

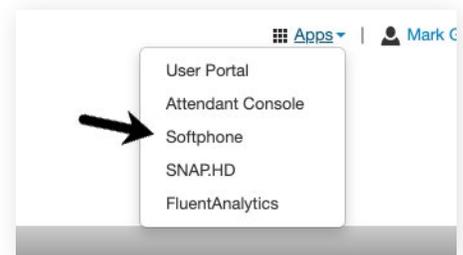
Fluent Web Phone

We recommend that you use Google Chrome for best performance of your Fluent Web Phone.

Access FluentPhone Web

FluentPhone Web can be accessed by:

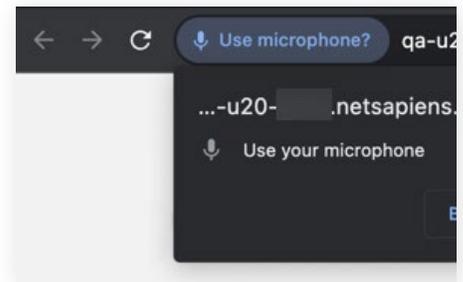
1. Directly navigate to navigate to <https://fluentphone.com/portal/home>
2. Next, click on the direct link in the Portal menu under Apps.
3. Then click on Softphone.



Permissions — First Launching

This section explains prompts that open the first time a user launches FluentPhone Web, or when launching while using an incognito browser.

- **Microphone Request**
Fluent Web Phone will request microphone access. This a browser permission and can be later disabled in browser settings.
- **Receive Inbound Calls Request**
If the current answering rule is configured to ring only the user's extension, then a prompt will display asking whether the user would like to enable FluentPhone Web to receive inbound calls. It is important to click YES when prompted, or else inbound calls to the webphone might be sent straight to voicemail.
- **Allow Browser Notifications**

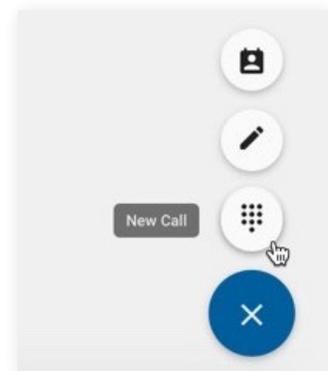


Place a Call

FluentPhone Web is limited to handling a maximum of two calls. If more than two calls are attempted, a pop-up modal should notify the user.

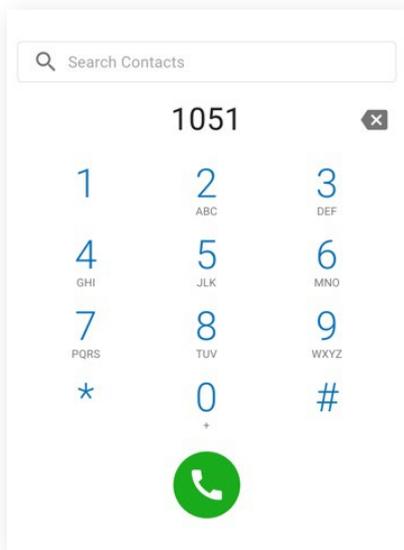
1. Place a call by clicking on the blue + circle in the bottom right hand corner of the screen.

The dial pad has moved to the upper lefthand corner of the screen and is now a distinct button.

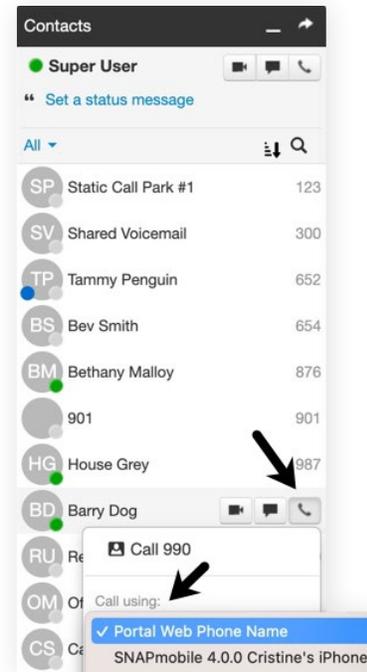


- Dialing can be performed by either clicking directly on the numbers in the dial pad, or by typing numbers from a keyboard.

When dialing is complete, press the green dial icon on your screen, or enter on your keyboard, to begin the call.



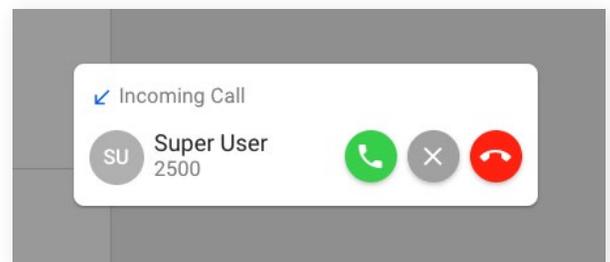
- Calls can also be placed directly from the Portal, while still using the FluentPhone Web application. For instance, in the below screenshot, a call is being placed from the Portal's "contacts" sidebar. Clicking on the phone icon across from a contact will open the option to "call using" and a dropdown selection of available phones.



Receive a Call

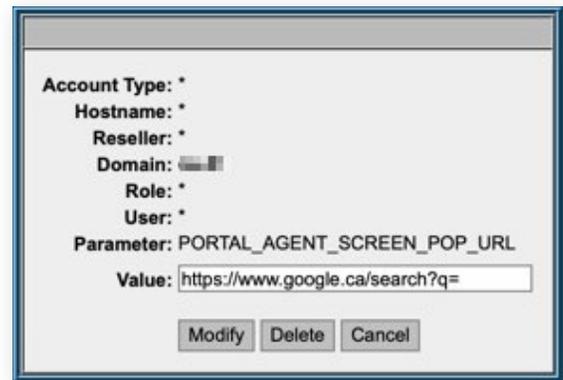
When receiving a call, the computer will play a ringtone and the webphone will display the following call options:

- Reject** — this will reject the call from all ringing devices that are a part of a simultaneous ring
- Ignore** — this will ignore the call received within the FluentPhone Web interface but still continue ringing other devices that are a part of a simultaneous ring
- Answer** — this will answer the call

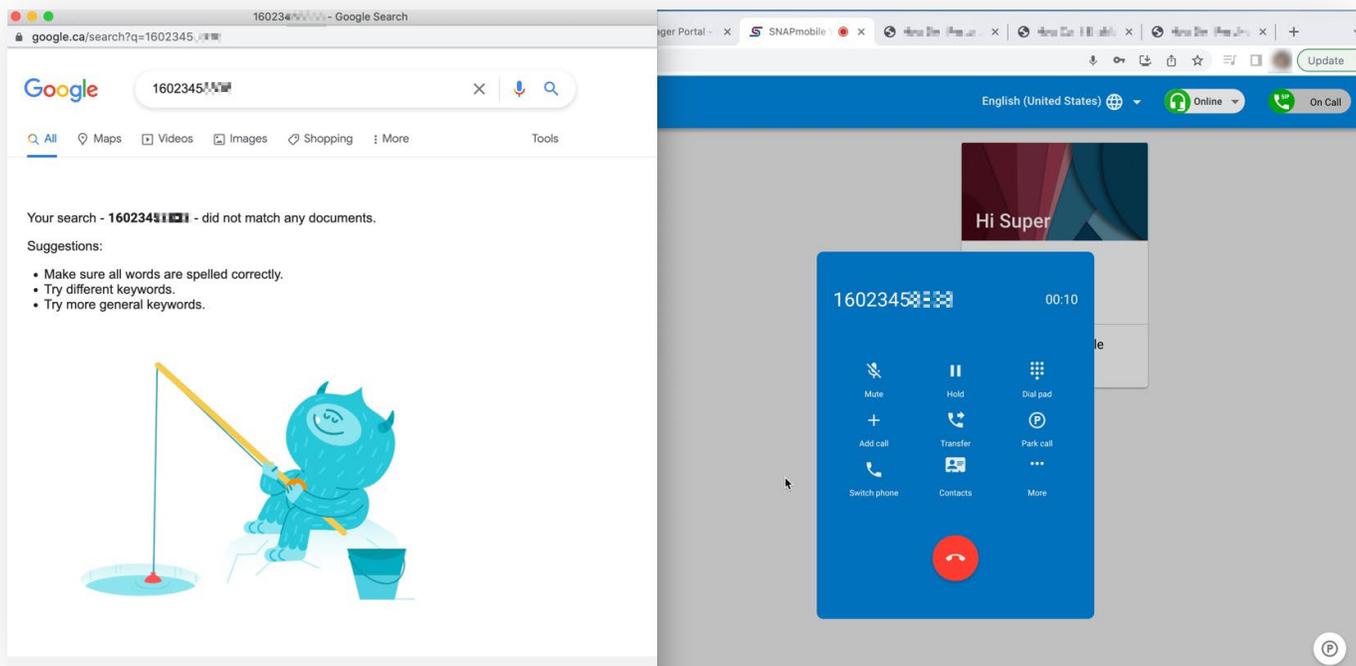


Screen Pop

A screen pop URL can be configured to use with any inbound number with 6+ digits (no local extensions).

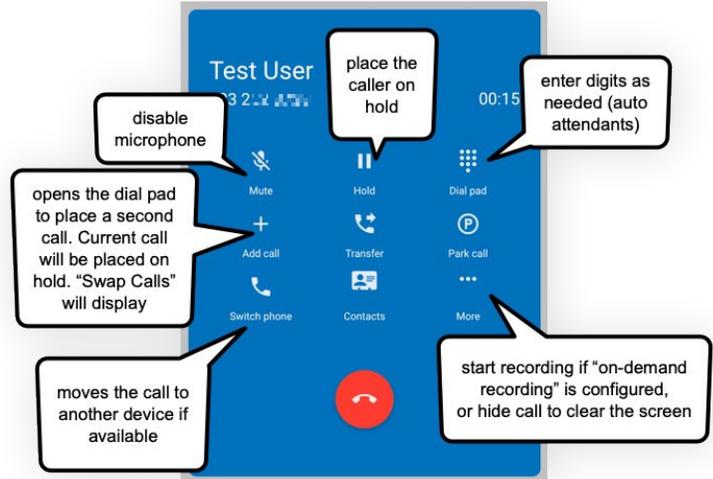


When this is enabled, an incoming number is enabled, then when an incoming number is answered, the screen will immediately pop out a separate window with the configured link. In the above example, the screen will pop up a Google search for the incoming phone number, such as this:



Handle a Call

When a call is active, the following functions will be available:



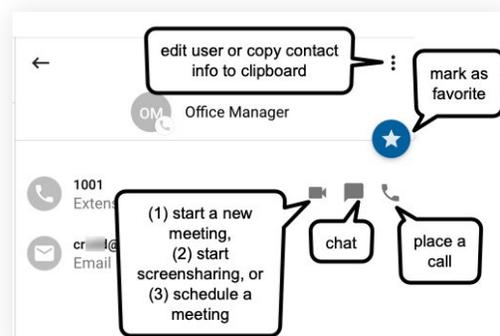
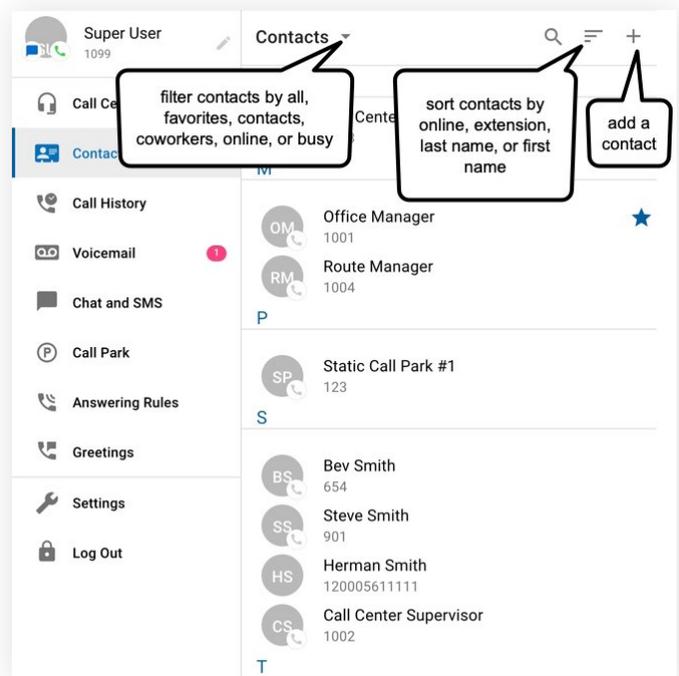
Contacts

The **Contacts** screen displays other users in the organization as well as any contacts that have been added in the Portal. Organization contacts show presence (indicated as a green, red or gray circle) and favorite contacts are indicated with a star.

Select a contact. Click or unclick on the star icon to mark the contact as a favorite. Click to call, chat, or select video meeting options.

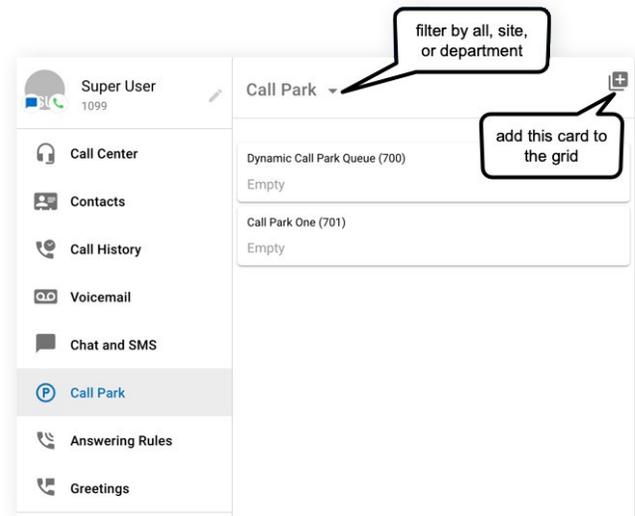
Contacts can be edited by clicking on the "more" icon (3 dots). Here, "copy to clipboard" will copy all of the contact's information. This is an example of what will be saved when copying contact information:

- User: 4444
- Name: Daria Smith
- Extension: 4444
- Email: support@fluentstream.com
- Domain: test



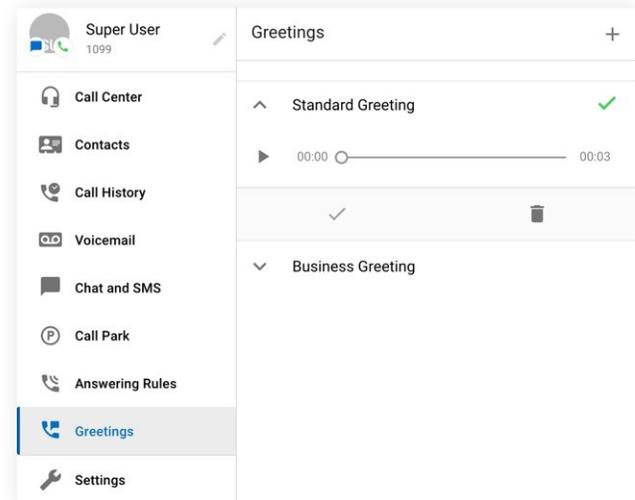
Call Park

The **Call Park** screen is where calls are parked in queues. Click to answer calls here.



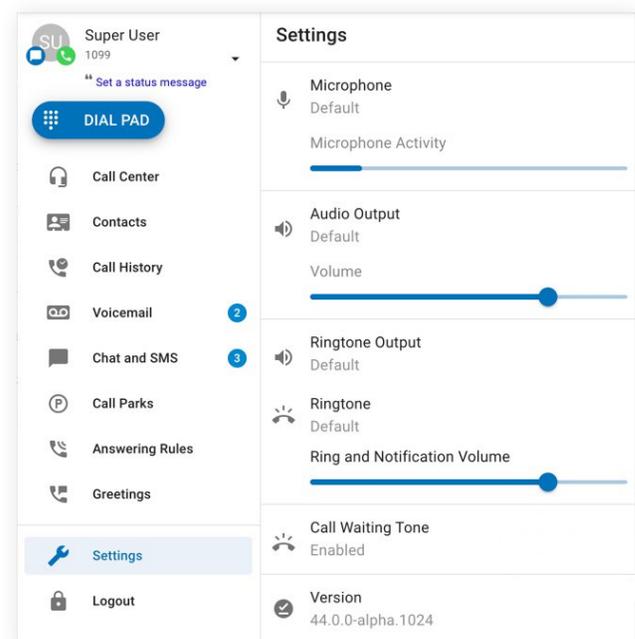
Greetings

The **Greetings** screen displays available voicemail greetings. Click on a greeting to play it or delete it. Click on the checkmark to enable a greeting as the “active” default. One greeting can be active at a time.



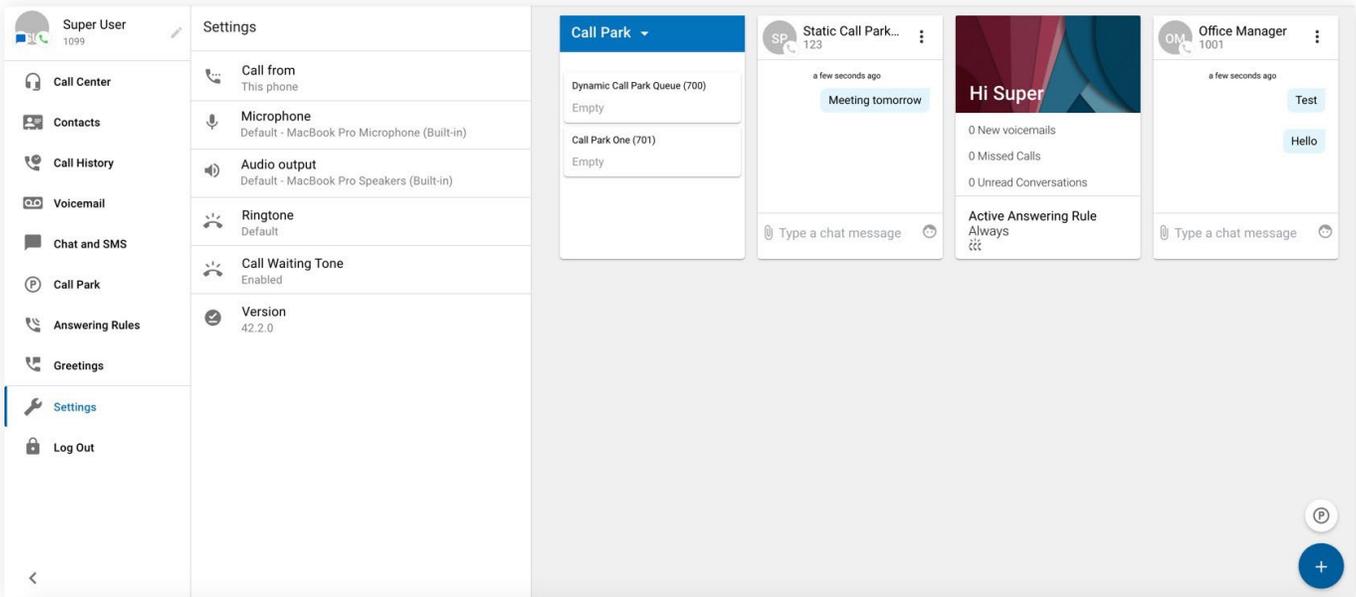
Settings

The **Settings** screen displays device and audio information. If there is a paired device, it will show here as “paired”.



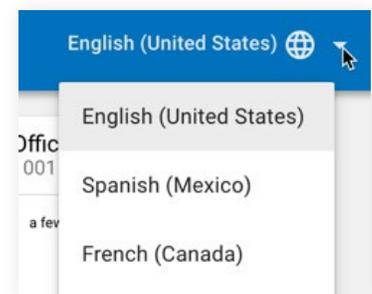
Customize Screen Layout

Multiple cards can be displayed at a time, including chat and active calls. Cards have drag & drop capability. The iframe more seamlessly handles components; it allows newer images, graphs, & libraries.



Screen Layout — Language

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



Screen Layout — Minimize Cards

To minimize a card, click on the (X) in the top left-hand corner of the card. Click on the expand button to add the card back to the grid.

