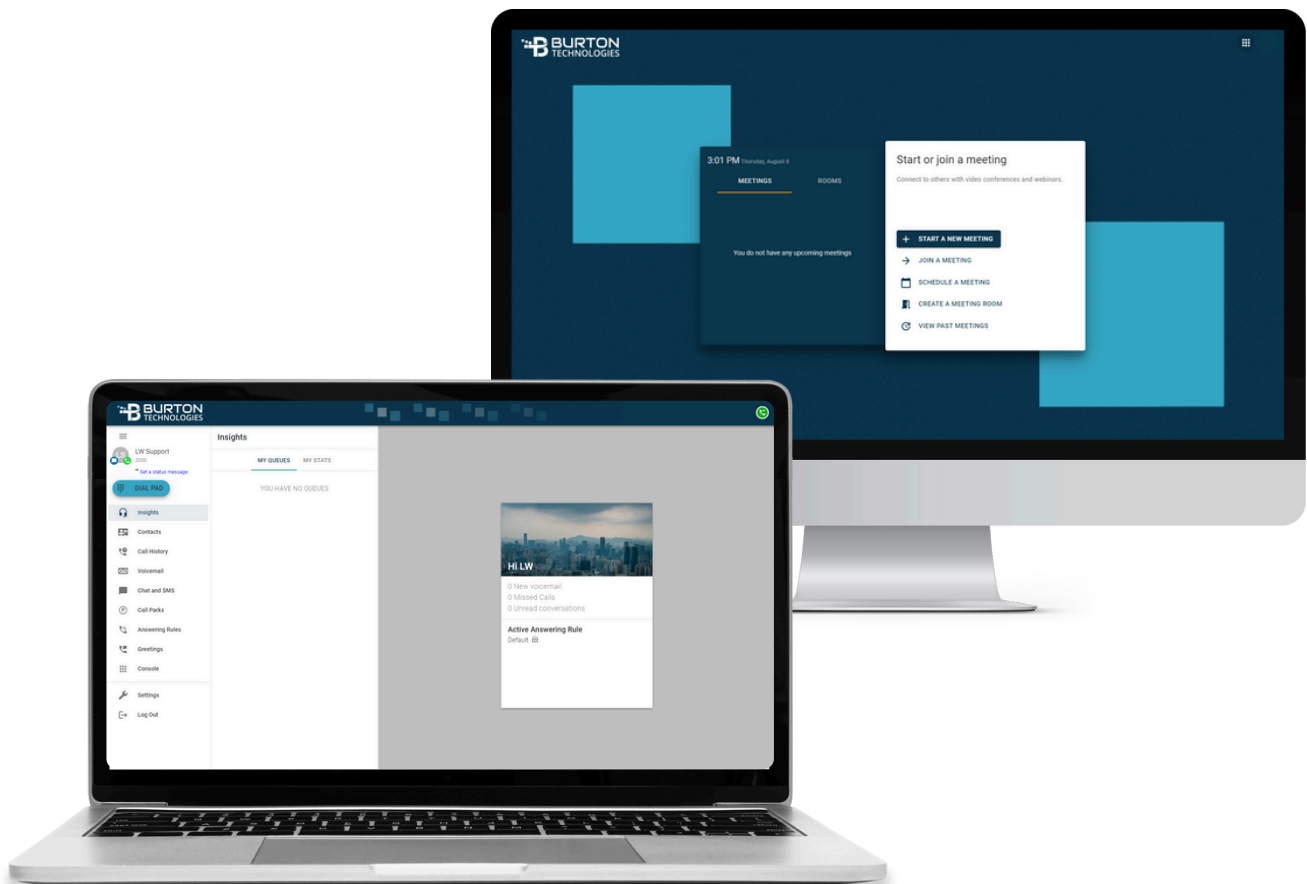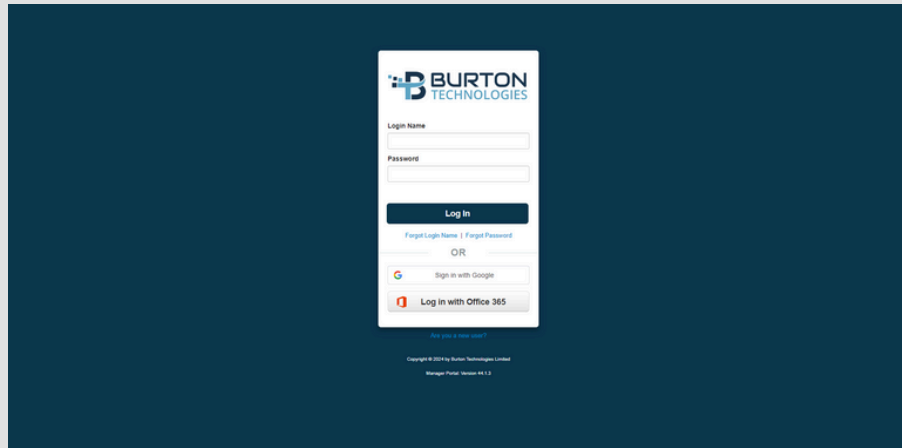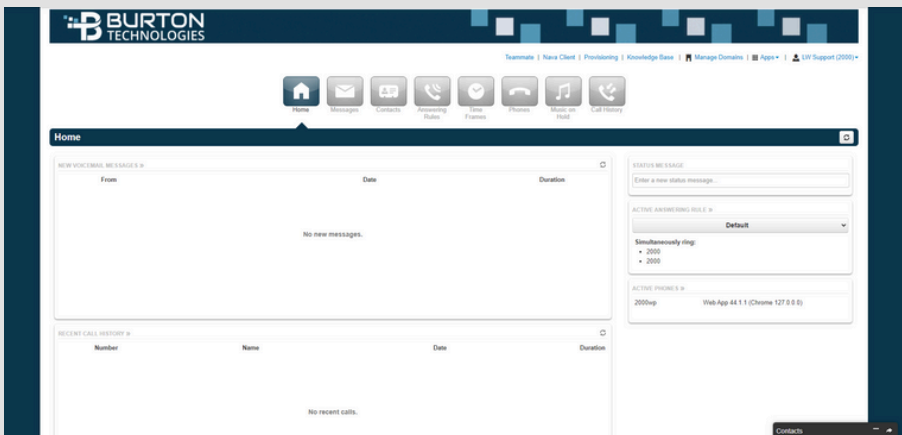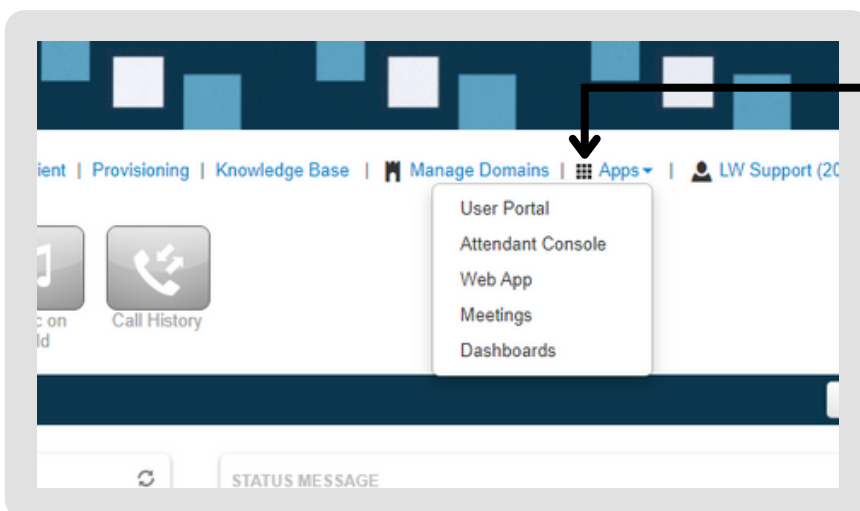# BURTON TECHNOLOGIES

Web App

User Guide

Accessing the App

When accessing the desktop app, you will be provided with a link to the online portal. Here, you can input your personal username and password.
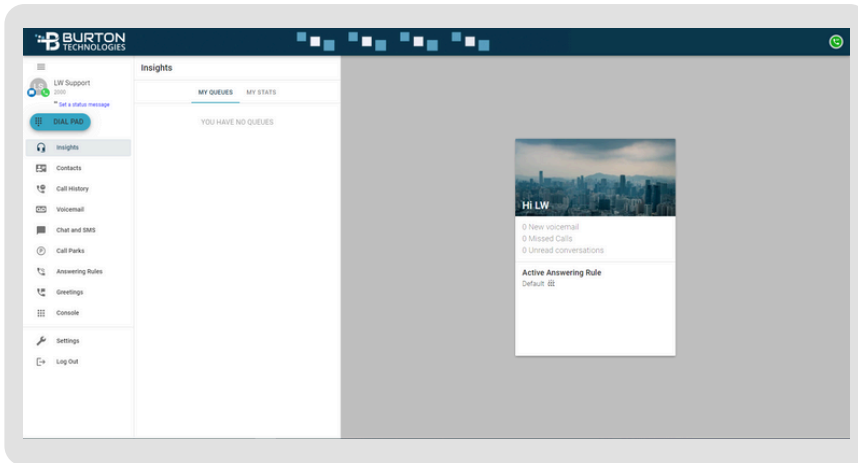

From the home page you can access all areas of the portal. This includes analytics, the web phone application, meetings portal and more managing call features.

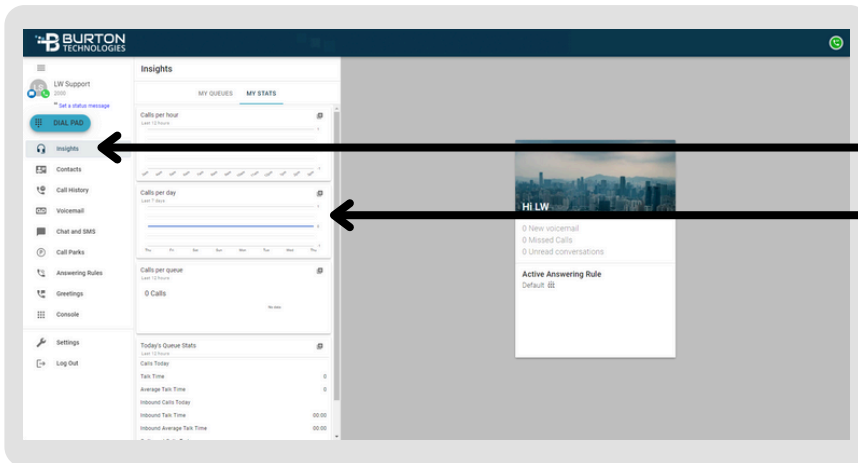You will need to navigate to the 'Apps' menu to access the Web App.

The Web App can also be accessed in the meetings portal.

Once logged in, you will be able to access all of your call features.

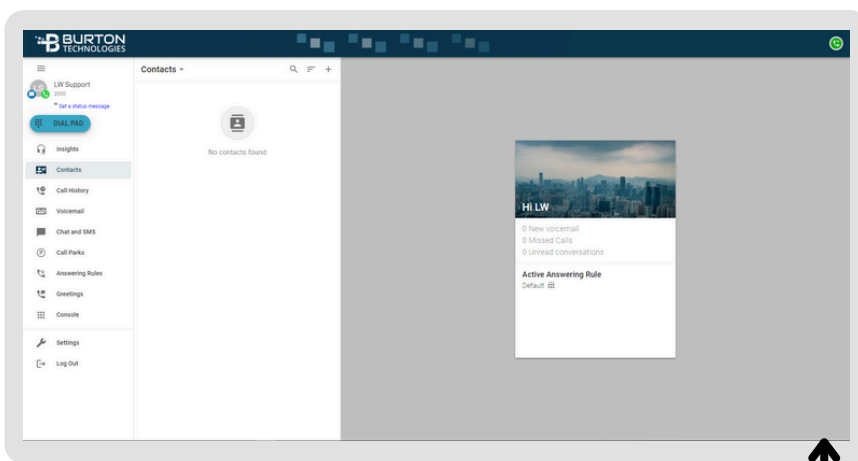From here you can make and receive calls, send messages and create new contacts.

View any call queues you may be included within from the insights tab.

Here, you can also access call stats.

Add any feature you wish to the main grid for easy access and reporting.
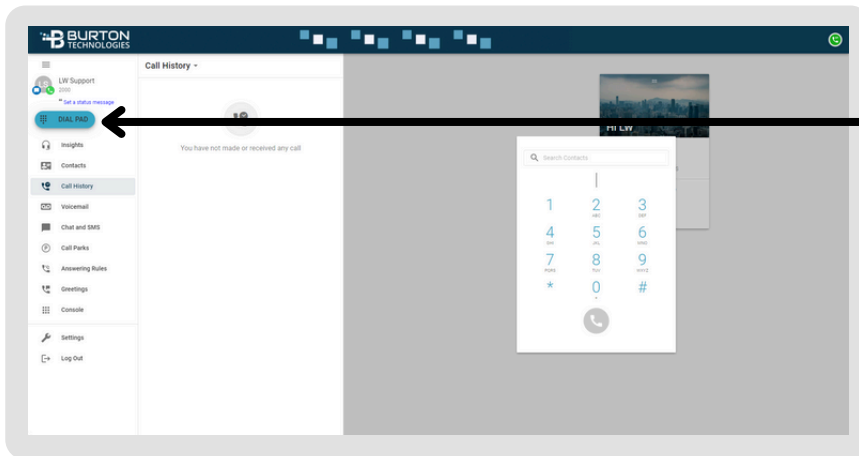
Within 'Contacts' you can access work contacts which can be organised by their name or extension.

All contacts can be filtered by any who may be 'Online' or your 'Favourites'.

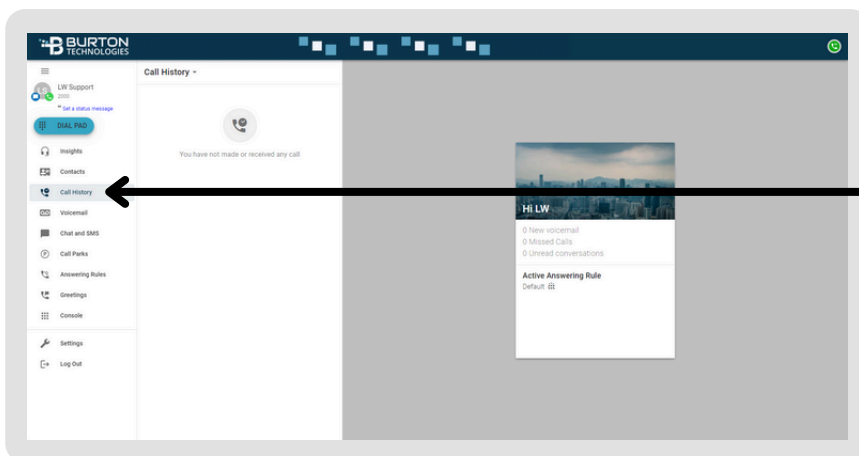The Contacts tab can also be accessed to send messages and make calls.

3   Making A Call

To dial out, simply select the Dial pad button.

This will bring up the option to search for existing contacts, or dial directly using the dial pad.
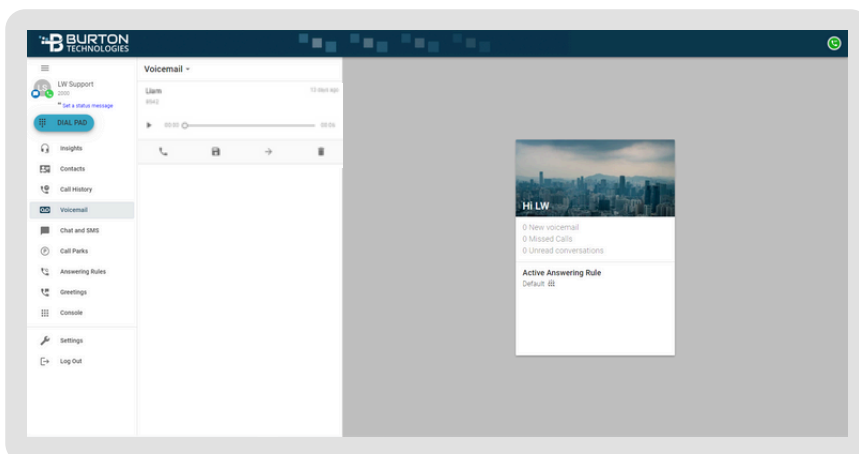
4   Call History

Within the call history tab, you can view all previous calls and their details. These can be filtered by outbound, inbound and missed calls.

Any numbers not associated to a contact can also be assigned with contact information here.
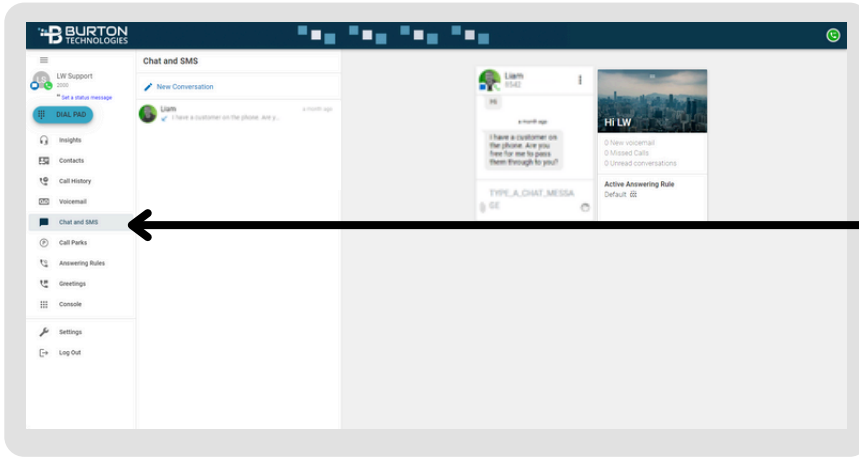
5   Voicemails

Use the 'Voicemail' tab to access and listen to voicemails. These can also be accessed through the mobile app or a physical handset.

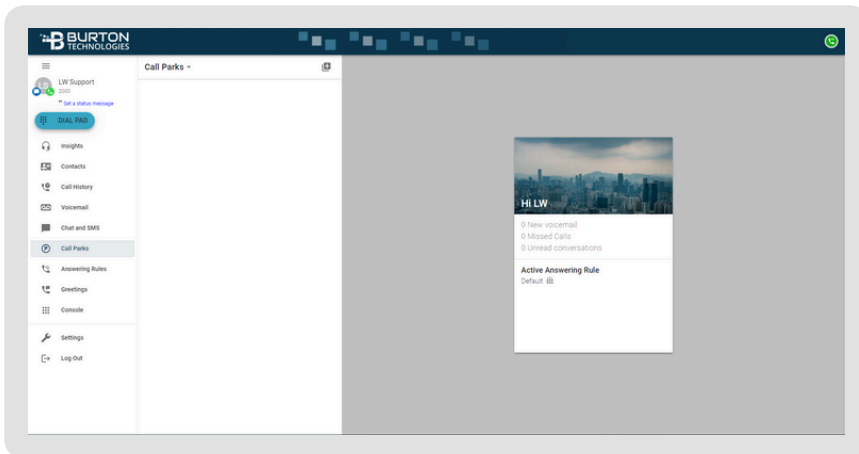**From here, you can also make a call back or forward the voicemail to someone else.**

6   Instant Messaging

The 'Chat and SMS' tab allows you to create new chat conversations with your contacts. Any conversations started here can also be accessed through the mobile app.
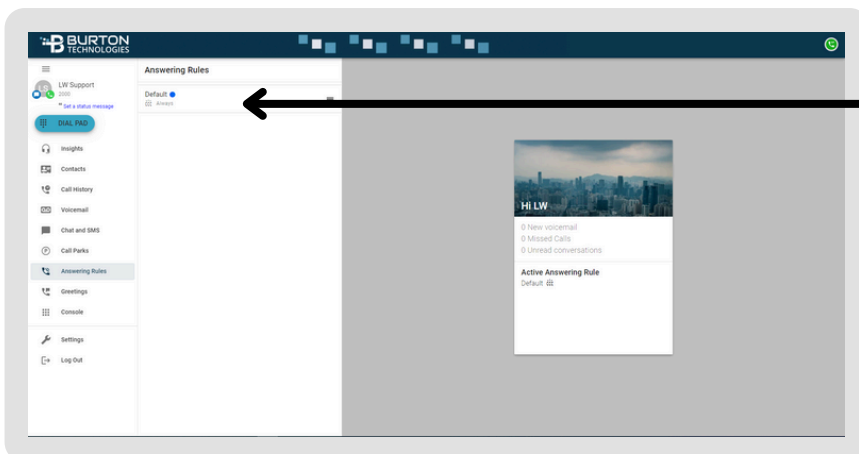
7   Call Park

This feature allows you to park your current call in a queue.

Calls can also be pulled from a call park when the lines are free.

Alternatively, you can park a call here to allow someone else to pick up when they become available.
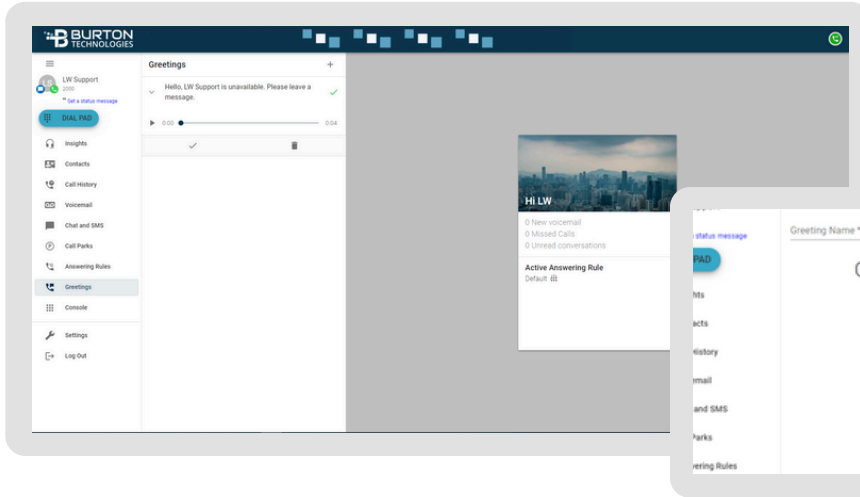
8   Answering Rules

You are able to enable and disable your different answering rules.

Answering rules can be set up through the user portal, and can then be managed through the mobile or web application.
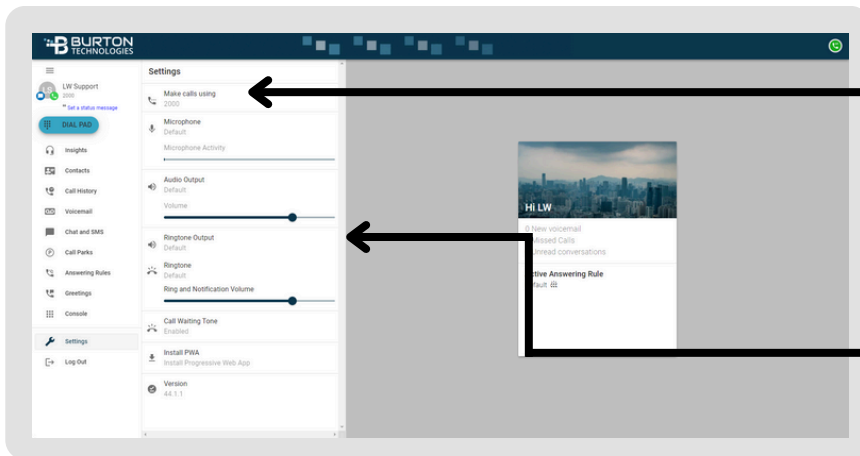
9   Greetings

Here, you can create and change any out of office greeting messages.

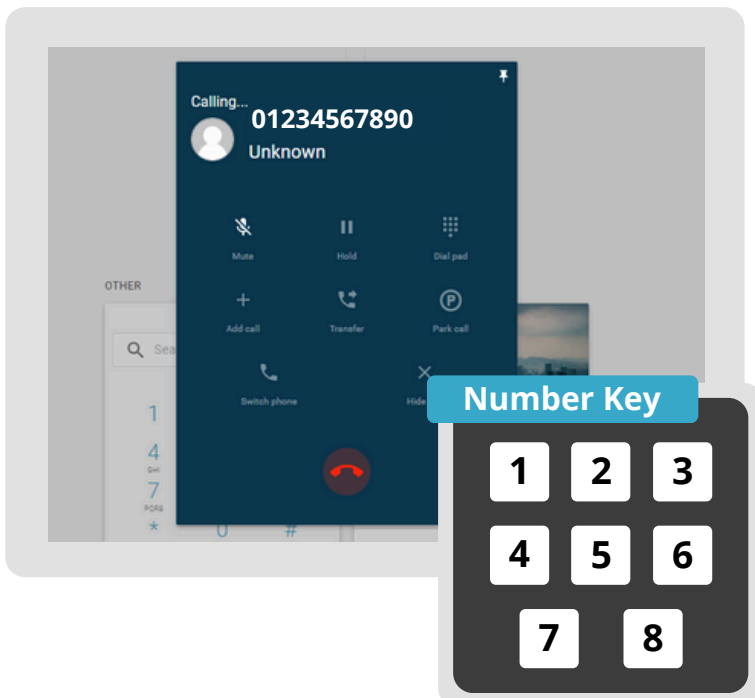These can also be recorded directly through the Web App.

10   Settings

Within the settings, you can change your preferences for which device to ring out from when a number is dialed on the app.

Additionally, this is where you can change the ringtone or audio output, as well as view app details.

Number Key

1	2	3
4	5	6
7	8

1 Mute yourself on the call.

2 Put the call on hold.

3 Use keypad for menu options.

4 Add in another caller.

5 Transfer the call elsewhere.

6 Park the call in a queue.

7 Move the call to another device.

8 Hide Call