

# TIME CLOUD COMMUNICATIONS

User Guide for Webphone

# content

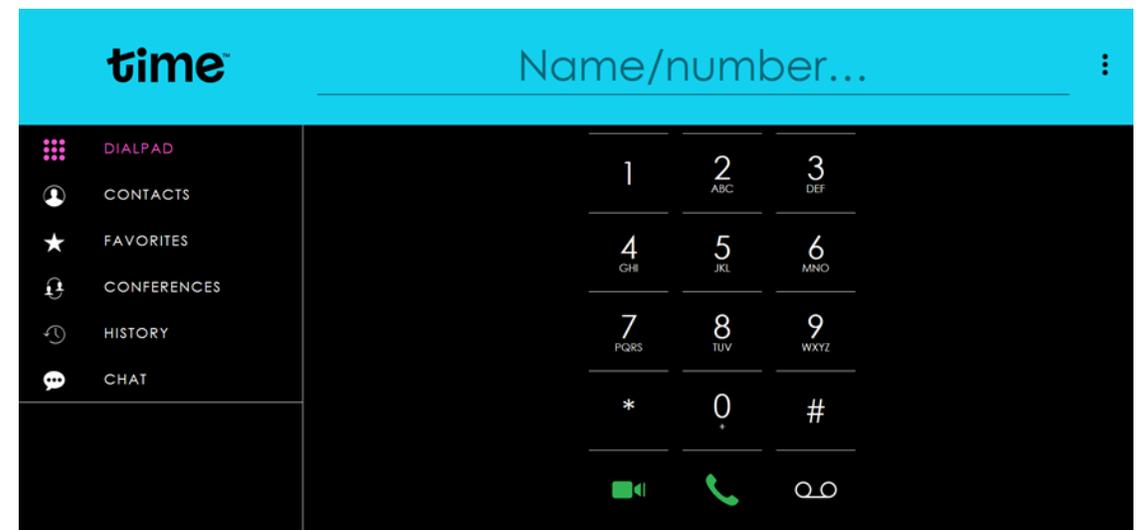
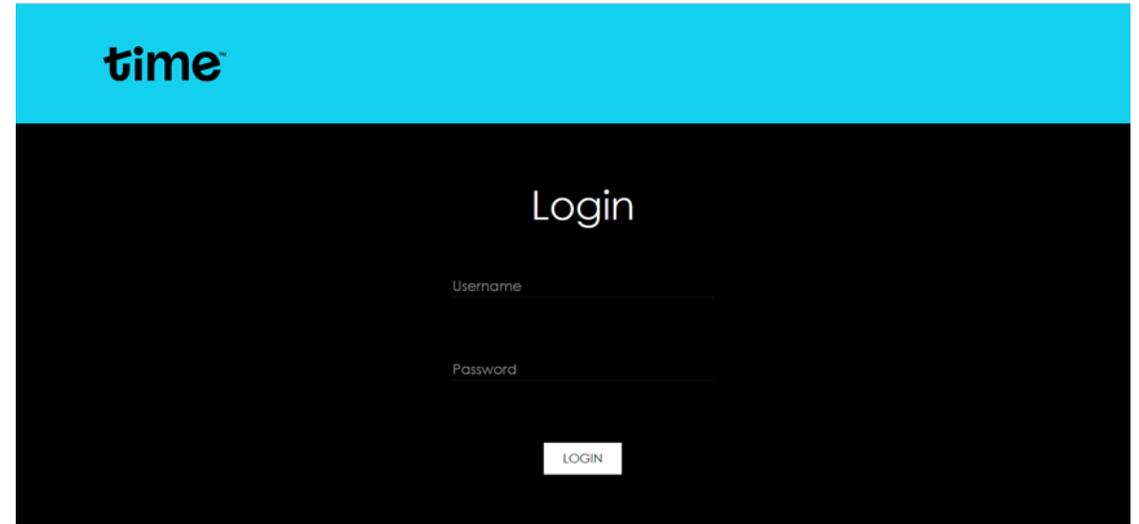
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- The TCC Web Client is a WebRTC client that enables the user to access and use their TCC account on any WebRTC-enabled\* web browser. [\*WebRTC (Web Real-Time Communications) is enabled in most modern web browsers today, which enables voice and video communication to work on web pages.]
- To access this functionality, the system administrator needs to enable web access for the account and communicate the credentials (username/password). A specific link will enable access to the system.
- To access the Webphone, click the link below.  
<https://tcc.time.com.my:8449/webphone.jsp>
- Users who have access to the web portal can set or change their credentials. This can be accessed in the TCC Web portal, through the “WEB” tab.

The screenshot shows the TCC Web Client interface. At the top, there are navigation tabs: PBX, Extern, Intern, Subscriber, and Calls. Below these, there are sub-tabs: Account, Web, Phonebook, and Add-ons. The 'Web' tab is selected. The main content area contains the following fields and controls:

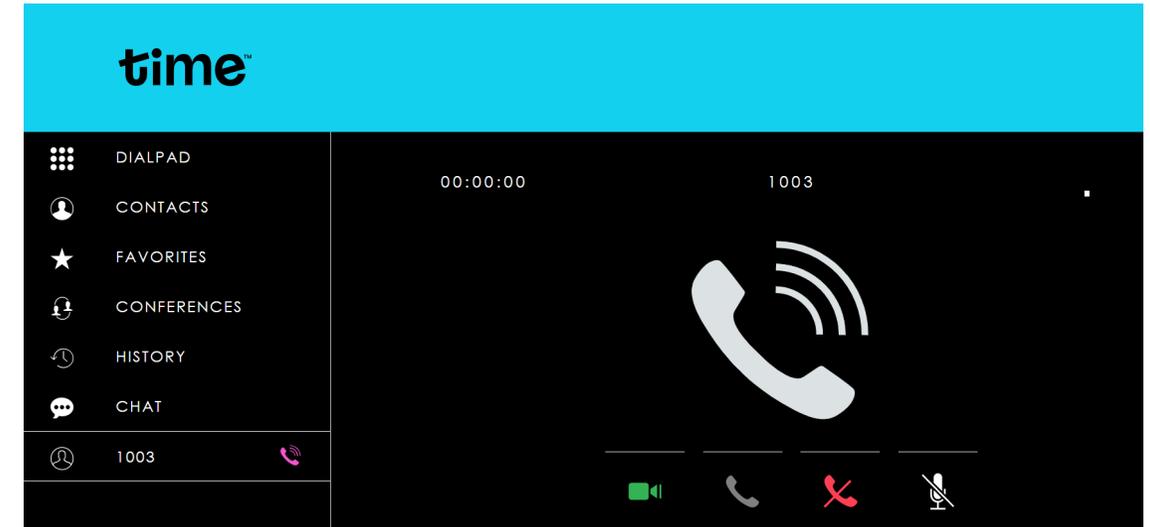
- Username:
- Password:
- Renew Password:
- Language:  (dropdown menu)
- Email:
- Network(s):
- Access Profile:  (dropdown menu)
- Login is blocked:
-

- To set your new password to access the account and ensure the settings are saved, go to <https://tcc.time.com.my:8449/webphone.jsp> and enter your login credentials.
- Once logged in, the application will go online and the Home page will show the **Dialpad** by default.

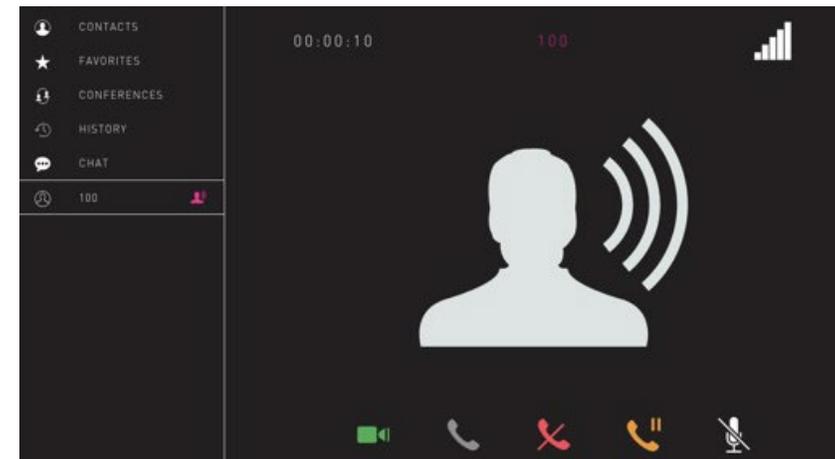
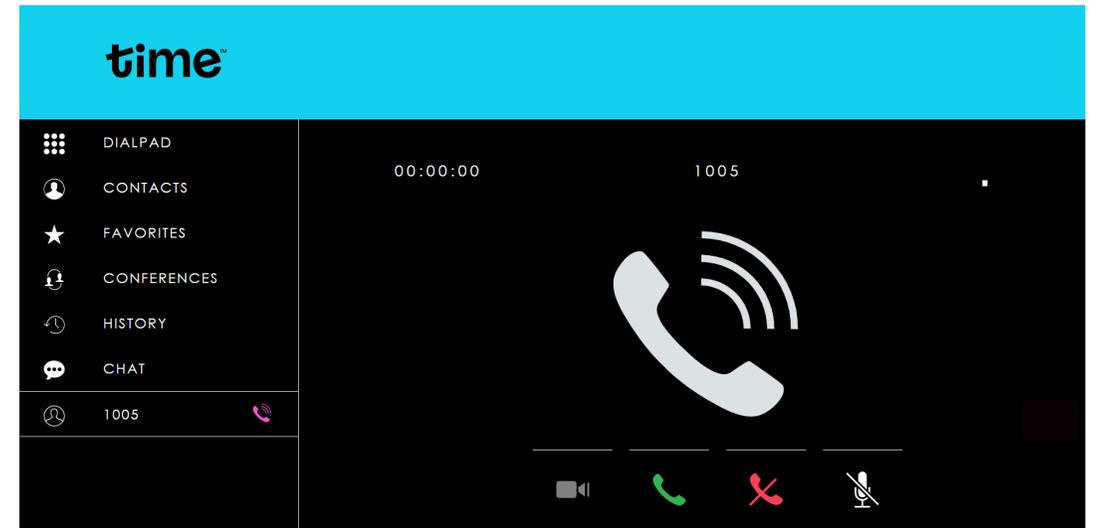


With the TCC Client, you can make and receive calls on your desktop PC.

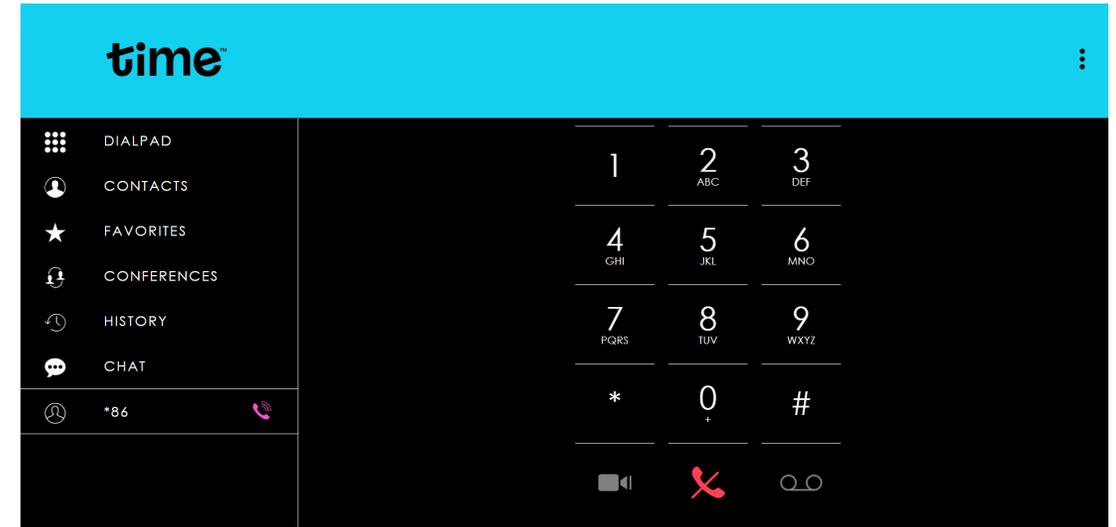
- To dial a number, enter the digits and press the call button. Alternatively, select an existing contact from the contacts list.
- Incoming calls will be notified with a pop-up screen on the display. (Browser version only)
- **Contacts** can be searched by name or number via the search bar.
- If the application is running in the foreground, an incoming call (Voice or Video) is displayed with options to accept or decline the call.



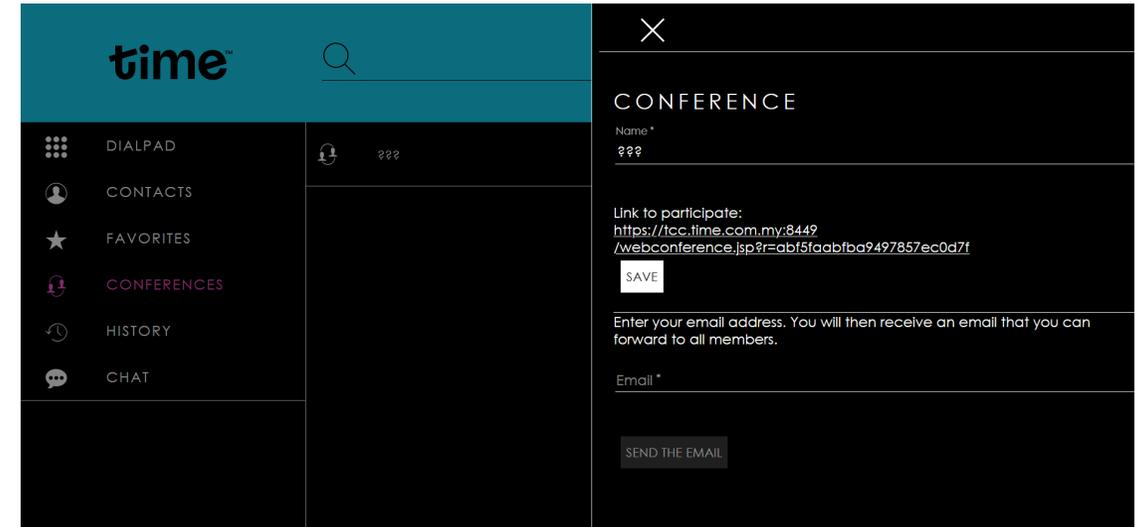
- On top of voice calls, video calls can also be made to compatible devices. To make a video call, enter the phone number and press the video call button.
- Alternatively, during a voice call, you can start a video call by pressing the video call button.
- During calls, you can hold or transfer a call to other participants. To transfer a call to another participant, press the HOLD key during a call. Once the call is on hold, activate a second call, press the “transfer” key and the call will be transferred to the last active call.
- A call on HOLD can be taken again by clicking on the respective held call in the control panel.



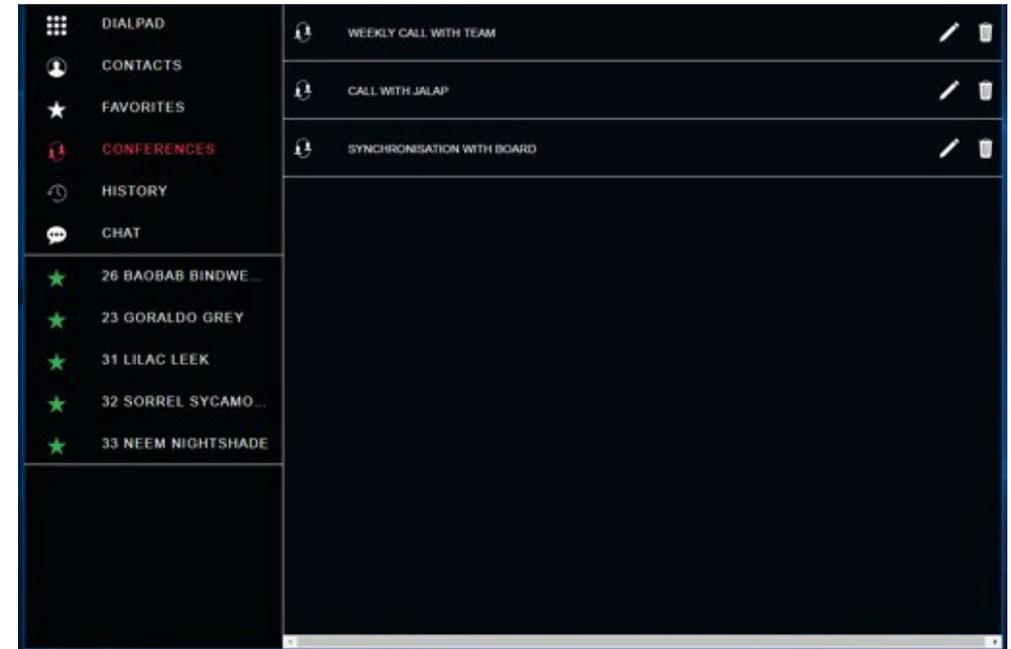
- Available **Voicemail** messages can be retrieved from the application.
- Press the **Voicemail** button to access the voicemail system.
- The interactive voicemail response system will guide you through the different settings and options.



- Set and access conference calls via the Conferences tab. Links are identified through a unique participation URL.
- This URL can be sent to different participants.
- Do note that conferences can only be accessed through a WebRTC-enabled browser (Google Chrome, Mozilla Firefox, Safari, etc).
- Due to the nature of these conferences, it is not possible to dial in from external devices (Fixed phone and/or Mobile phones) into a conference.
- A new conference can be created by clicking on the respective icons.



- Enter or join a conference by clicking on the link in the application, or when a link is received.
- Do note to join a conference with a device that comes with a microphone and camera if necessary.
- Access the conference by clicking on the desired conference in the list.

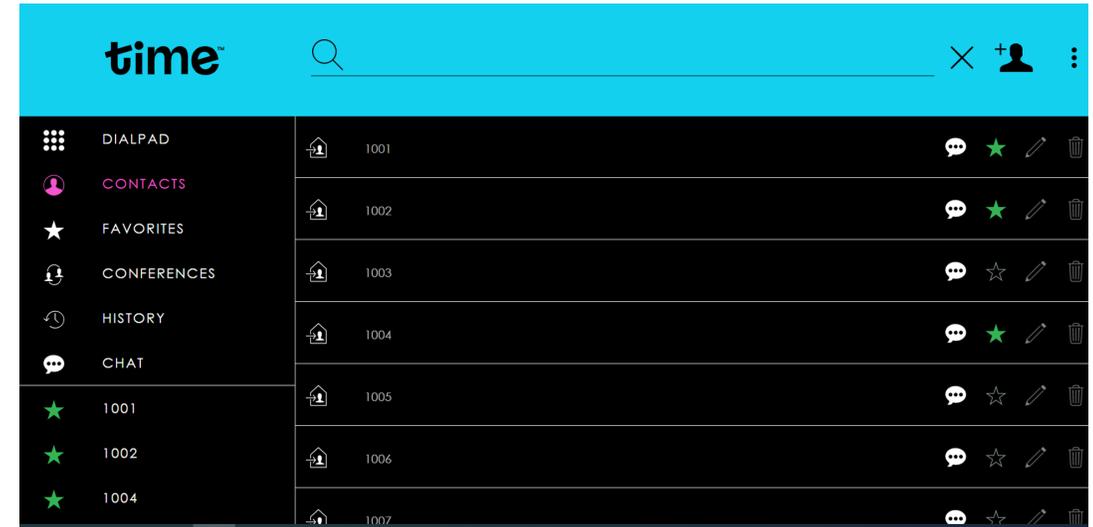


- An existing contact can be defined as a favourite by clicking on the star icon.
- Contacts listed, as well as the state of their connection, will be displayed in the Favourites tab window.

Grey = Offline/Unknown

Green = Available

Red = Call is ongoing



- Calls to the defined favourites can be initiated directly from the favorites window.
- The busy state of a favourite contact is shown next to the name.

Grey = Offline

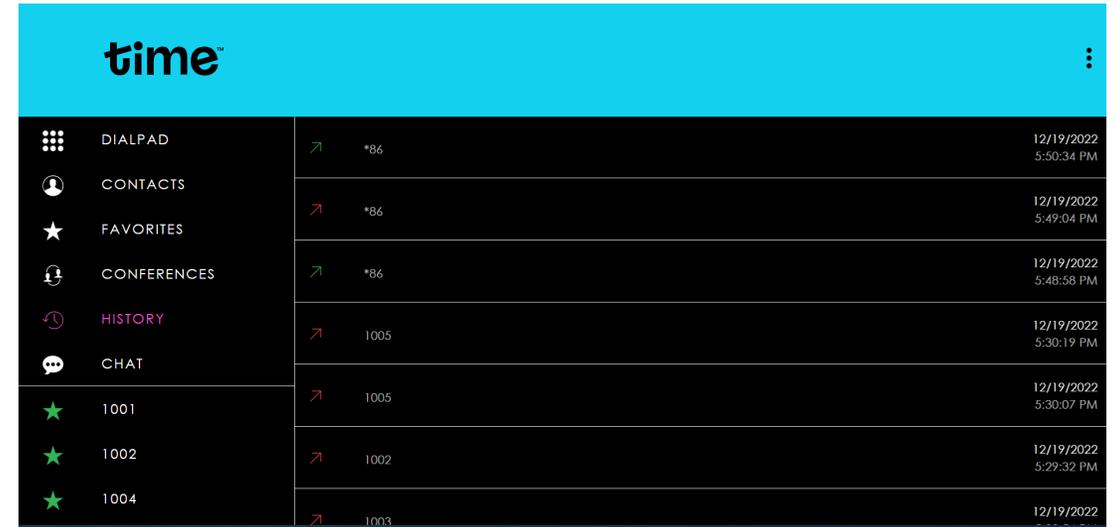
Green = Online and Available

Red = Online and Busy

During a call, the busy state indicator changes to an active connection icon.

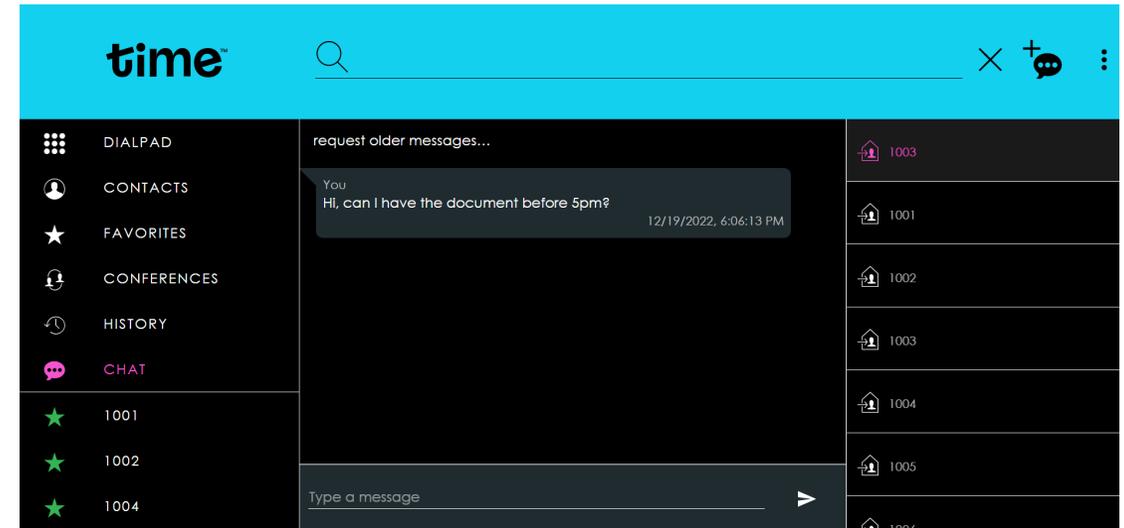


- In the History tab, all incoming and outgoing calls are recorded.
- Calls can be directly initiated from the History tab by selecting the respective number/user.

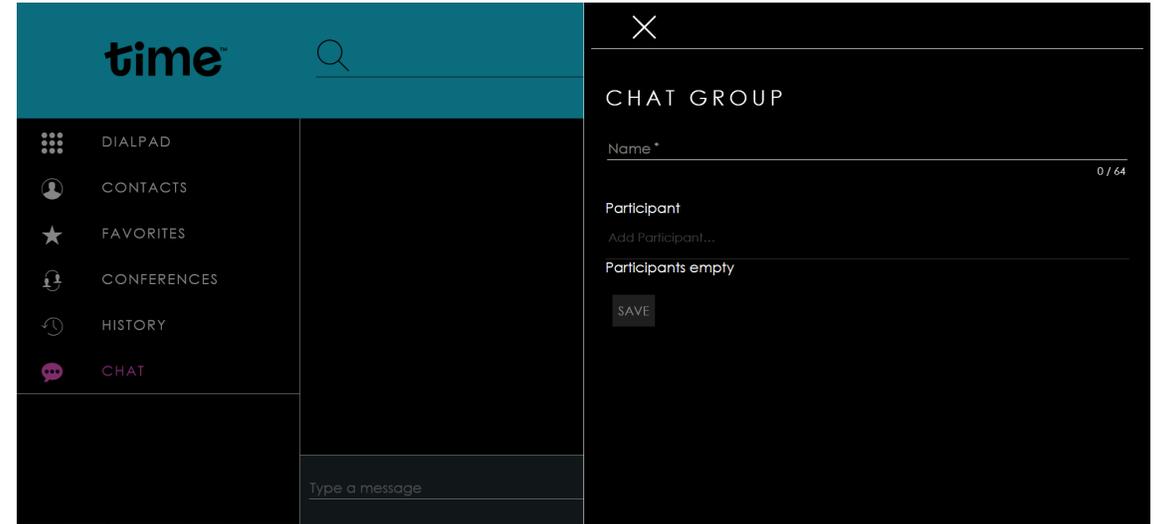


## Chat and group chat

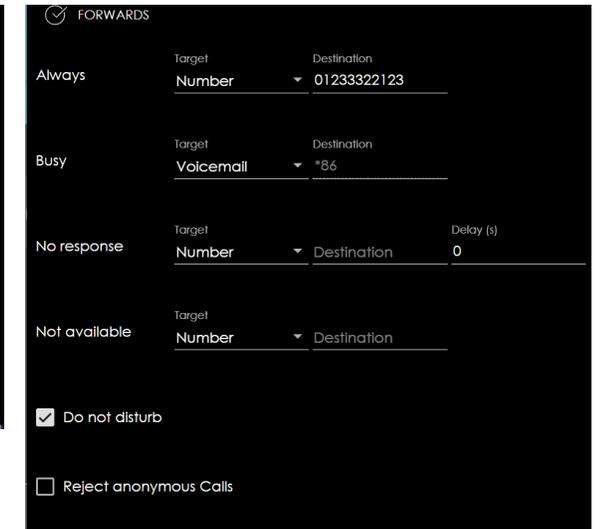
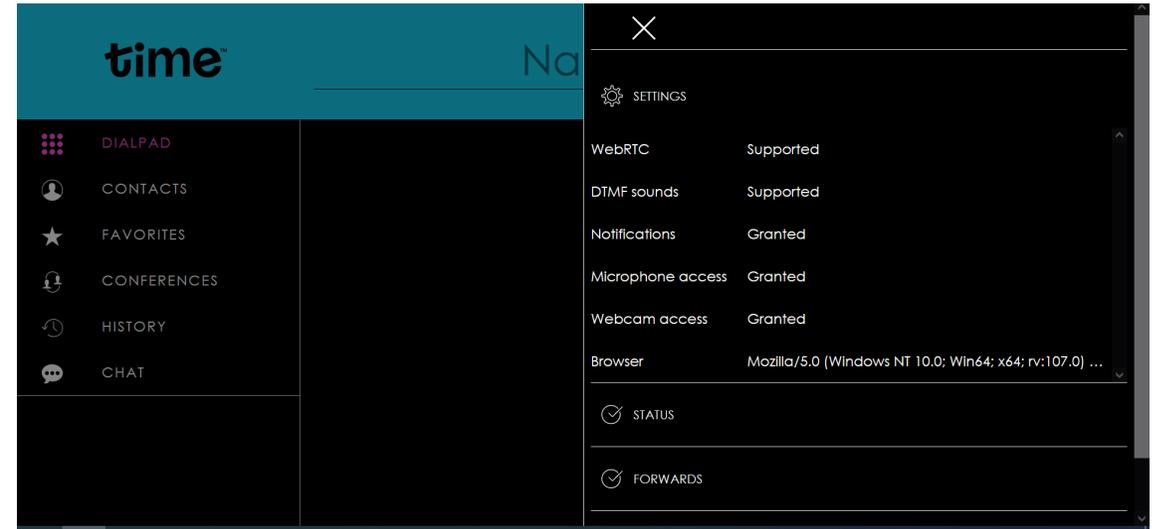
- To chat between two TCC users, go to the Chat tab.
- A list of users to chat with are shown on the right.
- Please note that sending chat messages is only possible to internal TCC subscribers and only to compatible phones.



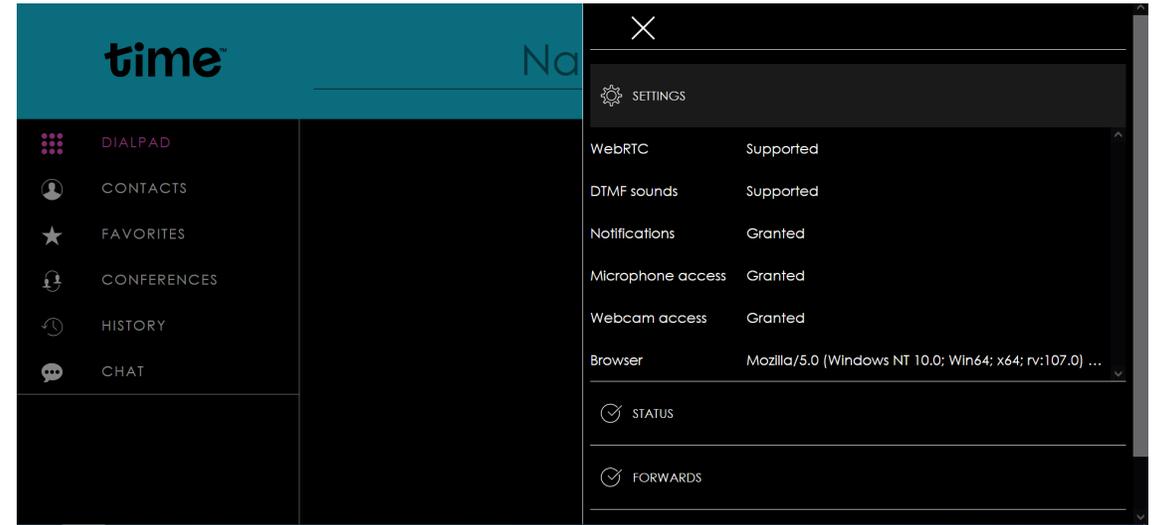
- To send messages to a chat group, you will have to define the group.
- Configure a group by pressing the chat group icon and defining a list of users you want to chat with.
- Once configured, this group will now be visible in the list of users and is ready to receive group messages.
- Please note that group messages can only be answered by other users that use the TCC Web Client (Browser activated or through the application).



- The Settings menu is accessed through the 'More' button on the home page. Accessing it will show the capability to make and receive calls through WebRTC.



- If you are facing issues with your connection, do a quick check to see if your browser is WebRTC enabled.
- To check, go to Settings and check the permissions.
- If any of the listed permissions and accesses are not supported or granted, try to change your browser and/or browser settings.



ICON	Description of icon meaning
	Number is an internal <u>vpbx</u> subscriber
	Number is from the central <u>vpbx</u> telephone book
	Number is from a local created contact
	Add new local contact
	Dial number / make connection
	Hang up / disconnect
	Put call on hold / call is on hold
	Mute the microphone

ICON	Description of icon meaning
	Activate video mode / setup video call
	Transfer call to third party
	User busy in active connection
	Connection state indication "busy"
	Connection state indication "free"
	Create new conference
	Create new group chat