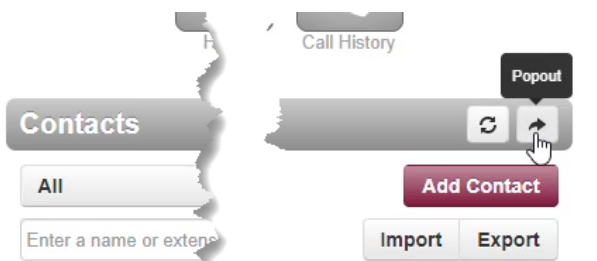


TELEPHONE INSTRUCTIONS USER GUIDE

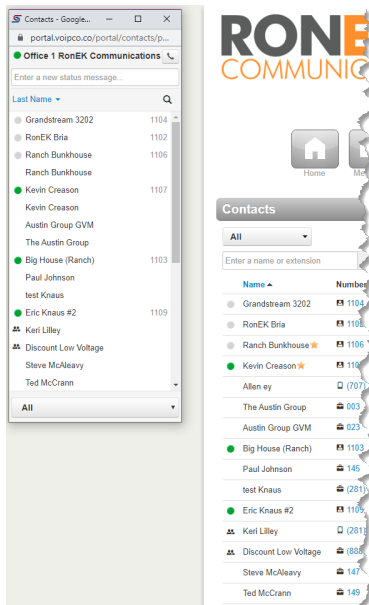
Contacts Panel: Using the Popout Feature

The Popout feature is a more 'mobile' form of the main Contacts screen. Its features include calling, answering calls, a soft dial pad, search and sort contacts, as well as setting your status.

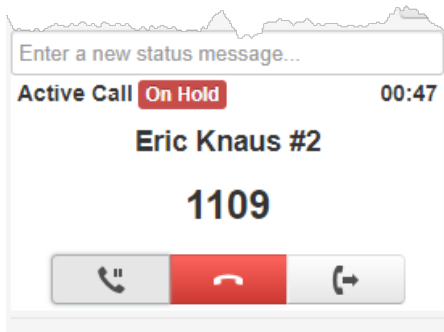
To use the Popout feature, click on the curved arrow on the right side of the Contacts bar just above the Add Contacts button.



When you first open the Popout window, it will dock itself to the upper left side of your screen and show an abbreviated version of the main contacts screen. The window can be docked to either the left or right side of the monitor or can be left free floating and relocated where most convenient. The Popout window is independent of the main portal screen and does not require you to have the main portal screen visible or even open to function. Once closed, however, it can only be re-accessed from your web portal.



When a call comes in, a window will pop up with options to Answer or Reject (i.e. send to voicemail). Clicking Answer will activate your phone's speakerphone or headset (if active). From the same window, you can place the call on hold, transfer or hang up.



By default, the contacts will be sorted by "Last Name", but the dropdown option allows you to sort by:

Online: Any physical or soft phone that is actively connected to the phone server

Extension: Any device that has an extension number on the voice system whether they are actively connected or not.

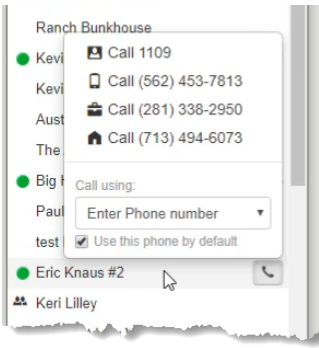
Last Name: Alphanumeric entry in the "Last Name" field.

First Name: Alphanumeric entry in the "First Name" field.

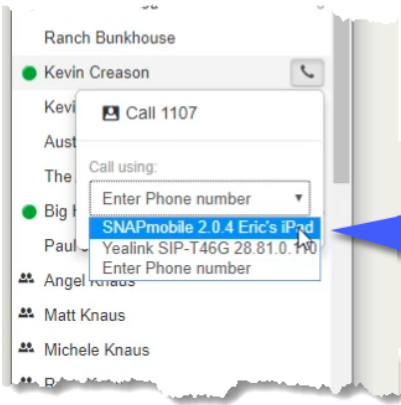
For both the Online and Extension sort options, contacts that do not meet the sort criteria are displayed after the last match and are sorted by the "Last Name" field.

You can also search for a name or extension number by clicking the "Search" icon and enter any portion of the name or extension. As you fill in the text, the system will autofill with contacts that match your entries.

For Contacts with an extension number on your voice system, you will see their number next to the name. When you do a 'fly-by' with the mouse on the contacts, an icon of a handset will appear and you can call that contact by clicking it. If there are multiple telephone numbers for the contact, all options will appear and you can click on any one of them to initiate the call.



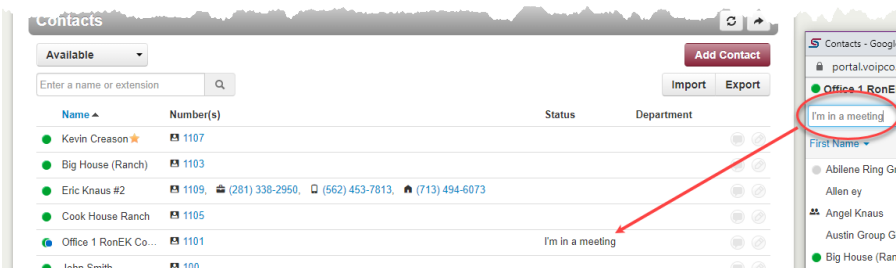
If you have multiple devices 'cloned' to your extension (eg. soft phone, second phone at home or separate office), you can choose which one you want to call from by selecting it from the "Call Using" dropdown menu at the bottom of the call out window.



If you have multiple devices assigned to your extension number, you can select which one to call from

At the very bottom of the Popout window, is the same department dropdown menu options you have in the main Contacts page.

The top of the Popout window is where you can enter your status. When entered, all co-workers will be able to see your status from their web portal.



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