Web Phone Quick Reference Guide

Web Phone Requirements

1. Internet service
2. Speakers and microphone or headset
3. Computer
4. Browser Application (Chrome or Edge recommended)
5. User Credentials

Accessing the Web Phone

6. Start a web browser
7. Go to the following URL: https://pbx.simplelogin.net/webphone
8. Login with your unique credentials (Example: ext@275625)
9. At first login, you will be prompted to allow access to your computer microphone. Click "Allow"
10. Follow the short tutorial that launches at first login
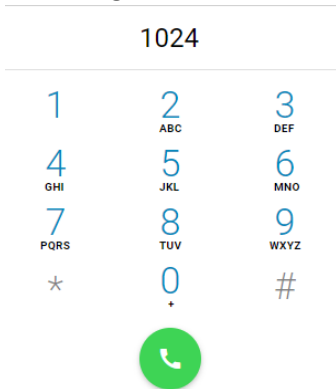
Making a Call

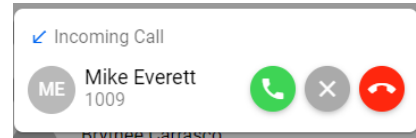1. Click on the blue plus button
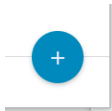
2. Click on the keypad

3. Dial the number you wish to call, then click the green button.

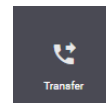4. When call is complete, click the red "end" button.

Answering a Call

1. When a call come in, the computer will play a ringing sound.
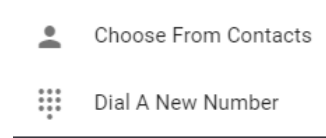2. A popup will appear.

3. Click one of the buttons
   a. green to answer
   b. red to decline.
   c. Gray to voicemail

Transferring a Call

1. Click on the "Call Transfer Button"

2. A popup appears to select a contact. "Choose Contacts" to transfer to co-workers' extension, or "Dial A New Number" to call and outside line.

Solving Problems

- Call Quality
  - Disconnect and call again.
  - Make sure the internet stable.
  - Make sure the wireless stable.
  - Try using a wired connection instead of wireless.
- No Sound
  - Make sure headset or speakers are plugged in properly.
  - Make sure the volume is turned up loud enough.
  - Locate the speaker icon in the menu bar and choose the correct speaker/mic
- Web Phone Unregistered
  - Log out and back in.