

Telepo button layout

Outgoing DDI selector

Custom note field

Predictive Search Bar
User
Department
Location

Feature Tab
Contacts
Active Call
Call log
MiTeam Chat
ACD Statistics

Outlook Calendar Integration
Syncs with calendar meeting within outlook

Speaker/Headset mode

Mute Microphone

Call Control
When placing a call, you can select which device to call from under Call Control – Softphone/Desktop/Mobile

Volume Slider

Group SMS
Please note this is charged at \$0.15c per SMS

Updating your Presence Status / Personal Note

Presence Status and Personal Note are to the right of your User Name e.g.

John Smith, Available Digital Island

Your Presence Status can be an Available ● or Unavailable Status ☹. This can be updated either manually by clicking on the status and selecting from a drop-down list, or automatically if your company is setup to sync with MS Exchange.

Presence is designed to i) let other staff know your availability and ii) to determine the behaviour of inbound calls using Activity Diversion (see below) or Call Routing (advanced setup).

Your Personal Note can be updated anytime and is displayed to other Telepo Apps users in your company. It can be used as extra info to your Presence Status e.g. In Fiji until the 15th of May.

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Selecting / Searching / Maintaining contact(s)

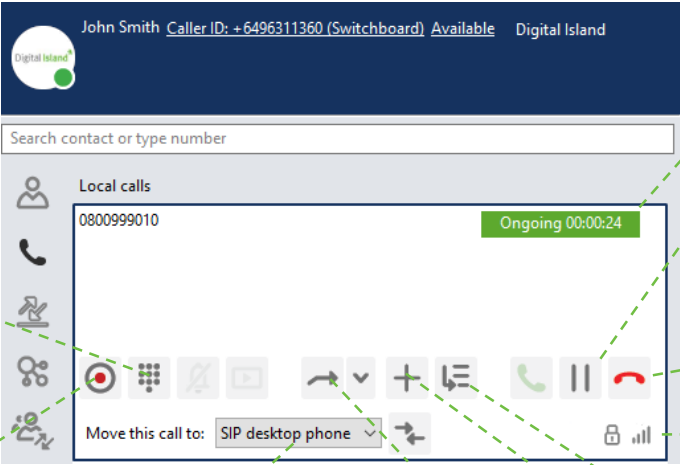
The Search Bar is used to search for Contacts by Name, Number or Description. E.g. if you enter 'Sales' into the Search Bar, all contacts with the word Sales in their VCard will be displayed.

Important: if you are using MS Outlook, and have the 'Integrate with MS Outlook' option selected searches will display results from Outlook Contacts.

We recommend maintaining your contacts in MS Outlook. Alternatively you can add, change and delete contacts within Telepo. To maintain a contact click on the contact and select the Edit or Delete.

Making / Answering / Holding / Parking / Recording calls

To call a number simply type the number into the Search Bar and press enter. To call a contact select/search the contact and press the  on the right to dial the contact's main number.



The screenshot shows a call interface for John Smith (Caller ID: +6496311360). The call is ongoing for 00:00:24. The interface includes a search bar, a keypad, and several call control buttons. Call status is shown as 'Ongoing 00:00:24'. The call is currently on a 'SIP desktop phone' device.

- Call Status**: Shows the current state of the call (e.g., Ongoing, On Hold, Parked).
- Park Call**: Press to place the caller on hold.
- Hang-up**: Press to end the call.
- Call Quality**: Shows signal strength and lock status.
- Keypad**: Standard numeric keypad for dialing numbers.
- Call Recording**: Press to record a call which will be delivered as a .wav file to your Telepo Inbox.
- Move Call**: Calls can be moved to a device within Telepo (e.g. Deskphone or mobile).
- Transfer**: Press to transfer the call to another contact.
- 3-Way Calling**: Press to add a third party to the call.
- Park Call**: Press to park a call, which can then be picked up by other users.

When your Telepo App is receiving a call, or mid call the above box will appear;

Press  to answer the incoming call, or  to send the call to voicemail.



Press  to put a caller on hold and  to retrieve the held call




Press  to park a call, which can then be picked up by other users, or  to retrieve the call.

Press  to record a call which will be delivered as a .wav file to your Telepo Inbox.




Transferring a call

Transferring a call is easy with Telepo. You can either Blind Transfer where the call is transferred straight to the other party, or Attended Transfer where by you first introduce the caller.

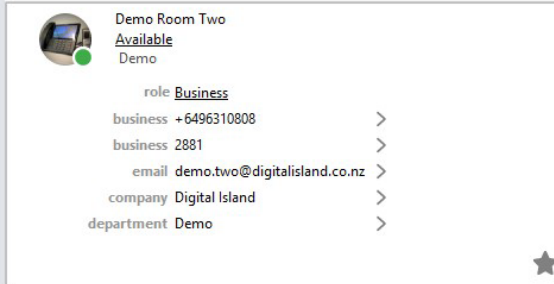
Blind transfer - during the call press the transfer button , then search/enter the number for the receiving party, press the transfer button  which will appear on the right of the contact view.

Attended transfer - during the call press the transfer button , then search/enter the number and dial  the receiving party, introduce the call, then press the transfer button  which will appear on the right side of the contact view.

Adding callers to an existing call

To add additional parties to an existing call, when in the call press the  button, then search/enter the number and dial  the new party, then press  to add the new party to the conference call. Telepo will allow you to add up to 10 participants to an existing call.

Additional numbers



The screenshot shows a contact named 'Demo Room Two' with the status 'Available'. The 'Additional numbers' section lists various contact details:

- role: Business
- business: +6496310808
- business: 2881
- email: demo.two@digitalisland.co.nz
- company: Digital Island
- department: Demo

Tip: you can also highlight a number on a web page or other application and press **F8** to dial.

To dial a number in the contacts Vcard/Drop down, click on the contact name then click on the number description e.g. business / home / mobile, to dial the number.

Contact selector
Manage your "Blocked" "VIP" and "Favourite" contacts