

net2phone

Web Calling User Guide

Web Calling: Making and receiving calls

<https://www.net2phone.com/cloud-pbx/web-calling/>

In order to place web calls, you **must be using google chrome or firefox**.

First, **click on the dial pad** in order to **enter in the number** you wish to dial and then **press the green phone button to send**.

The screenshot displays the net2phone dashboard interface. The top navigation bar includes the net2phone logo, a grid icon, a search icon, a help icon, and a user profile icon. The main dashboard area is divided into several sections:

- Dashboard:** Shows the current billing cycle as February 23, 2020 - March 23, 2020.
- TEAM MEMBERS:** A table listing team members with columns for MEMBER, EXT, and VM. An "ADD TEAM MEMBER" button is visible.
- DEPARTMENTS:** A table listing departments with columns for DEPARTMENT, MBRS, and EXT. An "ADD DEPARTMENT" button is visible.
- PHONE NUMBERS:** A list of phone numbers with a "NUMBER" button.
- Dial Pad:** A numeric keypad with letters associated with numbers (e.g., 2: ABC, 3: DEF). A green call button is located below the keypad.

Red arrows point to the grid icon in the top right, the "NUMBER" button, and the green call button, indicating the steps to make a call.

MEMBER	EXT	VM
Allie Gilbert	201	3
Ben Mark	203	1
Sally Night	205	1

DEPARTMENT	MBRS	EXT
MA Marketing	1	301
SA Sales	1	302

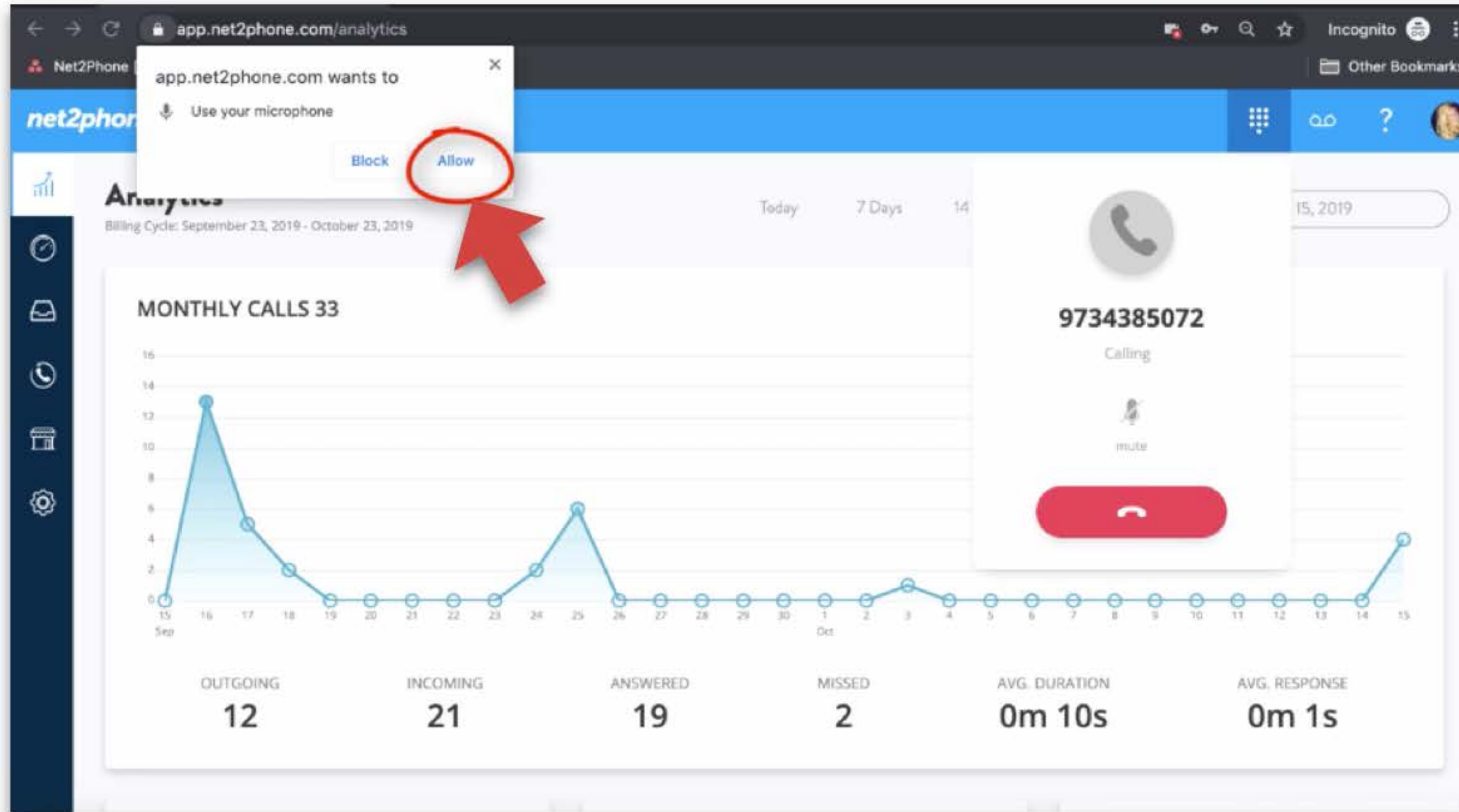
NUMBER
(973) 988-9669
(973) 756-2977
(786) 842-0117
(786) 765-1067
(786) 765-1068
(786) 842-0110
(973) 554-1112
(973) 554-1113
(973) 554-1115
(973) 988-9666

8627540162

1 2 3
4 5 6
7 8 9
* 0 #

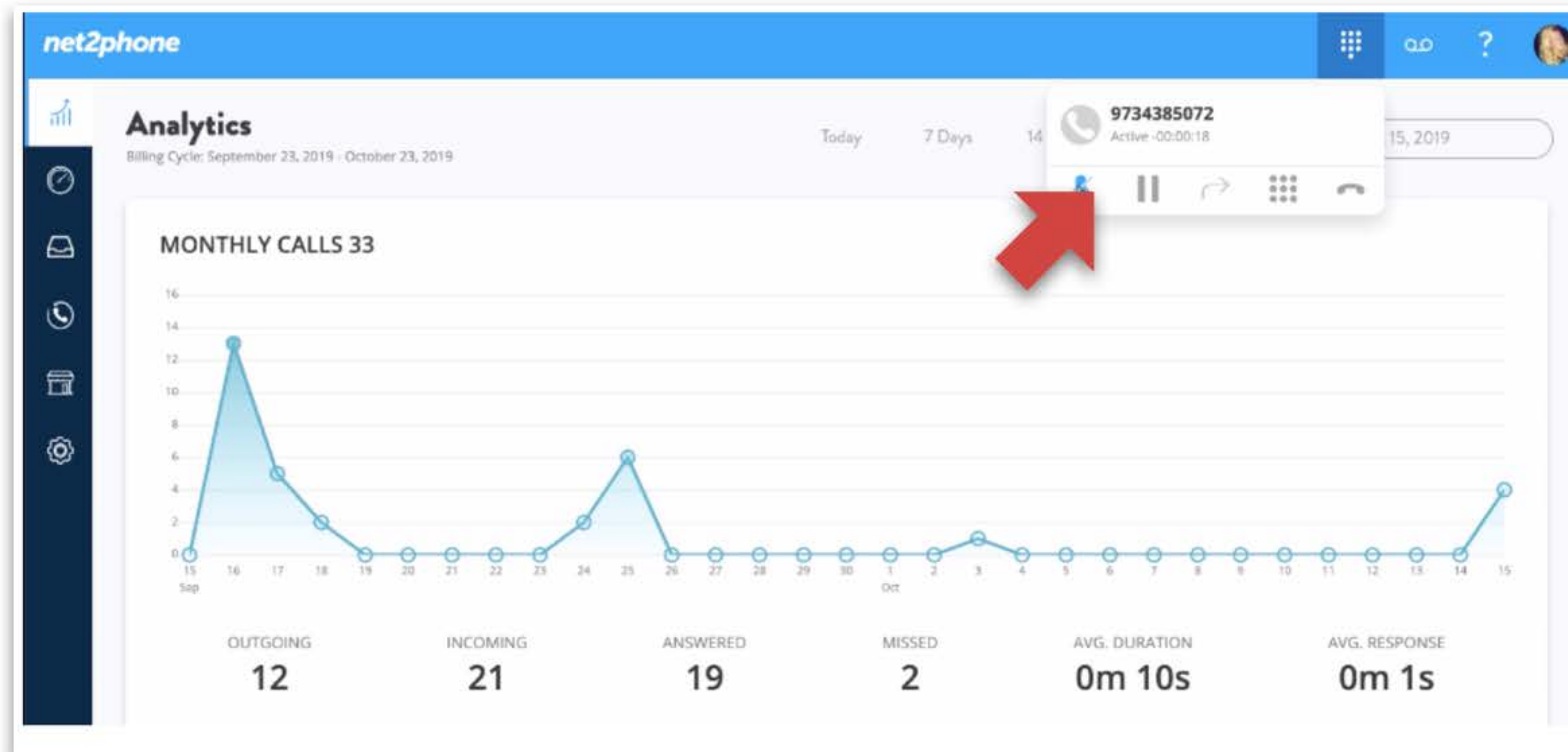
Holiday Welcome Menu
Company Closing
Support
Intercom
Unassigned

When dialing for your first time you might get a prompt to allow net2phone to use your microphone. **Press “allow” to continue** to use the call.

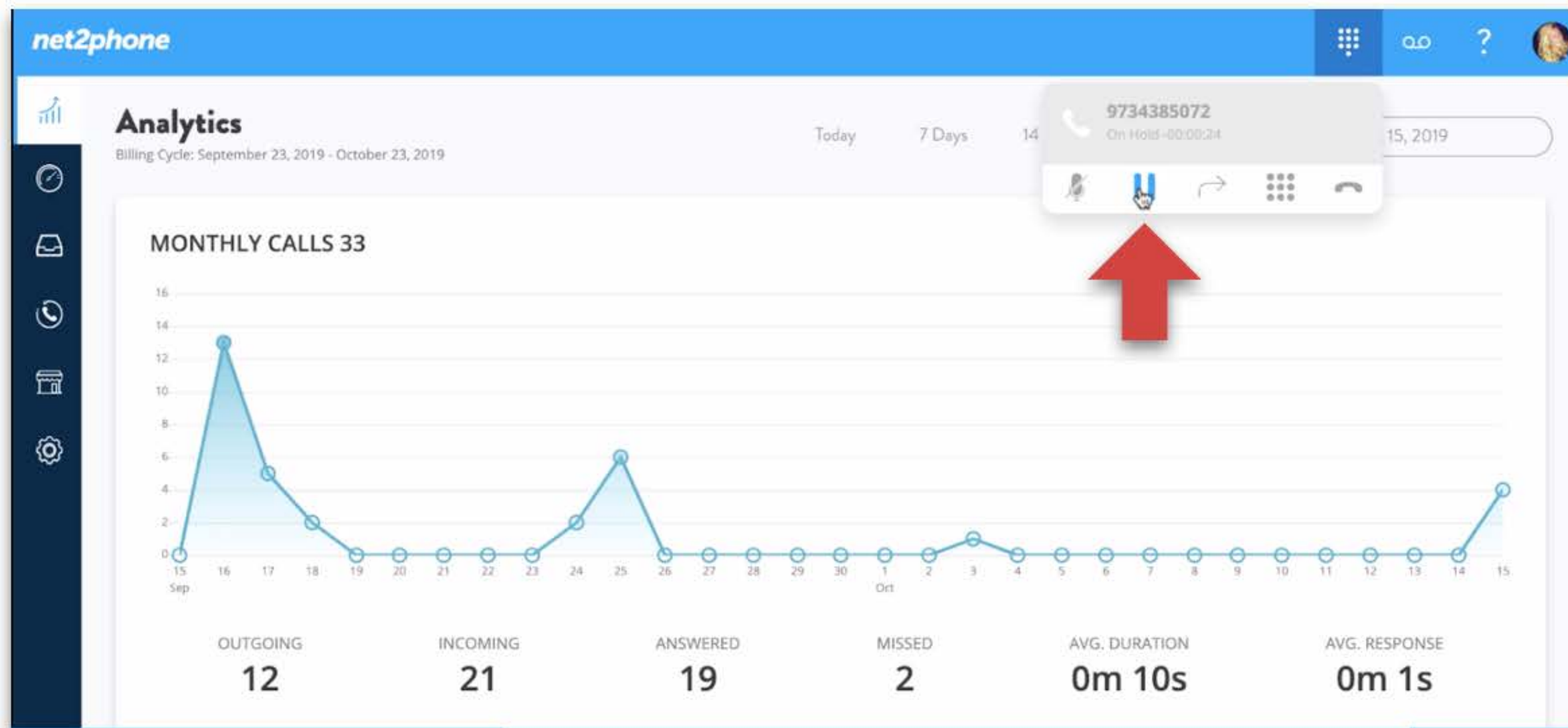


Wait for the recipient to answer the call.

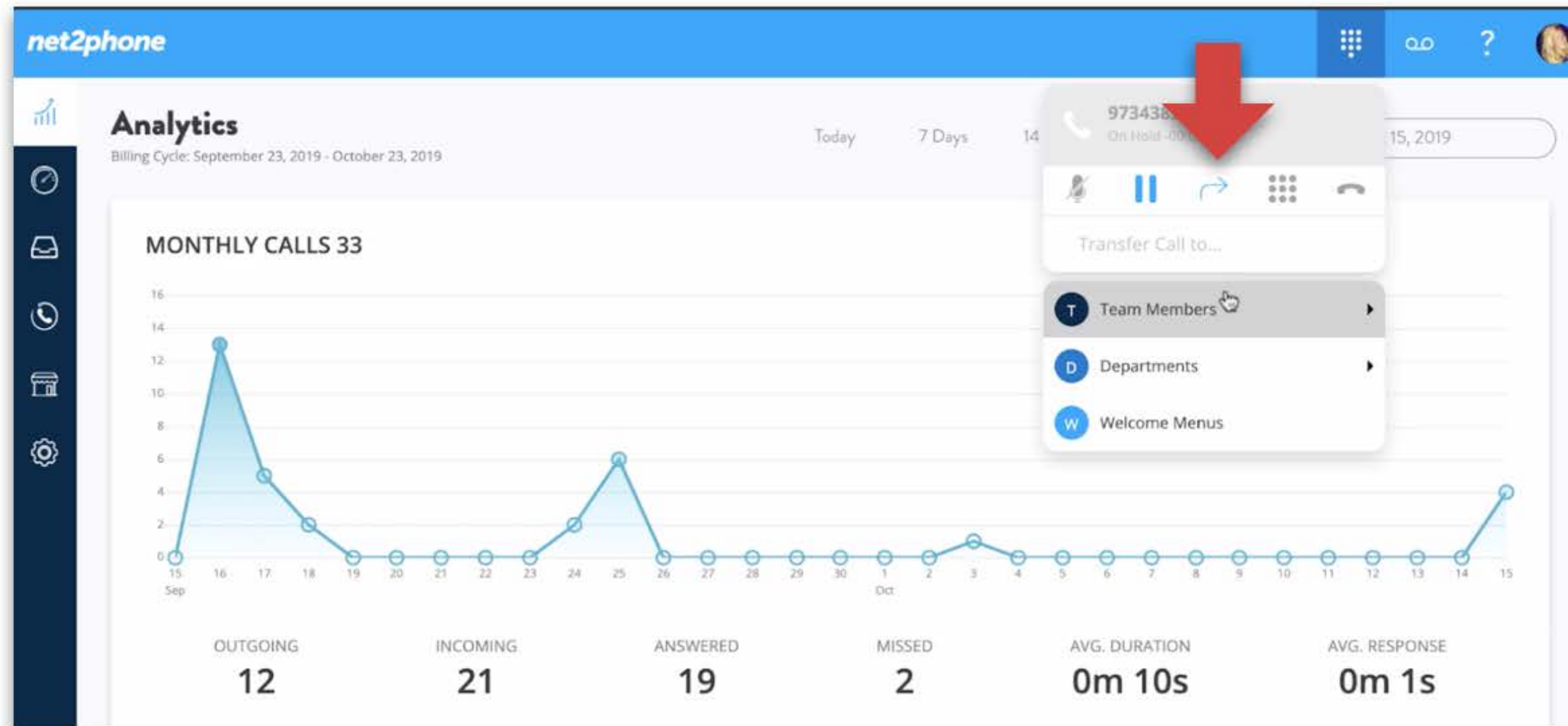
To **mute** your **call** click on the **microphone icon** so the recipient is not able to hear you on the other end.



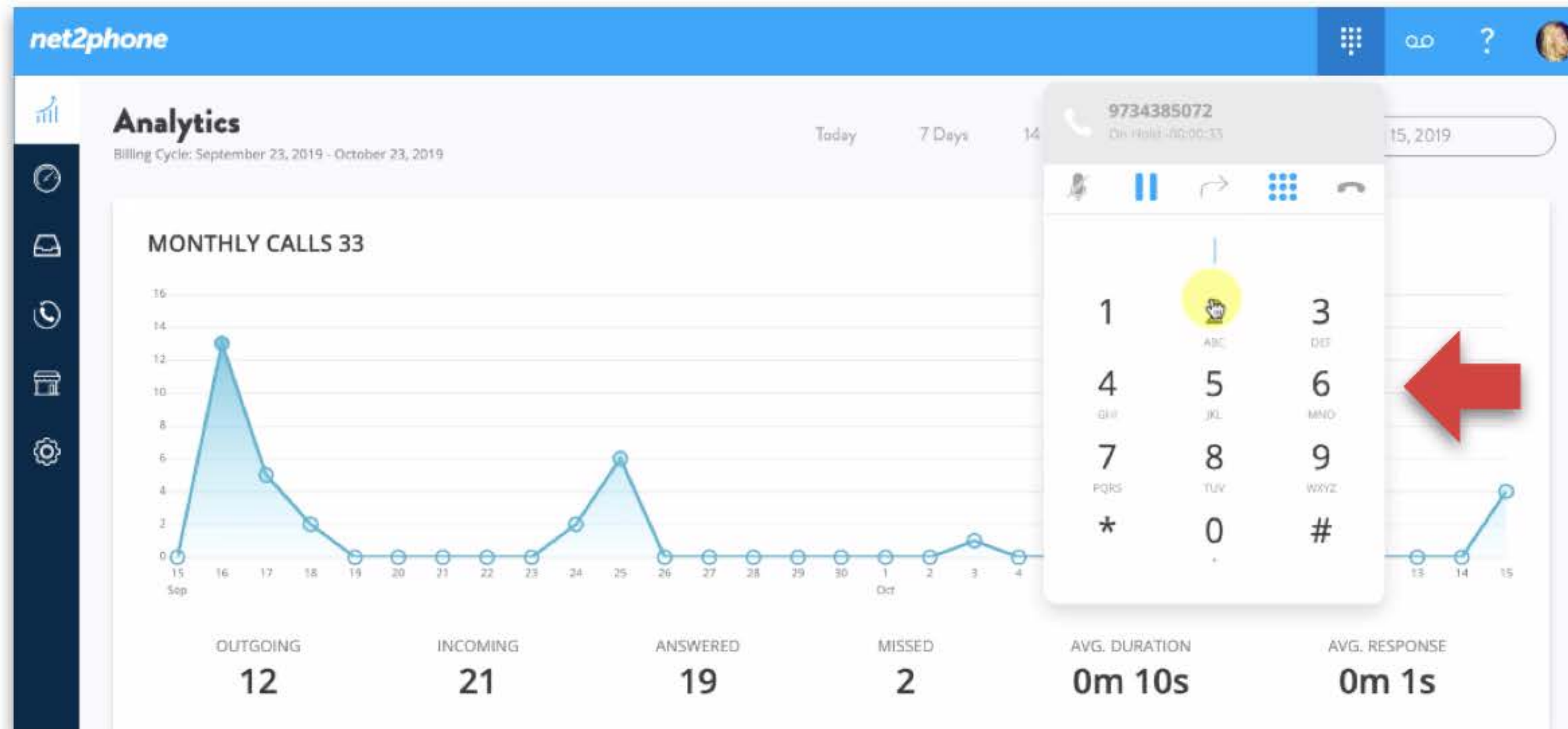
Press the **pause button** to place the caller on **hold**.



Use the transfer button to transfer to other departments, team members or welcome menu.



Use the *dial pad* to enter in prompts when necessary on a call.



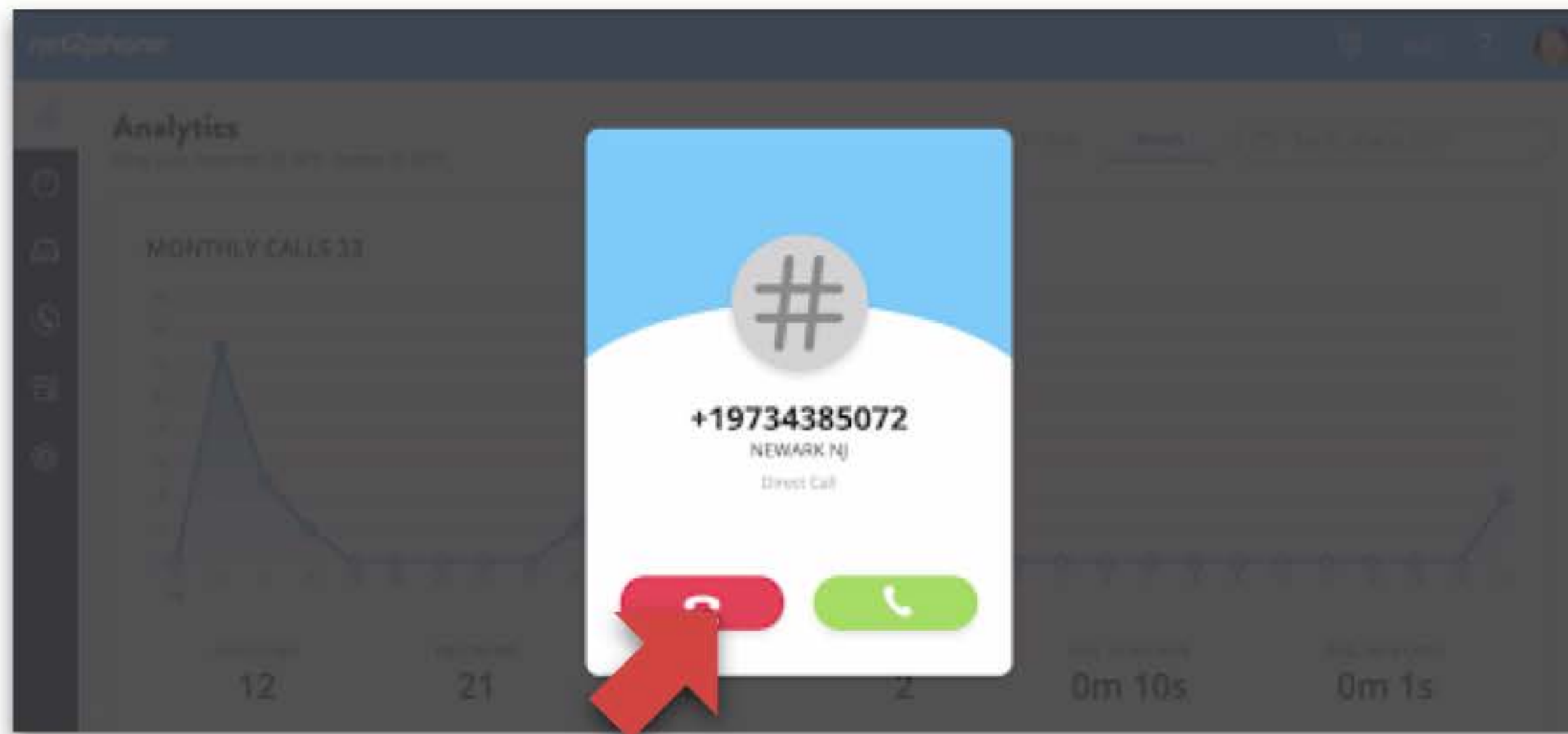
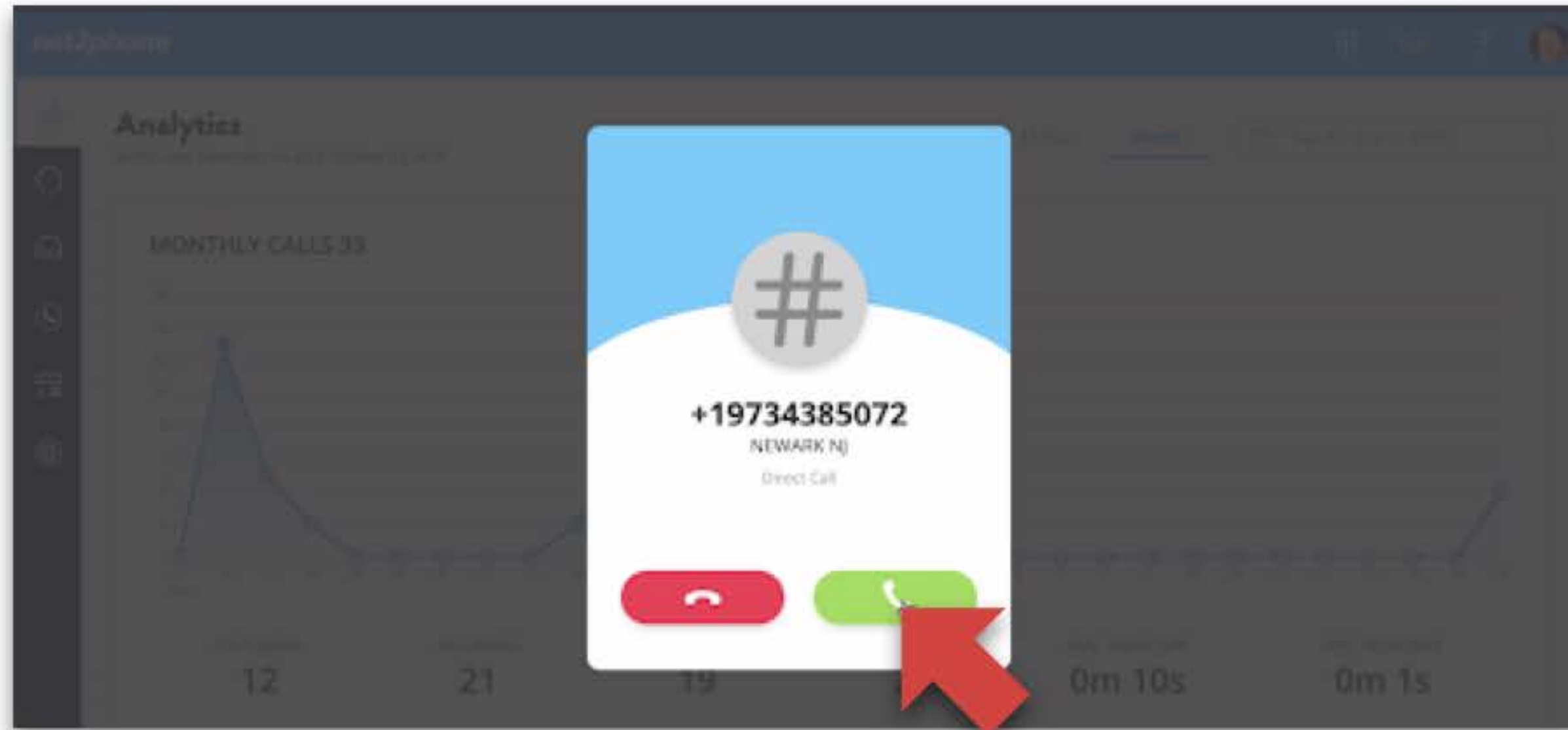
Press the red phone button to disconnect and end the call.

The screenshot shows the net2phone Analytics dashboard. The main area displays a line graph titled "MONTHLY CALLS 33" for the period from September 15 to October 15, 2019. The graph shows a peak in calls on September 16. Below the graph, summary statistics are provided:

Category	Value
OUTGOING	12
INCOMING	21
ANSWERED	19
MISSED	2
AVG. DURATION	0m 10s
AVG. RESPONSE	0m 1s

An overlay window is open for a call with number 9734385072, which is currently on hold for 00:00:37. The overlay includes a numeric keypad and several control icons. A red arrow points to the red phone icon, which is used to end the call. Other icons include a microphone, a pause button, a transfer button, and a grid icon.

Click the **green phone icon to accept** incoming calls or select the **red phone button to reject** the call.



View all calls within your **call history** section of your net2phone portal.

The screenshot displays the net2phone portal interface. At the top, there is a blue header with the 'net2phone' logo and navigation icons. Below the header, a dark blue sidebar contains several icons, with a red arrow pointing to the 'Call History' icon. The main content area is titled 'Calls' and features a 'CALL HISTORY' section. A notification banner at the top right indicates a 'Call Rejected' from NEWARK NJ, 19734385072 on Tuesday, Oct. 15, 2019 at 2:57 PM. Below this, there are buttons for 'GENERATE CSV', 'Mine', and 'Company'. The call history is presented as a table with columns for 'FROM', 'TO', 'DURATION', 'TIME', and 'CHARGES'. A red arrow points to the 'CHARGES' column. The table lists several calls, including one from (973) 438 - 5072 to Alexandra Lasky (Direct (973) 988 - 9669) with a duration of 00:00:15 and charges of \$ 0.00.

FROM	TO	DURATION	TIME	CHARGES
Today				
(973) 438 - 5072	Alexandra Lasky Direct (973) 988 - 9669	00:00:15 Hung Up	2:57 pm	\$ 0.00
(973) 438 - 5072	Alexandra Lasky Direct (973) 988 - 9669	00:00:40	2:56 pm	\$ 0.00
Alexandra Lasky Direct (973) 988 - 9669	(862) 754 - 0162	00:00:00 Failed	2:56 pm	\$ 0.00
Alexandra Lasky Direct (973) 988 - 9669	(973) 438 - 5072	00:00:07	2:55 pm	\$ 0.00