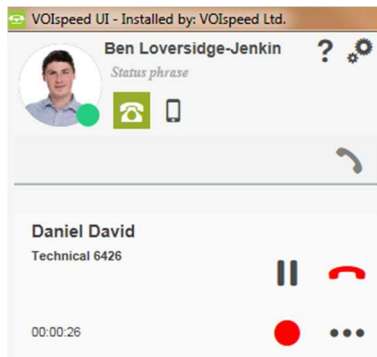


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Quick Guide to User Interface (UI)

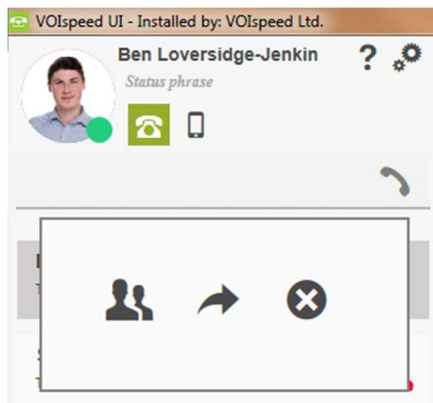
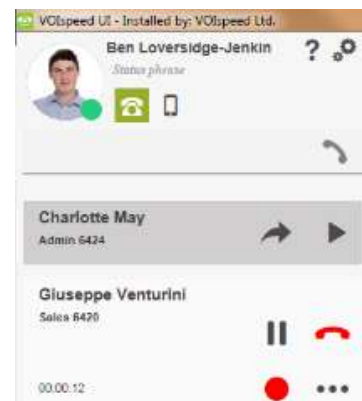


Make a call

One way to make a call is to type in a phone number or contact name into the search bar in the top left of the screen, another way is by looking through the user list and double-clicking on the icon of the person you wish to call.

Transfer a call

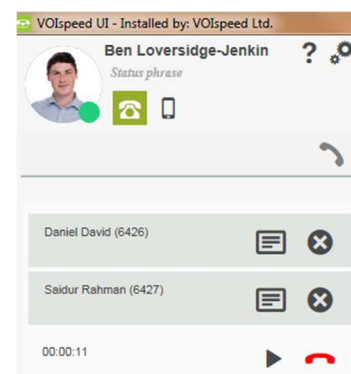
Attended: Once you have answered a call or the person you are calling has answered then you can simply drag and drop participants to the icon of the person you wish to transfer the call to and then both will appear on the left-hand side. Then you simply press the arrow to transfer (see right)



Unattended: After answering the call you can transfer it immediately to another person with a simple drag and drop (see left). The only difference with unattended transfer is that the person on the other side will not be aware of the transfer (so make sure they are in the same room, and you can put the caller on hold and speak to your colleague first!)

Set up a conference call

To set up a conference call, once you are in a call simply drag the icon of the person you wish to add to the conference call to the left-hand side of the UI and click the add to call button. Alternatively, you can merge two calls together while one is on hold by dragging and dropping one of the calls into the other.



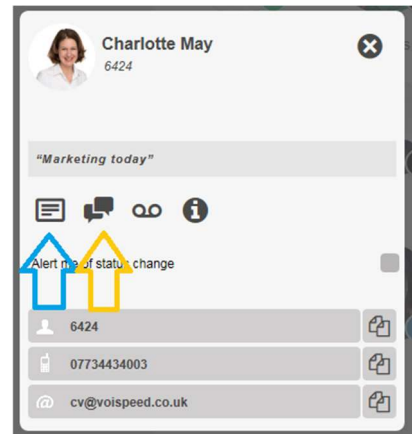
Change status and status phrase:

To change status simply click on the coloured circle on the bottom right of your profile picture at the top left of the screen, from there you can choose which status you want to be displayed to others. To change your status phrase, click on the writing that says status phrase below your name in the top left of the screen, and type whatever you want to change your status phrase to. (e.g. Out at lunch)

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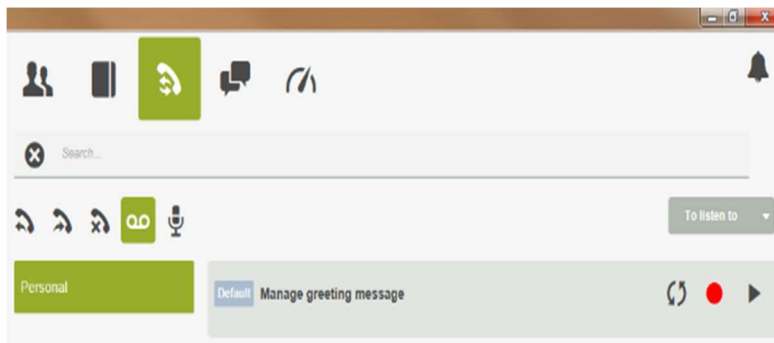
Chat and message functions

To chat to or text message another user, you can right-click on a user photo and go to the first text icon (blue arrow) or second chat icon (yellow arrow) after the status phrase. From the top of the screen, you can manage existing chats by clicking on the chat icon and then select the chat you wish to open.



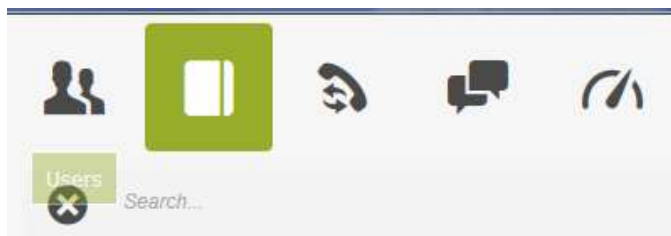
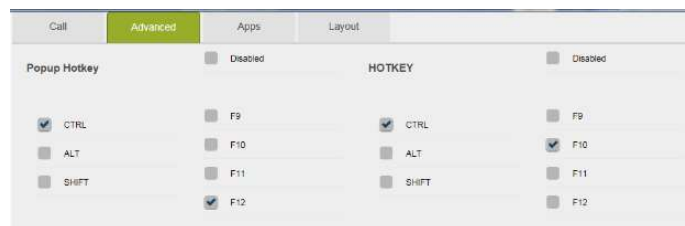
How to change your voicemail message

To change your voicemail message, navigate to the reports tab along the top of the screen. To record your personalised message, click on the red circle to the right of the screen, pick up the phone and speak clearly into the handset the message you want as your voicemail. To reset the voicemail, press the two arrows in a circle and to play your current voicemail message, press play.



Hotkey

To call a number by hotkey hold down the relevant keys: in this case it would be "CTRL & F10" (check in the settings under advanced to find out what your hotkey and popup hotkey is set to and to change it if needed). To use the hotkey popup, click the relevant keys "CTRL & F12" to bring open the UI. (see right)



Phonebook

To make calls quickly add your contacts to the phone book (see phone book icon on left). By doing this you will automatically see who is calling you.

For more information visit: <http://www.voispeed.co.uk/ui-voispeed/> or click on the '?' next to your status phrase on the UI. If you'd like some to become very proficient on the UI, please sign up to one of our UCloud UI webinars.