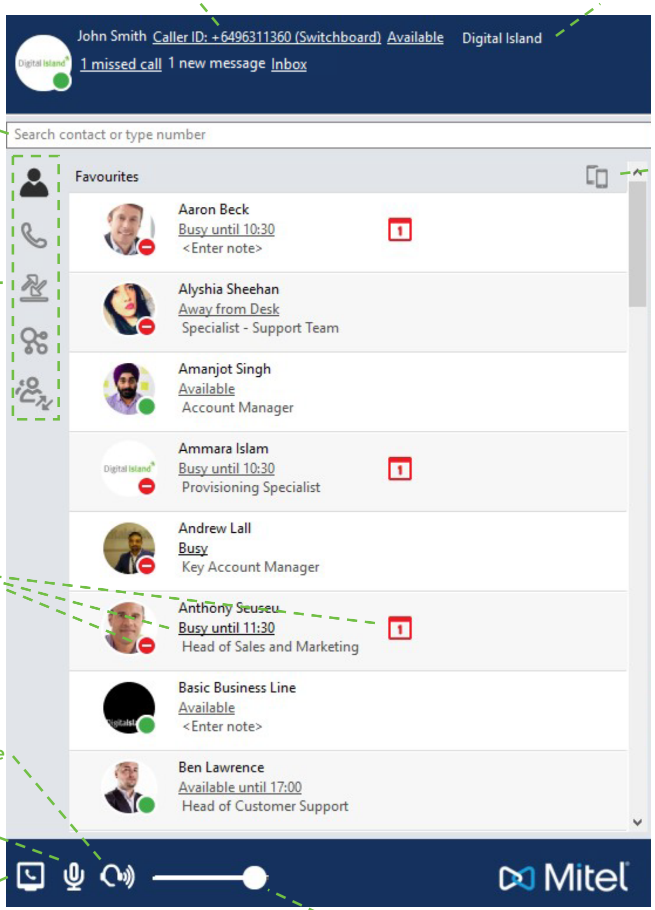
Telepo button layout

Outgoing DDI selector

Custom note field

Predictive Search Bar
User
Department
Location

Feature Tab
Contacts
Active Call
Call log
MiTeam Chat
ACD Statistics



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

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/Deskphone/Mobile

Volume Slider

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.

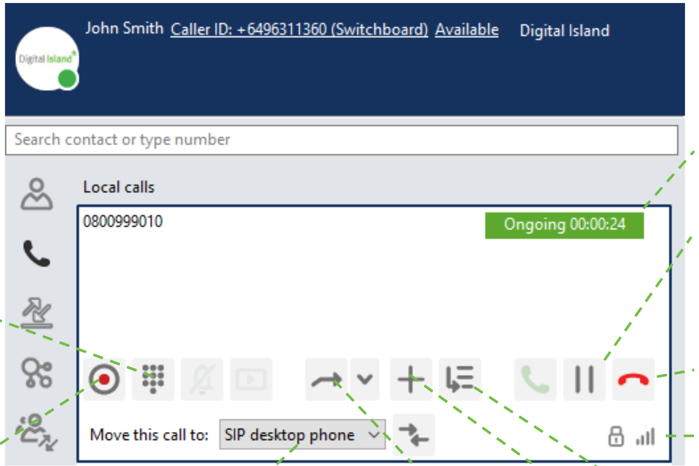
We recommend maintaining your contacts in MS Outlook. Alternatively you can add, change and delete contacts within Telepo. To maintain a contact click on the contact and select the Edit or Delete.

Digital Island

Telepo - Quick Reference Guide

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.



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

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.

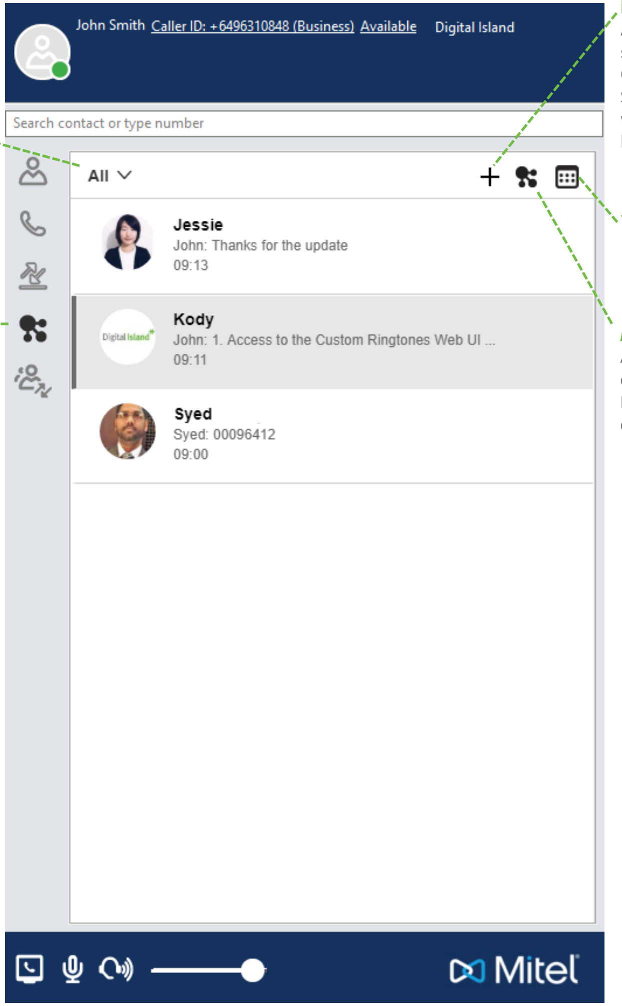
Contact selector
Manage your "Blocked" "VIP" and "Favourite" contacts

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

Introduction to MiTeam

Filter

MiTeam Chat
The **MiTeam** tab in your desktop application provides features for enhanced collaboration using chats, streams, and meets.



New Stream
A stream is a long-term collaboration session between multiple contacts. Contacts can be internal or external. Streams with external contacts are marked with EXT sign. Streams are shown and handled in the **MiTeam** tab

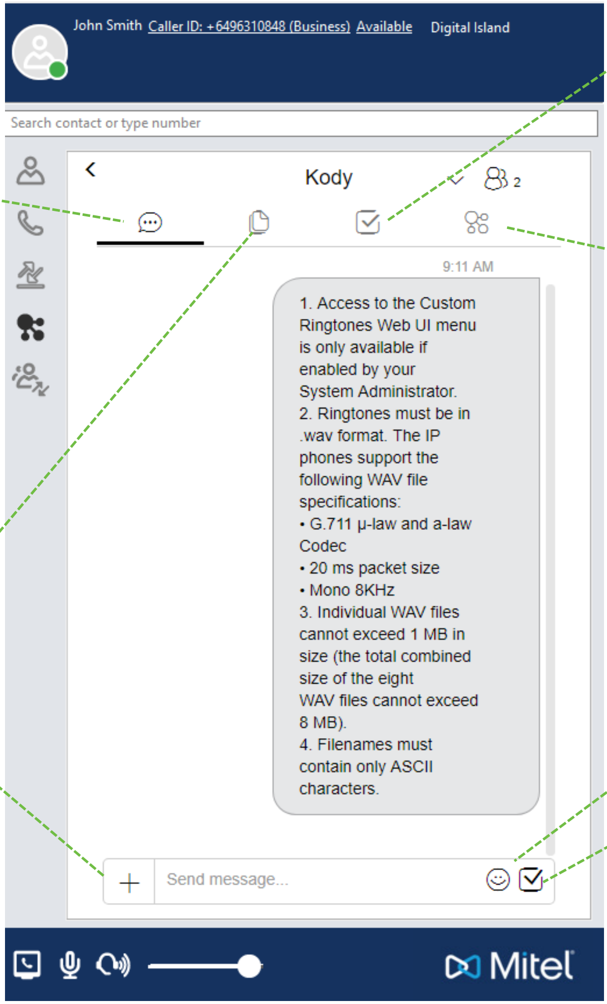
View All Meets

Meet Now (If applicable)
A meet is a MiTeam conference with one or more contacts (internal or external). Meets are started/scheduled from the desktop application.

Chat tab

Files Tab
The **Files** tab shows all files shared in a chat or stream. From here you can also add and manage files to share with other contacts.

To add files in chat or stream
Computer: Choose file from your local hard disk.
Chats/Streams: Choose file from another chat or stream.
Note: Open a text editor where a note can be created within the chat.
Whiteboard: Create a virtual whiteboard within the chat.



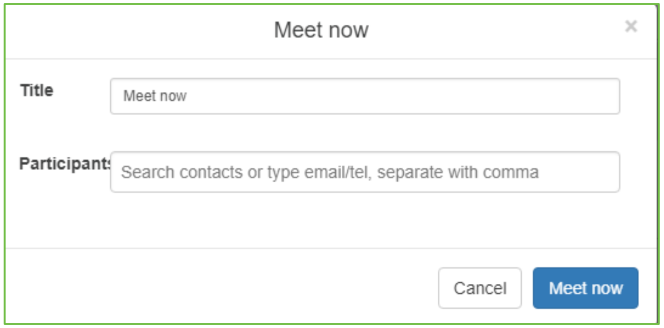
To-Do tab

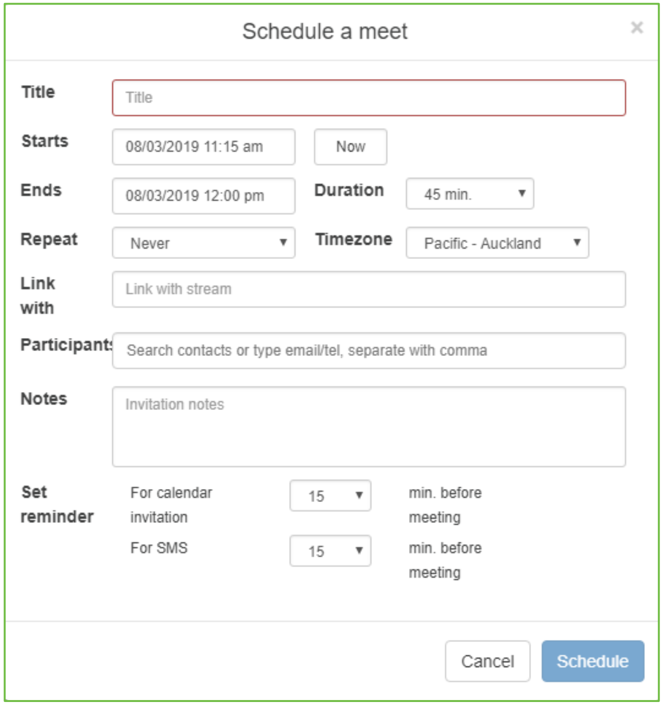
Meet Now

Emoticons

View All Meets
Create a To-Do item.

Start a stream





To start a new stream

1.Click Create a stream (+) button on the timeline toolbar. 2.Enter a stream title and participants.
3.Click Create.

The newly created stream is added to your timeline.
Participants invited by e-mail address or phones number are always treated as external users (guests), even if the e-mail address or phone number belongs to an internal user.
In the timeline, you can mark your preferred stream as favourite by clicking on the star icon (☆) . You can then sort your streams in the timeline view by using the filter (i.e. all, unread, favourites, chats, streams)

To schedule a new meet

1. Click the View all meets button ( ) on the timeline toolbar or click Tools, Schedule Meet...
2.Click New Meet.
3.Enter meet details.
4.Click Schedule.

To start a new ad hoc meet

1.Click the Meet now button ( ) on the timeline toolbar. 2.Enter the meet title and participants.
3.Click Meet now.

After starting an ad hoc meet, you are redirected to the web meet in your web browser where you can join audio. You join audio using call device set in your desktop application.

To invite a contact from web meet

1.In an ongoing web meet, click Invite ( ).
2.Search for and add the desired contact.
3.Click Update.

If you have joined the meeting using an e-mail invitation, joining audio will instead ring all audio devices and you can join audio on device of your choice.