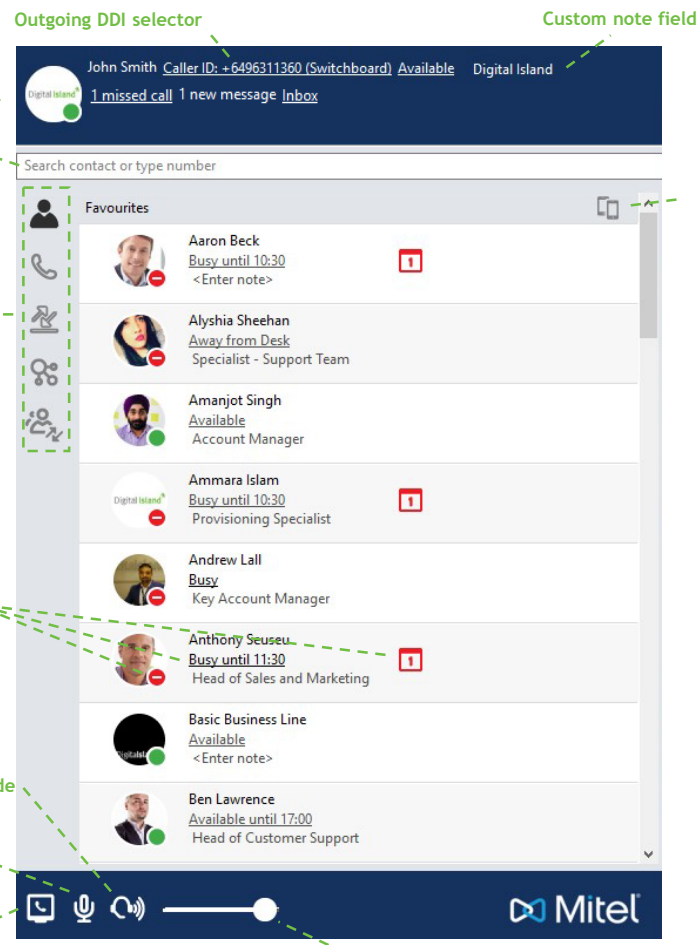


### Telepo button layout



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.



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)

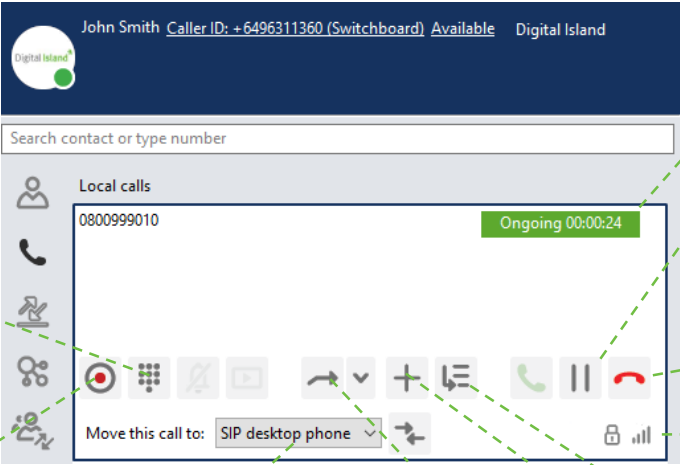
The Search Bar is used to search for Contacts by Name, Number or Description. E.g. if you enter 'Sales' into the Search Bar, all contacts with the word Sales in their VCard will be displayed.

**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) with status 'Available'. A search bar is at the top. Below it, a list of 'Local calls' shows an ongoing call to 0800999010 for 00:00:24. A keypad is on the left. At the bottom, there are buttons for 'Call Recording', 'Move Call', 'Transfer', '3-Way Calling', 'Park Call', and 'Hang-up'. A 'Call Quality' indicator is also present.

- Call Status**: Shows the current status of the call (e.g., Ongoing 00:00:24).
- Park Call**: Press to place the caller on hold.
- Hang-up**: Press to end the call.
- Call Quality**: Shows the quality of the call connection.
- Keypad**: A 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 status 'Available'. Under 'Additional numbers', there is a list of contact information with expandable arrows:

- 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

### 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.

**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.

**Chat tab**

**To-Do tab**

**Meet Now**

**Emoticons**

**View All Meets**  
Create a To-Do item.

1. Access to the Custom Ringtones Web UI menu is only available if enabled by your System Administrator.  
 2. Ringtones must be in .wav format. The IP phones support the following WAV file specifications:  
 • G.711  $\mu$ -law and a-law Codec  
 • 20 ms packet size  
 • Mono 8KHZ  
 3. Individual WAV files cannot exceed 1 MB in size (the total combined size of the eight WAV files cannot exceed 8 MB).  
 4. Filenames must contain only ASCII characters.