetings, Settings, and Logout.



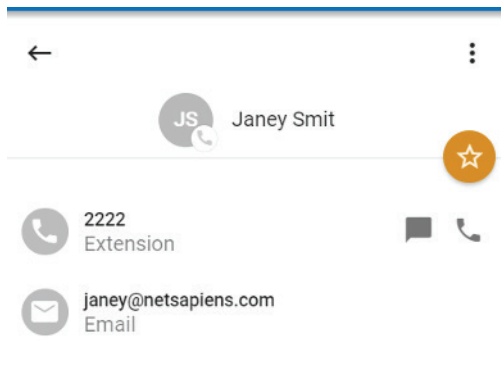
Contacts

The The Contacts tab in the navigation menu will display all contacts, both system external.

Organization contacts show presence; indicated as a green, red, or gray circle; and favorite contacts are indicated with a star.

They can be sorted, similar to within the portal, by All, Favorites, Coworkers, Online, Busy, or Offline.

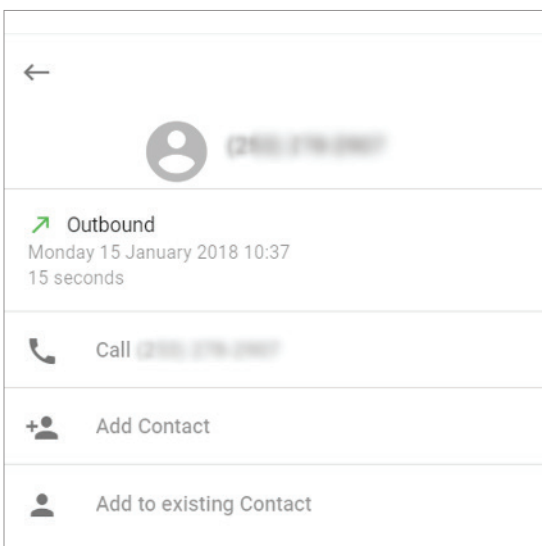
The contacts menu is searchable by selecting the search “magnifying glass”, as well filtered by Online, Extension, Last Name, and First Name. New Contacts can be added by selecting the plus (+) sign in the top menu bar.



If a contact is selected, the profile information will be displayed, including Extension and email.

The option to call or message the contact is also presented. If not already a favorite, selecting the Star in the top right-hand corner will add the contact to the favorites list (the star within the circle will turn white).

To edit the contact, the kebab menu in the top far right will allow the user to edit the contact or copy the contacts information to the clipboard.



Calls

The Calls tab will display all inbound and outbound calls. The Call History can be filtered by Inbound, Outbound, or Missed Calls. Selecting a particular call will display full details of the call, the option to call the number, Add Contact, or Add to existing Contact.

Voicemail ▾

Johnny Dough
1111

8 minutes ago

00:07



Voicemail

The Voicemail tab will display voicemails which can be sorted by New or Saved. Voicemails can be played directly from the list.

Voicemail ▾

Johnny Dough
1111

8 minutes ago



00:00



00:07



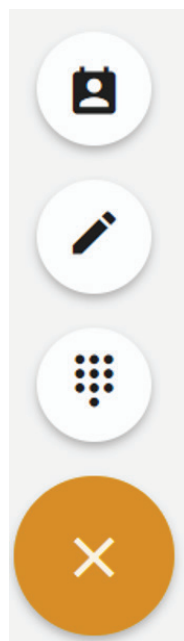
Selecting a specific voicemail will open more options for the specific voicemail, including Calling the number, Saving the voicemail, Forwarding the voicemail, or deleting the voicemail.

Chat and SMS

Initiating a new Chat or SMS message can be done by selecting the plus button in the bottom right-hand corner.



The following menu of options will appear:

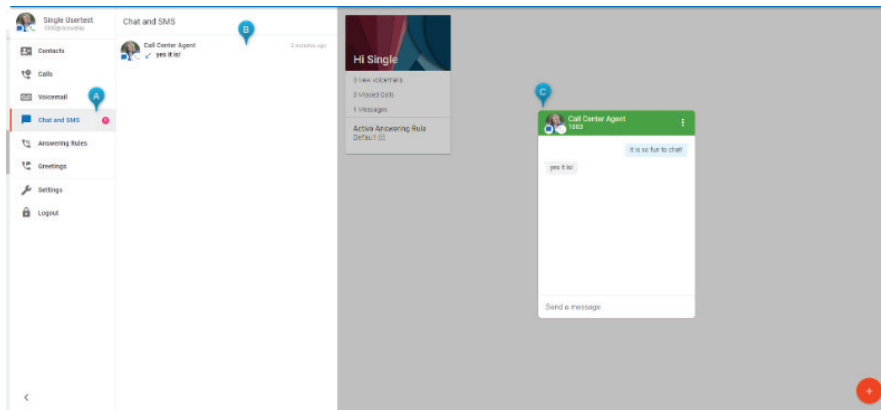


Profile Card - takes you to your profile information. Displaying New Voicemails, Missed Calls, Messages and Active Answering Rule

New Conversation - displays a search of current contacts available for chat.

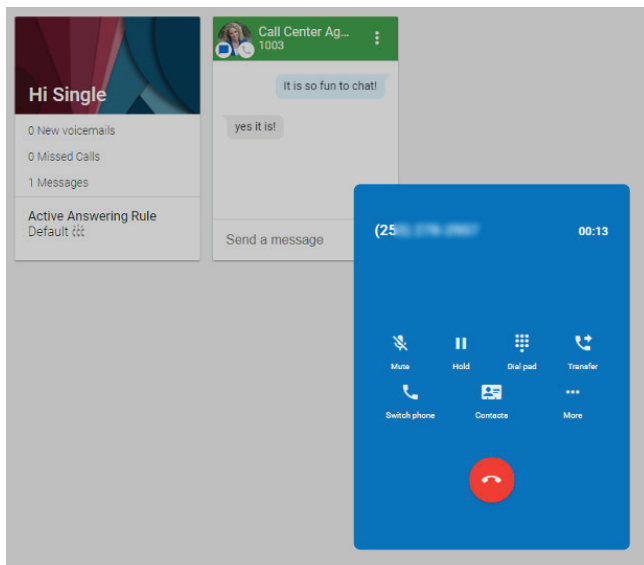
New Call - Makes the Dialer-pad available to place a call.

Clears the menu of options

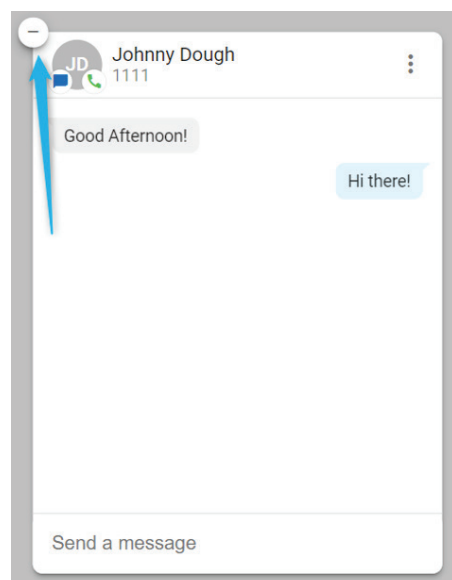


Chat and SMS *continued*

New Chat and SMS Conversations will be displayed as a new message icon in the Navigation menu (A), the Chat and SMS tray (B), as well as a new chat card (C).



Multiple cards can be displayed at a time, including chat and active calls. Cards have drag and drop capability.



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

Answering Rules

Meeting	=
↔ Days and times	
Default ●	=
⚙ Always	
Lunch	=
↔ Days and times	

Greetings

▼ Hello



New greeting

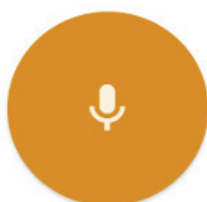


Record a greeting

Greeting Name *

0 / 20

Click to record



Answering Rules

The Answering Rules will display the users answering rules, and the ability to re-prioritize the rules. The Active Answering rule is denoted by a blue icon.

For users with that have rules using a Simultaneous Ring, the Answering Rule will display with a three phone icon; however, the devices included in the simultaneous ring will not be displayed. This will be improved upon in later versions.

Greetings

The greetings tab will display any existing greetings for the user.

The user will also have the option to add new greetings.

Recording a Greeting

Name the greeting (note there is a 20 character limit) and select Click to record.

NOTE: Access to the computer mic is required.

Greeting Name *
New Greeting

12 / 20

Recording...

00:12



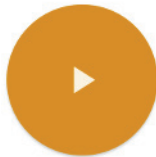
A progress window will show that the greeting is being recorded along with the length of the active recording. To stop recording, select the stop icon in the center.

Greeting Name *
New Greeting

12 / 20

Sound good?

00:24



Once done, the recording can be reviewed. The user can choose to Redo a recording or Save.

REDO

SAVE

Greetings

+

✓ Hello



✓ New Greeting

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

Settings



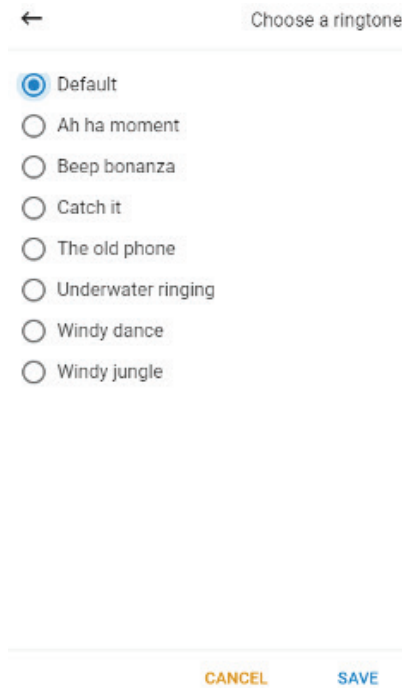
Ringtone
Default



Version
38.0.0-alpha.124

Settings

The Settings tab displays the Ringtone as well as the Version of SimplicityWeb that is running



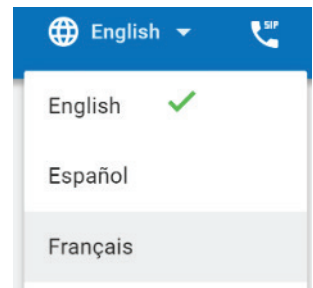
Settings *continued*

Choosing a Ringtone:

When clicking on Ringtone, the user will be provided the options that are available to change the current 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.

Language

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

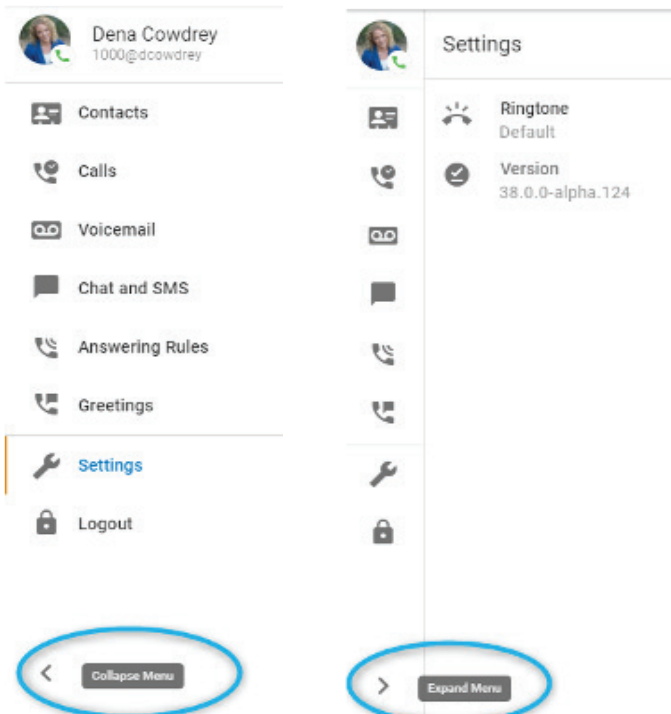


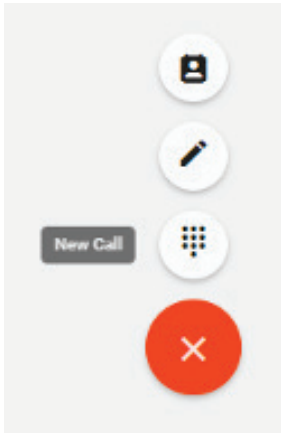
Collapse Menu

If needing a little more room in the expanded view, the navigation menu can be collapsed to simply show the icons.

Logout

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

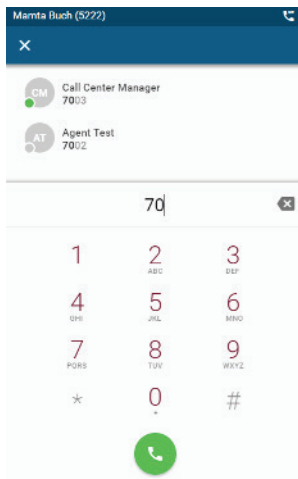




Calling Within SimplicityWeb

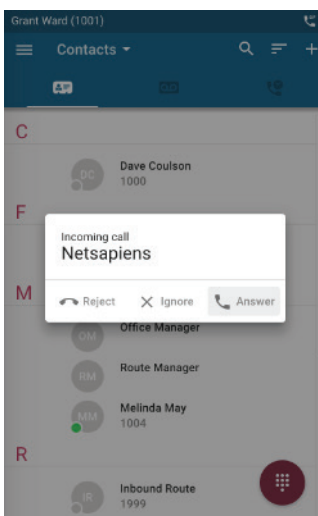
Making a Call

1. From the Contacts, Voicemail, or Call History views click the + icon in the bottom right to expand the options. Then select the dial pad.



2. Dialing can be performed by either clicking on the screen number pad or dialing numbers from your keyboard.

3. 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.



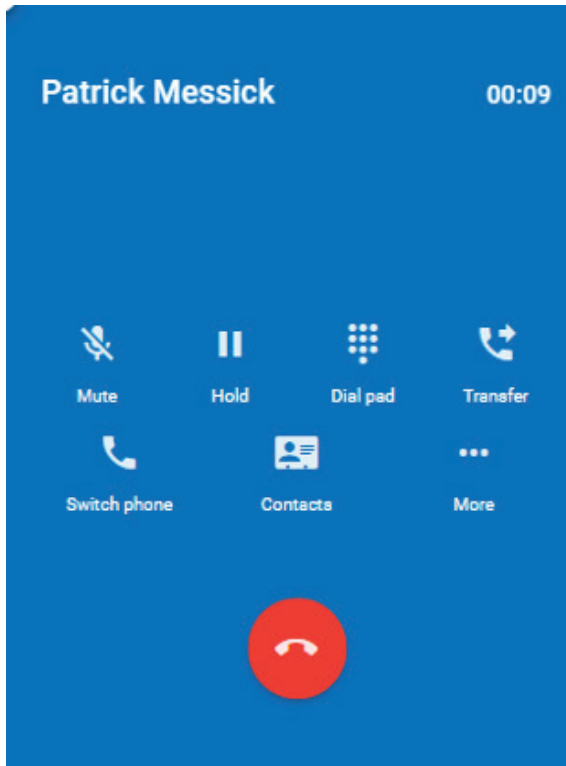
Receiving a Call

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

REJECT – this will reject the call from *all* ringing devices that are part of a simultaneous ring (if applicable). A 480 SIP Response is sent to cease ringing.

IGNORE – this will ignore the call received within the SimplicityWeb interface but still continue ringing other devices that are a part of a simultaneous ring (if applicable).

ANSWER – this will answer the call



Call Handling

When a call is active the following functions are available:

Mute – disables the microphone

Hold – places the other party on hold

Dialpad – enables entering digits at auto attendants

Transfer - allows call to be transferred to a contact or a dialed number

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

Switch Call – moves the call to another device associated with the same user

Contacts – displays the user's contacts and optionally create 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.