

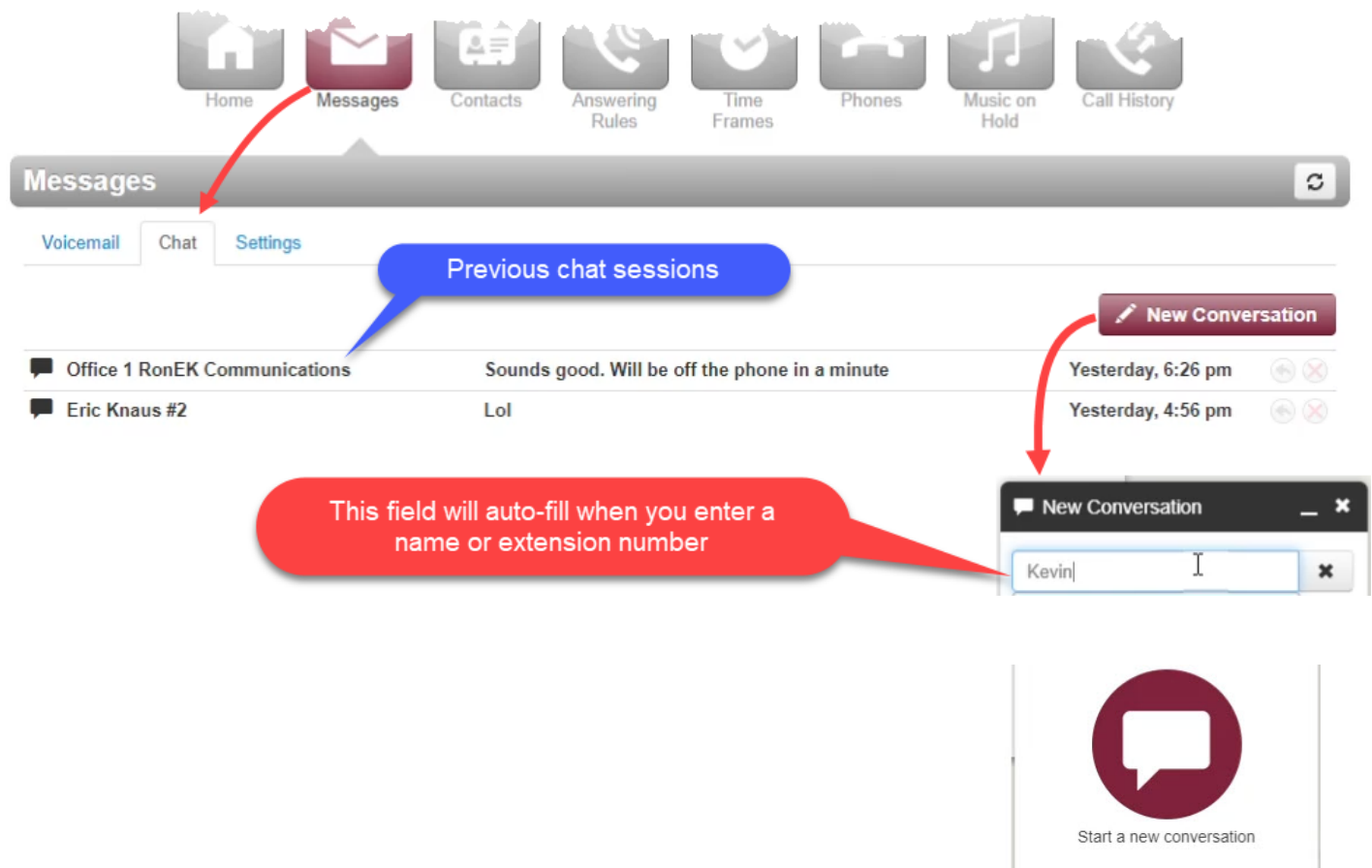
TELEPHONE INSTRUCTIONS USER GUIDE

How to Use the Chat Feature

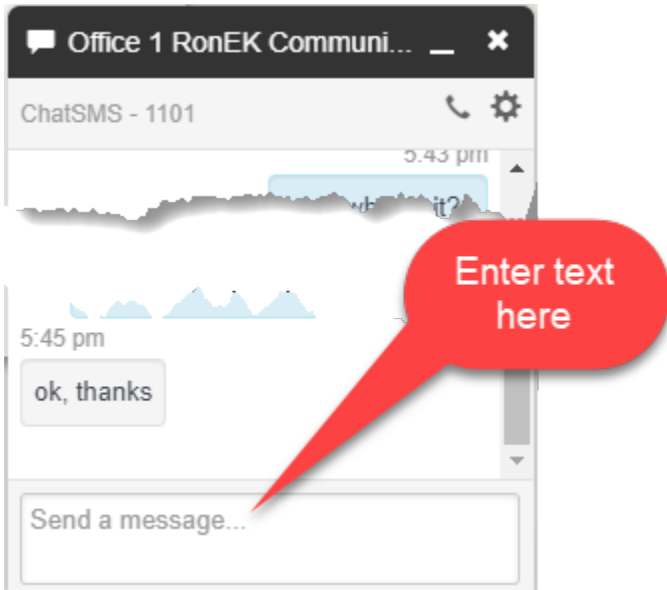
The Chat feature is built into the web portal and will allow you to send a message directly to anyone on your phone system. It is the equivalent to most of the *instant messaging* applications that you are probably familiar with. You can access the Chat feature from either the **Message** panel or the **Contacts** panel.

From the Message Panel

Click on the **Message** panel and click on the **Chat** tab. You will see a list of co-workers you have already had a Chat session with. Double click on one if you want to resume a conversation with them or click on the **New Conversation** button to start a session with someone new. In the search field, you can enter either the contact's name or extension and it will auto-fill as you enter characters.



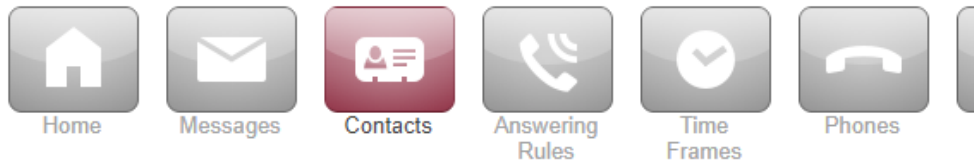
Once you have entered or selected the person you want to Chat with, enter the message in the “Send a message...” field at the bottom of the Chat window and press Enter.



If logged in, the recipient’s Chat window will pop up with an audible (optional) notification and your message will appear. To reply, they simply click on the “Send a message...” field at the bottom and enter their text followed by Enter.

From the **Contacts Panel**

From the main **Contacts** panel you will see all the contacts and users available to you in your portal. All names with a colored dot to the left (**green**, **red** or **grey**) can be messaged. Those colored dots that also have a **blue** dot next to it indicate that the user is also logged in and is immediately available to chat.



Contacts

Enter a name

Contacts

All

- All
- Favorites
- Shared
- My Contacts
- Coworkers
- Departments
- Available
- Bus
- Offline

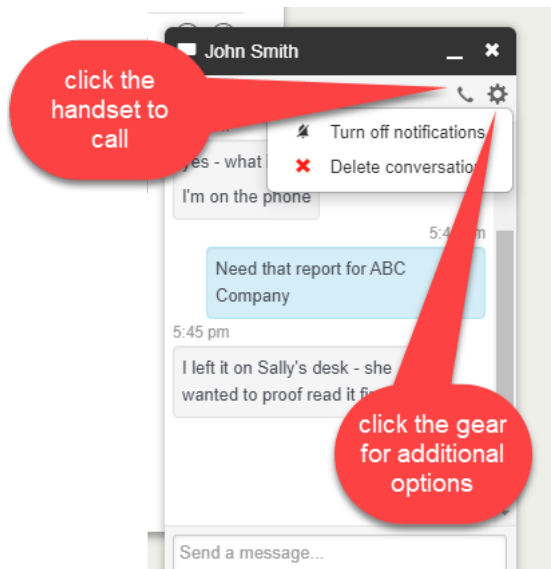
Name	Number(s)
Kevin Creason	1107, (281) 794-6229
Eric Knaus #2	1109
Cook House Ranch	1105
Office 1 RonEK Communications	1101
John Smith	100

To start a **Chat**, select the user you want to chat with by highlighting their name, entering their name or extension number in the **Enter a Name** field, or select from the dropdown menu. Click on the “Chat” icon on the right and then click on the Chat popup icon. From there the Chat window will open and you can then enter the text in the “Send a message...” field at the bottom of the window. Hitting **Enter** will send the message.



The recipient will receive an audible alert and their Chat window will pop up with your text.

From the Chat window you can click on the handset symbol and call the person you are chatting with as well as select the Gear icon to enable/disable notifications or delete the conversation. To collapse or expand the message window, click on the 'Minimize/Maximize' bar. To close the window simply click on the "X".



If the recipient is not logged in, they will receive an email with the subject of the message notifying them that they have unread messages and who they are from.

Video Tutorial: <https://www.screencast.com/t/OgpjUISbeyD>