



eCloud Webphone

User's Guide

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Requirements

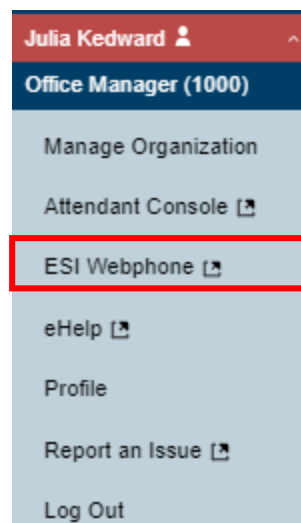
ESI Webphone is supported on the following platforms and requires the following permissions.

1. Supported on ESI eCloud only.
2. Chrome browser only; not supported on Firefox, Internet Explorer or Safari
 - Webphone uses WebRTC which is only supported in Chrome at this time.
3. Must give Chrome access to your PC's microphone for Webphone to register.
 - The microphone can be the one build into the PC or connected to it. Choose a microphone that's supported by your PC.

Accessing the ESI Webphone

To access the Webphone

1. Log in to eConsole - <https://my.esihs.net/>.
2. Click on Webphone link under the user menu.
3. Webphone will launch in a different window.



Setting Up Webphone

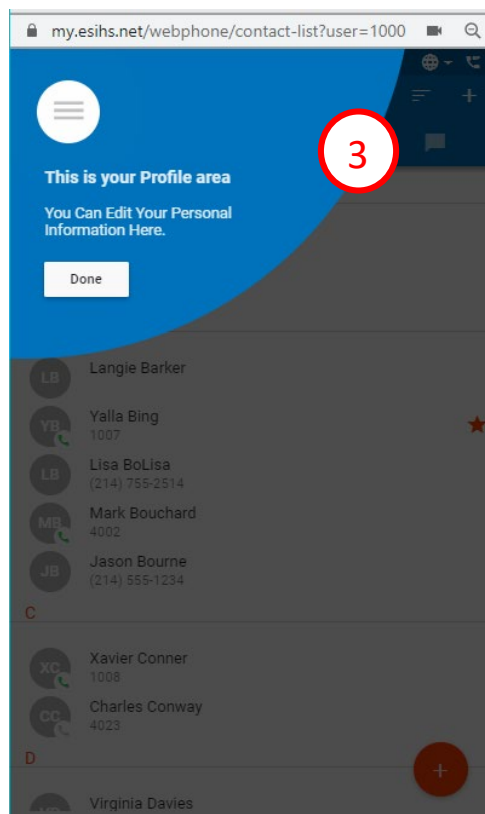
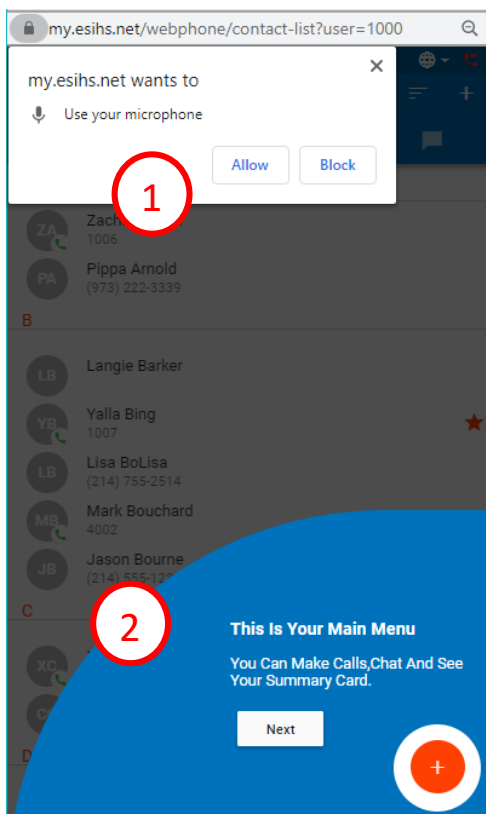
There are three permissions needed for Webphone

- Microphone – you'll be prompted for access by Webphone when first launching it
- Receiving Calls – you'll be prompted for access by Webphone when first launching it
- Notifications – you'll be prompted for access when receiving the first inbound call

Webphone Access to the Microphone

When first launching the Webphone you will be shown

1. Where to give your Google Chrome permission to your microphone.
 - You must give permission (Allow) to the microphone or the Webphone will not register.
2. Where to initiate a call
3. Where to access your profile



Webphone Access to Calls

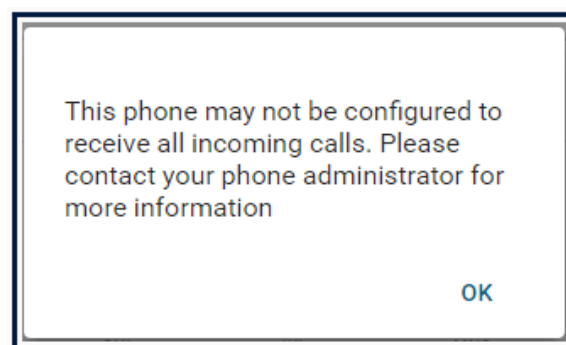
When first launching Webphone; if the current answering rule is configured to ring only the user's extension; the following message will be displayed, asking if you would like to enable Webphone to receive inbound calls.

Would you like to enable ESI Webphone to receive inbound calls?

YES



NO THANKS

If you have 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 you that the phone may not be configured to receive all incoming calls.



Registration

Before attempting to place or receive calls ensure the Webphone is registered. The registration icon is located in the upper right corner of the window.

Icon	Meaning	Note
	White means Webphone is registered	Shown in the minimized view
	White/Green means Webphone is registered	Shown in the maximized view

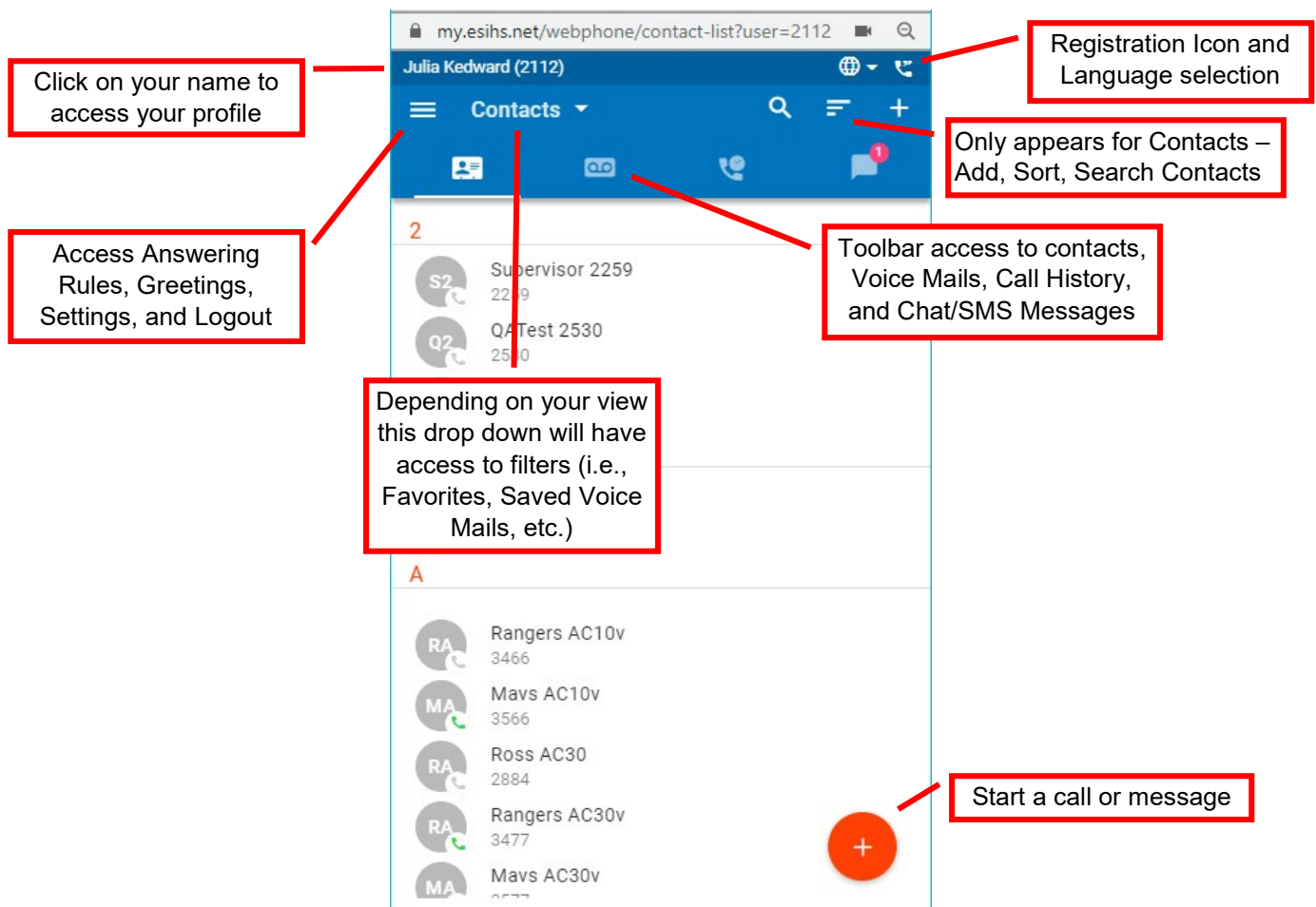
ESI Webphone Views

The Webphone provides two main views

- Minimized (small window)
- Maximized (large window; full screen).

The next two pages show the layout of these two views. All the same features can be accessed regardless of the view.

Minimized Compact View



Maximized Expanded View

Click on your name to access your profile

Only appears for Contacts – Add, Sort, Search Contacts

Depending on your view this drop down will have access to filters (i.e., Favorites, Saved Voice Mails, etc.)

Registration Icon and Language selection

Toolbar access to Contacts, Voice Mails, Call History, Chat/SMS Messages, Answering Rules, Greetings, Settings, and Logout

This open space holds the Summary Card, open message windows and active calls

Start a call or message

Multi Card View

In the maximized view you can display up to six cards that represent various activities – calls, chats, SMS texts, and the Summary Card.

Click on the minus icon in the corner of the card when it's front and center (active). This will push the card to the back as shown in the picture to the right. To bring the card back to front click on

- The caller ID/header for Chat and SMS cards
- The More option for calls

To close the card click on the 'X' icon in the corner of the card.

English (United States)

On Call

WIRELESS CALLER (214) 662-0384 On Hold

Mute Hold Dial Pad More

Zachary Allen (214) 662-0384

a few seconds ago

Let me know when you're off the phone so I can stop by.

I'm free now. Come on in.

OMW

Send Message

Pippa Arnold (214) 662-9110

a few seconds ago

Hi. Did you get the contract I emailed yesterday?

I did.

Send Message

Hi Julia

21 New Voicemails

11 Missed Calls

0 Unread Conversations

Active Answering Rule Default

+

Calling with Webphone

Outbound Calls

Outbound calls can be made from various locations in the Webphone - Contacts, Voice Mail, Call History and the Dial Pad.

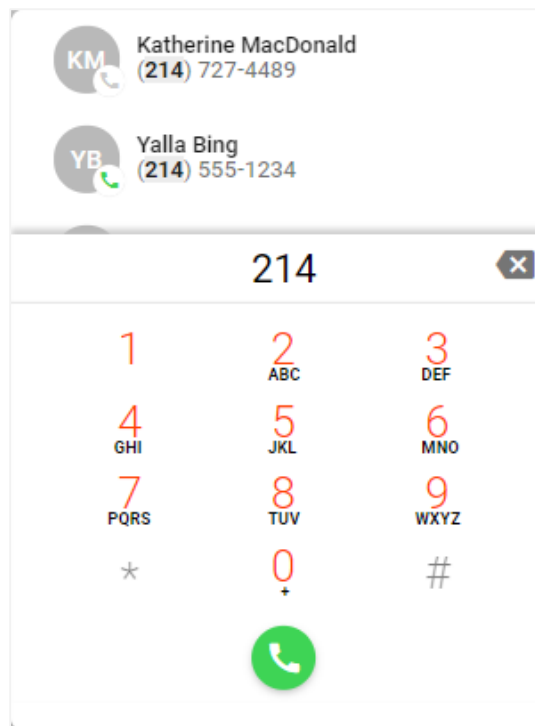
Using the Dial Pad

Access the dial pad by choosing the large red button in the lower right corner. Then choose the dial pad.



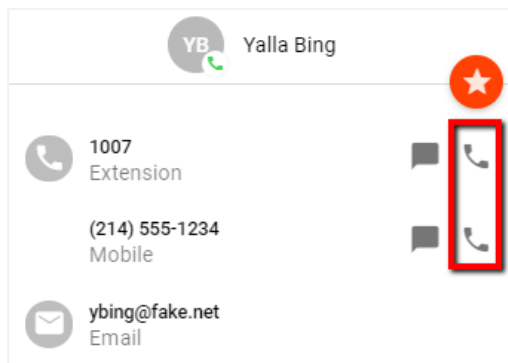
When the dial pad is launched you can enter numbers by either clicking on the screen number pad or entering numbers from your keyboard.

When dialing, the top of the dial window will display autocomplete suggestions pulled from the contacts and recent call history that match the number you entered. If you see a number above the dial pad that you're looking for simply click on the number to place the call. Otherwise finish entering the number, then click the green phone button or press enter on your keyboard to begin the call.

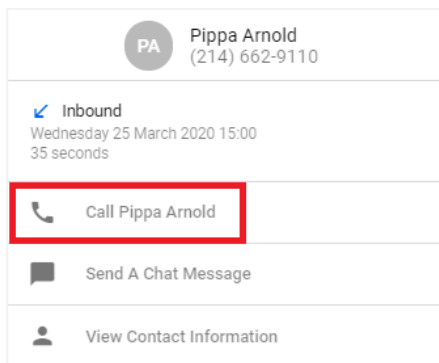


Click to Dial

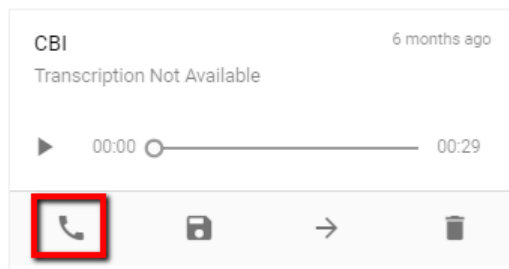
To dial out using other views like Call History or Contacts click on the desired number.



Contact Detail






Call History Detail

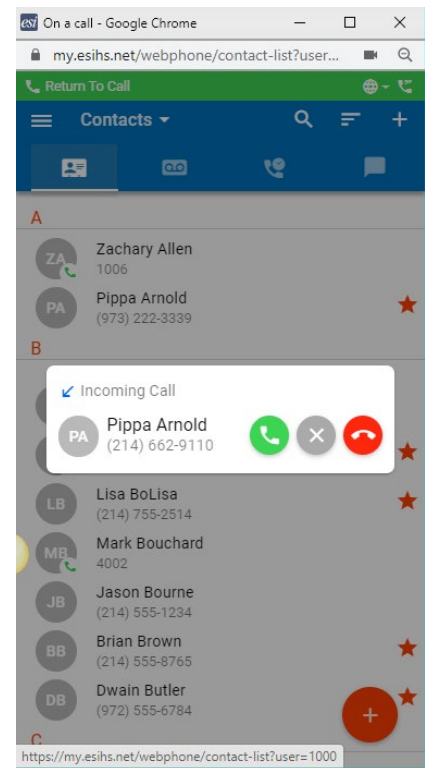


Voice Mail Detail

Receiving a Call











When receiving a call, your PC will play a ringtone and the Webphone will present a pop up in the center of the Webphone. The options in the pop up are:

Icon	Use	Description
	Answer	Answers the call.
	Ignore	This will ignore the call received within the ESI Webphone but still continue ringing other devices that are a part of a simultaneous ring (if applicable).
	Reject	This will reject the call from all ringing devices that are a part of a simultaneous ring (if applicable).



Call Handling

When a call is active the following functions will be available

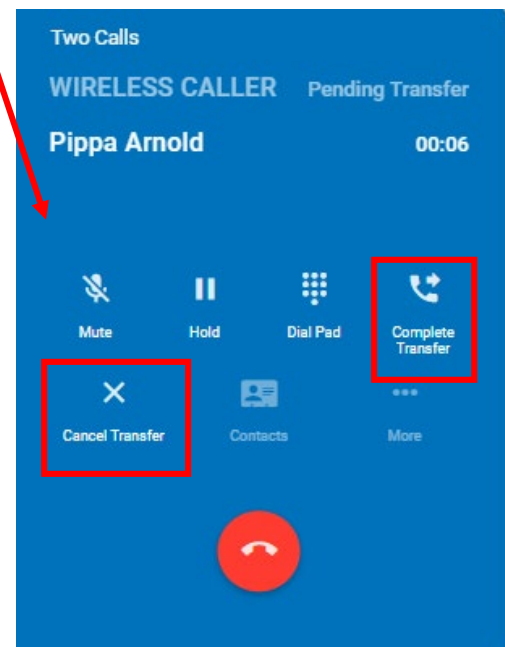
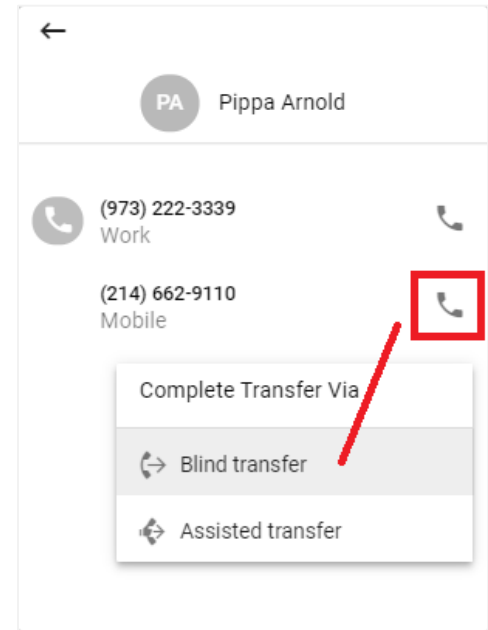
Icon	Use	Description
	Mute	Disables the microphone.
	Hold	Places the other party on hold.
	Dial Pad	Enables entering digits at auto attendants.
	Transfer	Allows the call to be transferred to a contact or a dialed number.
	Add Call	Creates the second call and puts the first call on hold. Once a second 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	Gives you access Record and Hide Call.
	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.

Call Handling Features

Transfer

Webphone support Blind (unsupervised) and Assisted (unsupervised) transfer to an extension or telephone number.

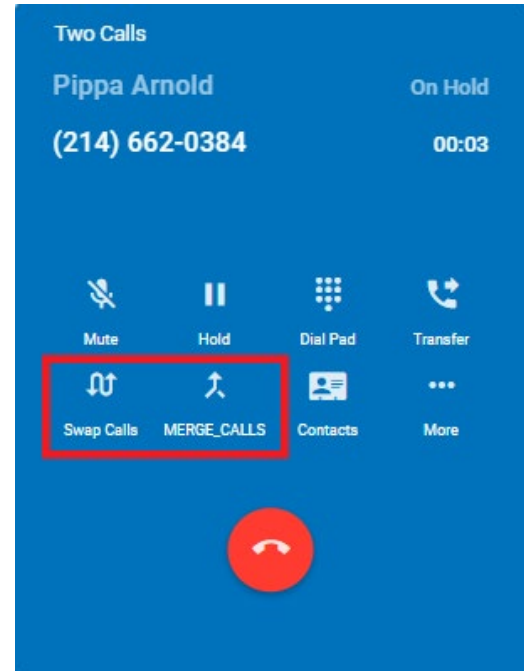
1. While on the call, click Transfer.
2. Choose whether you want to select someone from your contacts or to manually enter a number.
3. Once you select a contact's phone number (handset icon) or manually enter a number and press the green handset icon you must choose the type of transfer – blind or assisted.
 - If you choose Blind Transfer the call will immediately transfer to the selected destination and will be disconnected from you, the Webphone user.
 - If you choose Assisted Transfer the call will be placed on Hold while you are connected to the desired destination. Once connected, announce the transfer and click Complete Transfer. The call will immediately transfer to the selected destination and will be disconnected from you, the Webphone user. If the destination doesn't answer or doesn't want the transfer choose Cancel Transfer. Take the call off Hold to attempt a different transfer or other call handling.



Add Call & Conference

Webphone supports a three-party conference.

1. Connect to one of those needed on the conference, whether they call you or vice versa.
2. Once connected click Add Call.
3. Similar to Transfer you'll be asked to choose someone from Contacts or manually enter a number.
4. Once you make your selection and call the 3rd party, the original caller will be placed on Hold.
5. At this time you can choose Swap Calls to flip/flash between the two callers. One is put on hold while you're connected to the other.
6. To join the callers choose Merge Calls.



Contacts (Call Handling Feature)

Choosing Contacts while on a call has the same functionality as Add Call in order to setup a three party conference. When clicking on Contacts you'll choose the desired contact, which you'll call and then add to the other callers.

Switch Phone

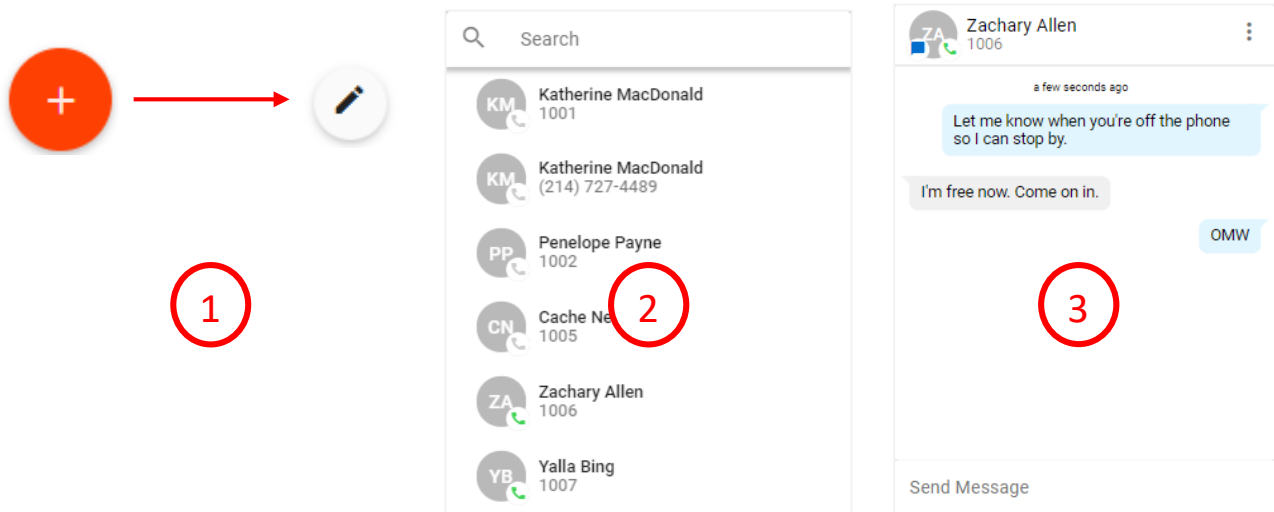
Alert: The Switch Phone feature has not finished development and will not complete the audio move. ESI will update you on when this feature will be completed.

The Switch Phone allows you to move an active call from your Webphone to another phone associated with your eCloud extension. For example if you also have ePhoneGo (mobile app) or a desktop phone (ePhone3, ePhone4x) you can move the audio path of the conversation you're having in the Webphone to one of these devices. The device must be associated to your extension.

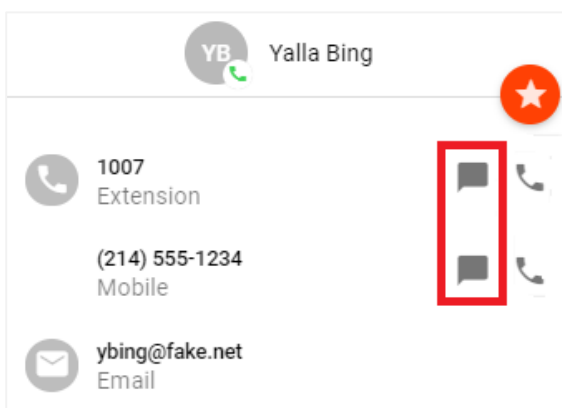
Chat and SMS

Initiating a new Internal Chat or SMS message is similar to how to initiate a phone call. The difference is to choose the chat/SMS icons instead of the dial pad or phone icons.

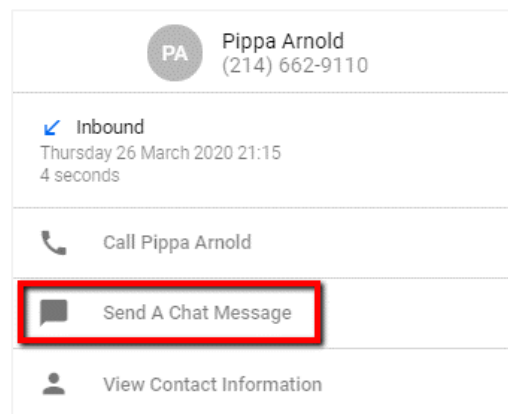
1. Access the Pencil icon by choosing the large red button in the lower right corner.
2. In the pop up window choose a contact shown in the list or enter the desired number. The list in the window will change as you enter numbers by matching with numbers in Contacts and the recent Call History.
3. Once a contact or number is chosen the pop up will change to enter a message. The conversation view is like what you experience with your smartphone.



You can also access messaging by opening a contact's details or the call history detail.




Contact Detail



Call History Detail

Contacts View

The Contacts view shows other users in the organization (coworkers) as well as any contacts that have been added in eConsole. Coworkers show presence as shown in the list below.

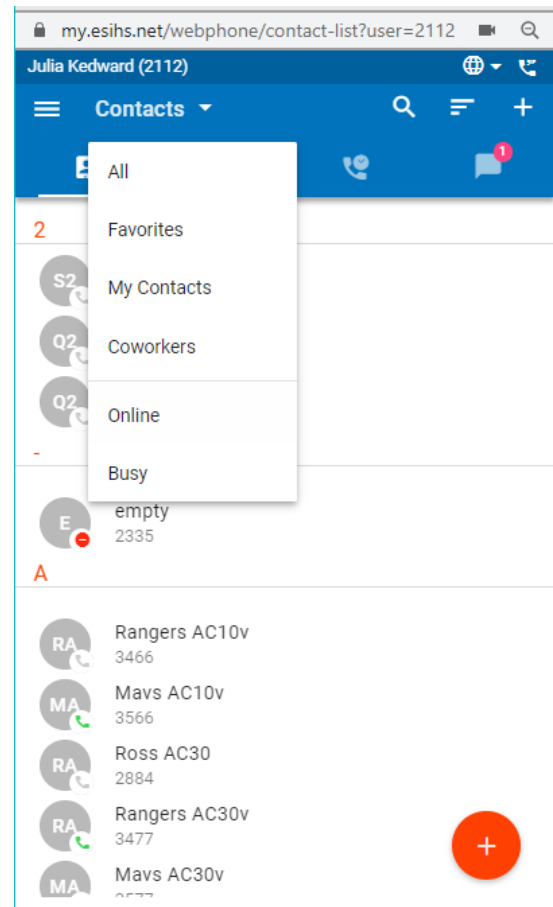
Icon	Description
	Idle
	Busy
	Not Registered
	Do Not Disturb

The contacts can be filtered, sorted, and searched by accessing the options in the toolbar at the top of the Contacts window.



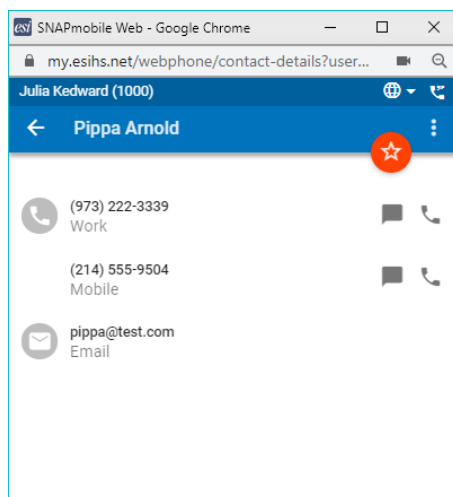
New Contacts can be added by selecting the plus (+) sign in the top menu bar.

To create a new contact click on the Plus icon in the Contacts toolbar. Favorite contacts are indicated with a white star in the red circle. You must click the Star icon within the contact's details to change it to solid white.



Editing/Dialing from the Contacts View

When viewing the list of contacts, you can click on a contact to view details. The contact's extension/phone number(s) and email address (if available) will be displayed.



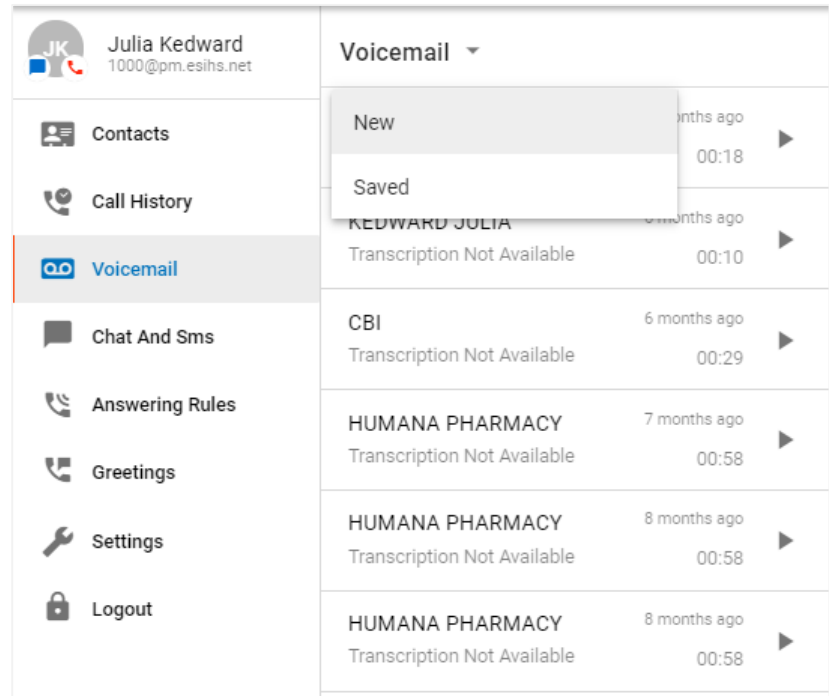
- Clicking on the...
 - Extension/phone number will dial that number.
 - Email address will launch your email application with a new message to that address.
 - Star icon will toggle the favorite status of the contact.
 - Three dots in the top right corner to display provide additional options:
 - Edit to edit the contact's information
 - Copy to Clipboard which copies the user data so it can be pasted into another application. Here is an example of what will be saved when selecting *copy to clipboard*.

```
User: 2000
Name: Michelle Mitchel
Extension: 2000
Email: michelle@pm.esihs.net
Domain: pm.esihs.net
```

Voice Mail View

The Voice Mail view shows the user's voice mails. Users can click the play button to listen to the message or click elsewhere on the message to expand for more options.

Click on the Voice Mail header to view New or Saved messages. Go to eConsole Messages tab to access voice mails in Trash



Voice Mail Handling Options

Message progress bar – shows the current place in the message, drag and drop the circle or click on the bar to jump to a particular part of the message

Icon	Use	Description
	Play	Plays back of the message through your PC.
	Pause	Pauses playback the message.
	Call	Calls back the number, if caller ID is known.
	Save	Moves the message from New to Saved.
	Forward	Forwards the message to another user in the domain/site.
	Delete	Moves the message from New or Saved to Trash.

Voice Mail Transcription

If your domain/site subscribes to voice mail transcription that transcription will appear in each voice mail entry in Webphone.

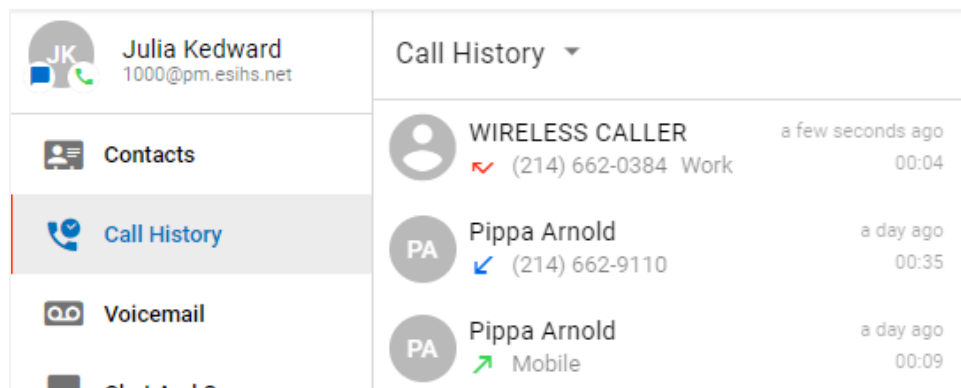


Call History View

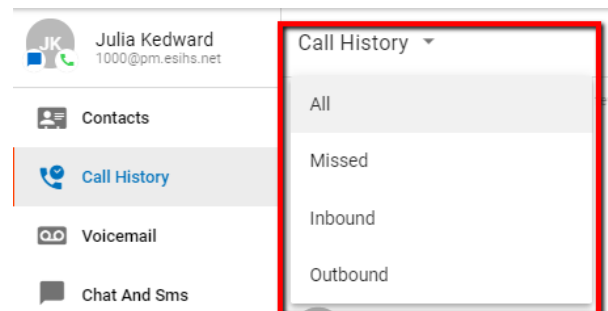
The Call History view displays the user's call history including inbound, outbound, and missed calls. The entries displayed will show

- Caller ID, if available
- Call direction - inbound, outbound or missed
- Call time and duration

Clicking on the call history entry will return the call.



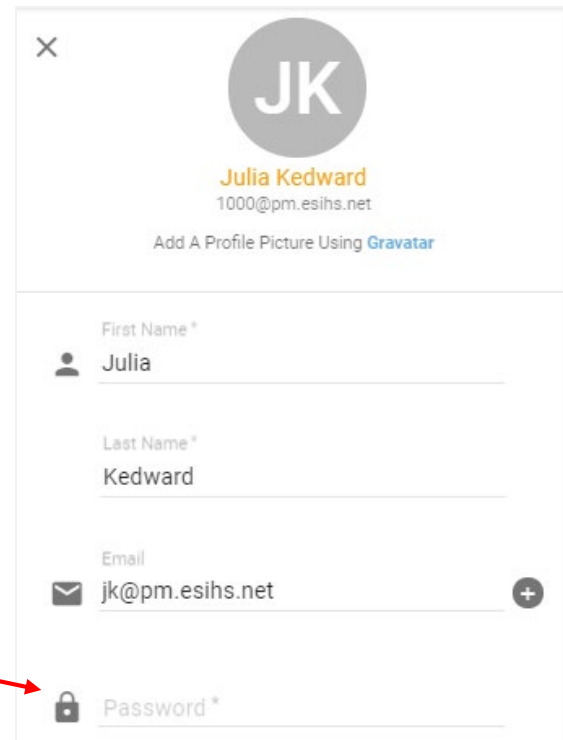
By clicking on Call History in the header you can select a view of All, Missed, Inbound, or Outbound Call History.



Your Profile

In the profile you can update your name and email. You can also create a Gravatar. See the Addendum in this document for how to create the Gravatar.

When you change your email address the password field will appear. You must enter your password (same as the voice mail pin) in order to save a change to your email address.



JK
Julia Kedward
1000@pm.esihs.net
Add A Profile Picture Using [Gravatar](#)

First Name *
Julia

Last Name *
Kedward

Email
jk@pm.esihs.net

Password *

Answering Rules

The answering rules section can be used to view and reorder the answering rules that have already been created in eConsole. The Webphone gives you the ability to re-prioritize the rules. The Active Answering rule is denoted by a blue icon.

For users that have rules using Simultaneous Ring, the Answering Rule will display with a three phone icon (☎☎☎); however, the devices included in the simultaneous ring will not be displayed.



← Answering Rules	
today Specific dates	=
default ● ☎☎☎ Always	=
NetTest default Always	=

- Dragging and dropping the rules will reorder the rule processing.
- The active rule is denoted by a blue dot.
- Clicking on a rule will display the details of that particular rule.

Greetings

The greetings section manages the user's Voice Mail greetings. Existing greetings will be displayed by default. Clicking on the downward arrow to the left of the greeting name will present options to:

- Play the greeting
- Select it as the active greeting
- Delete the greeting

Greetings		+
^	Normal_Business_Hours	✓
▶	00:00  00:07	
✓		
▼	Lunch Time	

Record a New Greeting

Click on the plus sign in the upper right corner of the greeting window.

1. Name the greeting (20 character limit)
2. Click the large red Record button. Your PC MIC will become active almost immediately. Speak into your PC's MIC to record your greeting.
3. Click Stop in the center of the large circle to stop recording.

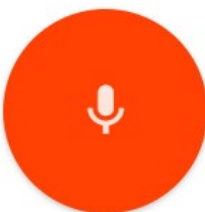
←

Record A Greeting

Greeting Name *

0 / 20

Click To Record



←

Record A Greeting


Greeting Name *

Vacation

8 / 20

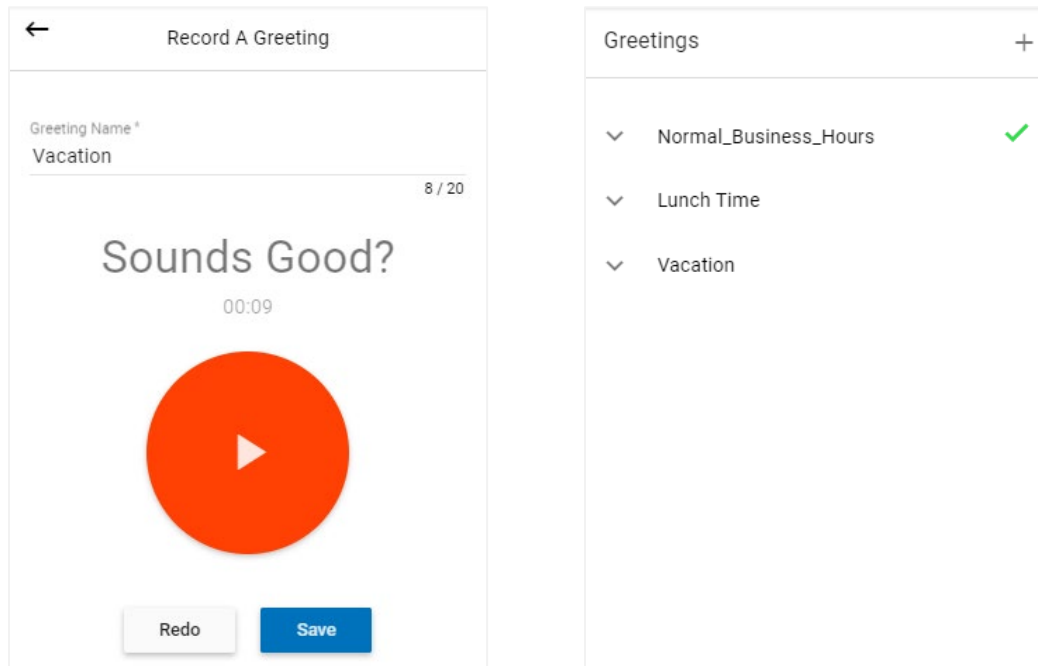
Recording...

00:01



(continued on next page)

- Once done, the recording can be reviewed, redone and saved.
- Once saved, the greeting will be displayed in the greetings list. The active greeting is denoted by a green check mark.



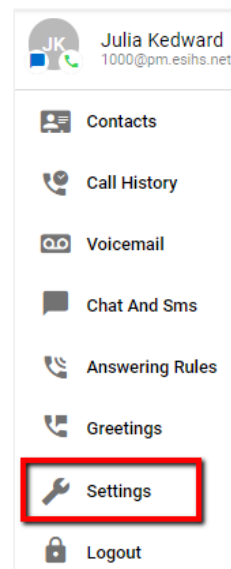
Settings

Settings are accessed in slightly different places based on whether you're using the maximized or minimized view.

Minimized Compact View

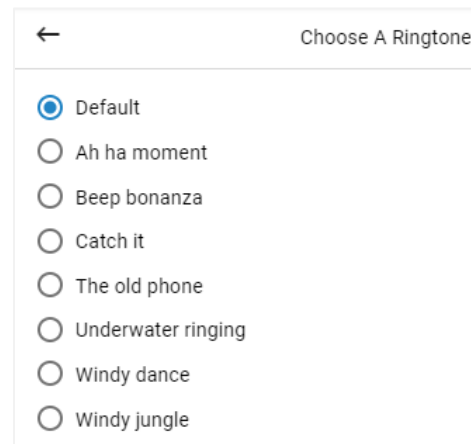


Maximized Expanded View



Ringtone

Click on the radio button next to the ring tone to hear it play through your PC. When you find the desired ringtone, click Save.



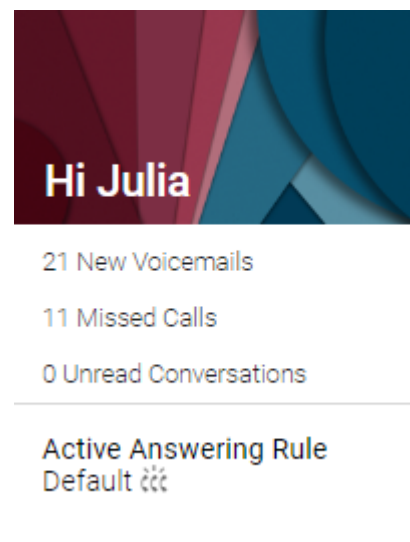
← Choose A Ringtone

- ☒ Default
- ☐ Ah ha moment
- ☐ Beep bonanza
- ☐ Catch it
- ☐ The old phone
- ☐ Underwater ringing
- ☐ Windy dance
- ☐ Windy jungle

Other Notable Features

Summary Card

This is only shown in the maximized view. It displays the number of New Voice Mails, Missed Calls, and New Conversation. It also displays the Active Answering Rule.



Hi Julia

21 New Voicemails

11 Missed Calls

0 Unread Conversations

Active Answering Rule

Default 🎵

Language

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

Basic Troubleshooting Tips

Issue	Resolution
Calls are not coming to the Webphone.	Do you use Sim Ring? If so, double check your answering rules in eConsole. You want to make sure that your Webphone ext (i.e., 1000wp) is included as one of your Simultaneous Ring extensions.
My Webphone won't register.	<p>Be sure you've given Chrome browser permission to use the PC's microphone. To do this right click on the Lock Icon in the top left corner of the Webphone window. For the microphone choose Allow.</p> <div data-bbox="703 644 1339 701" data-label="Image"> </div> <p>Ensure you're on the latest Chrome version.</p> <p>Try disabling your anti-virus software or Chrome extensions you have enabled. This is to see if any of these programs are preventing the Webphone from registering. Contact ESI Support for additional troubleshooting.</p>
I'm not getting audio from Webphone.	<p>Check that the headset is fully plugged in.</p> <p>Verify that your PC volume is actually enabled and turned up to a reasonable level.</p>
I don't see all my answering rules or greetings in Webphone.	If you added a new answering rule (in eConsole) or created a new greeting (in eConsole or the Webphone) refresh your Webphone window by pressing F5 or right click on the Webphone title bar and choose reload/refresh.
The Webphone is slow to respond.	<p>Be sure to check the reliability of your Internet connection. A poor connection, whether wired or wireless can negatively affect the Webphone.</p> <p>Are you connected via WiFi and in an environment where you're sharing the WiFi connection with several people? If so, the WiFi connection could slow causing negative Webphone behavior.</p>
The audio is not clear.	<p>Be sure to check the reliability of your Internet connection. A poor connection, whether wired or wireless (WiFi) can negatively affect the Webphone.</p> <p>You may also want to check the reliability of the headset/MIC you're using. The Webphone has no specific headset/MIC requirements. The best choice is going off what your PC will support.</p>
I can't find a voice mail that I deleted.	Go to eConsoole/Messages to see your Trashed/Deleted voice mails. Remember that the Trash bin is purged daily.