WEC Desktop app user guide
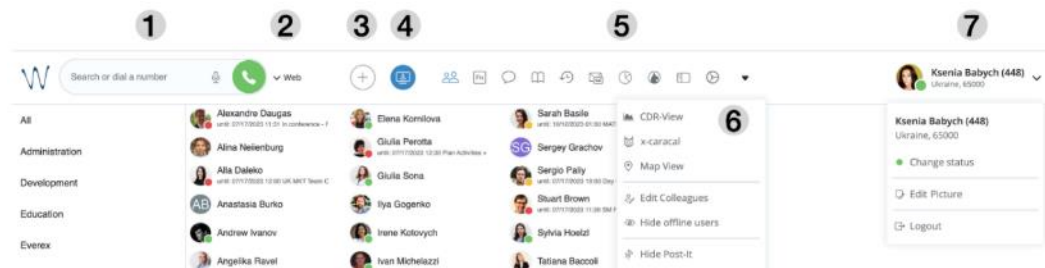
- 1 - Login
- 2 - Password
- 3 - "*Remember me*" option
- 4 - Single sign-on with Google
- 5 - Single sign-on with Office 365
- 6 - Click to log in

Note : Please Enable desktop notifications (incoming call/ chat/ voicemail and other popup notifications)

Top menu guide:

1 - Search field with speech recognition and call button: search for colleagues and contacts and perform quick actions from drop-down list
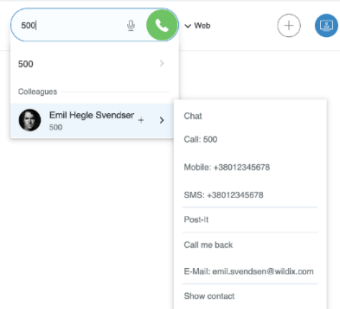

2 **Device** **selection**: active device to place and answer calls
3 **create group chat**
4 **Video conference**: create and manage videoconferences
5 Other tabs of Collaboration:
6 Other (expanded):

- **Edit Colleagues**
- **Show / hide offline users**

7 User name, extension, picture and logout option

User status and status message

You can quickly change your user status:

1. Click on your current user status
2. Select a different user status from the list of available ones:
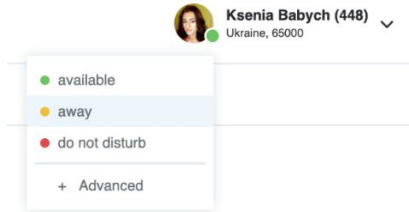
To add a status message:

1. Click on your user status in the top menu
2. Click + **Advanced**
3. Enter the status message into the field
4. Click **OK**:

To set up Away status:

1. Click on **available** status
2. Select **Away** from the list
3. Select **Until** date and time ("*until*" value is optional while setting *Away/ DND* status. If it is not defined, user status switches back to *Available* after one hour)
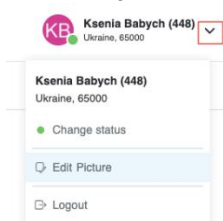4. Click **OK**:
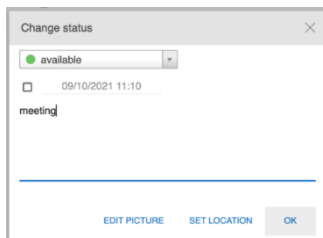
Note: do not enable DND

User Pictures:

Users who have not set up their user picture, are displayed with initials (default avatar).

To set up / edit user picture:

1. Expand your user status in the top menu
2. Click **Edit picture**

Choose the File on your PC (the picture is loaded)

3. Click **Save**:

Colleagues

Select **Colleagues** in the top menu.

Users are subdivided by work teams (managed on the WMS side). You can view all the users by clicking on **All** section or select a specific work team to view only its users. The maximum number of users that can be displayed in *Colleagues* is 200.
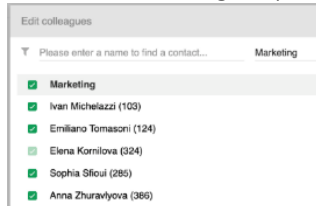
User status, user name, and user picture are displayed for each colleague. Mouse over a colleague shows additional buttons with available actions (Call / Chat / Post-It / Call me back etc):

To add/ remove a user from your menu

1. Select **Other** in the top menu -> **Edit Colleagues**:
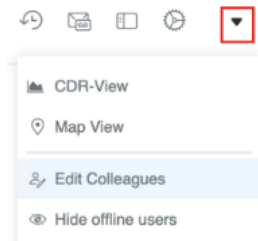
2. Select the colleagues (or work teams) that you want to add to your roster:

3. Click the **Tick** icon to save

User status icons explanation

- - available (user is connected to Collaboration)
- - offline (user is not connected to Collaboration and has no active devices)
- - reachable by phone (user is not connected to Collaboration but has an active device)
- - talking (device status)
- - ringing (device status)
- - away (user-defined status, if grey = offline)

Active device for calls

You can make and receive calls directly from Collaboration or control other devices registered to your account, including hardware phones smartphone apps (iOS / Android). Select the active device for making and receiving calls in the top menu:
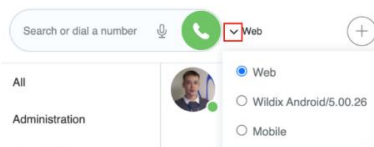
Note: when selected device becomes unavailable, "*Web phone*" is automatically selected.

- Enter the name (user name or contact) or phone number (extension number or any external phone number) and select **Call: [number]** from the drop-down menu:
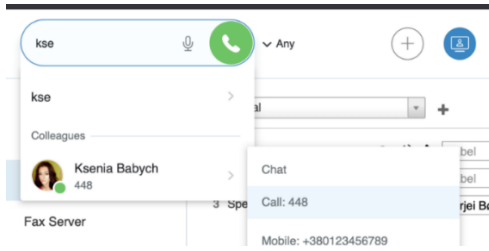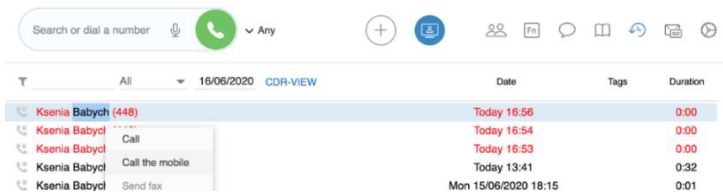
- Mouse over a colleague and click on the **Handset** icon
- Or mouse over a colleague, click on **Options** button (three dots) and select **Call**
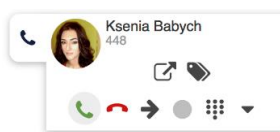- Or right-click on a colleague and select **Call**
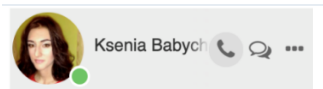
Right-click on an entry and select **Call / Call the mobile**

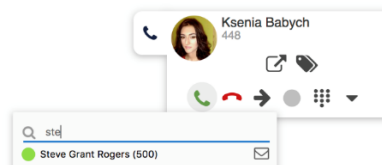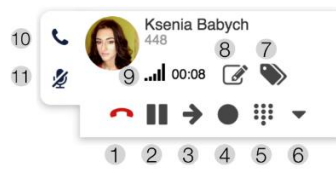A call dialog window is displayed when there is an incoming call:

- To answer a call: click the green **Handset** icon
- To decline a call: click the **Hang up** (red) icon
- To forward a call without answering: click **Arrow** icon, select the contact to forward a call to

Call management

You can manage a call directly from call dialog window:

1	Hang up
2	Hold/ resume
3	Transfer
4	Not active
5	Dialpad / Send DTMFs
6	Other (expanded):
7	Add tags
8	Not active
9	Call quality (shown only in case of a single call)
10	Hide/ display a call dialog window:
11	Mute/ unmute your microphone. Mute icon is crossed out by default (flashing when muted)

Hold/ second call

Click on the **Hold** icon during a call to put a call on hold/ to resume a call. The second party hears music on hold (set up on the WMS side).

When you make / answer a second call, the current call is automatically put on hold.

It is possible to swap between an active call and a call on hold by pressing the **Hold** icon (*Hold* icon is blinking in for the call which is currently on hold):
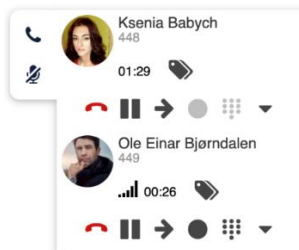
Switch active device during a call

In case you have more than one device registered to your account, you can switch them during a call using Continuity option in a call dialog window:

- Click **Other** -> **Continuity** and select the device you want to continue the call on
- The call is automatically picked up on the selected device
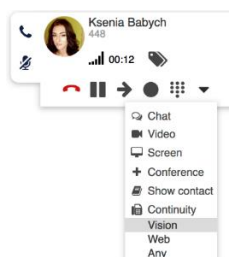
Call transfer

To transfer a call to another user:

1. During a call, click on the **Transfer** icon
2. Enter the contact name/ number (user status and additional phone numbers are displayed)
3. Click on the **Envelope** icon to transfer a call to Voicemail, the **Handset** icon for attended transfer and **Arrow** for blind transfer, in front of the number you wish to dial:
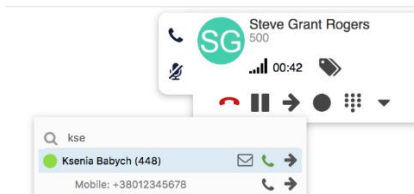
Conference call

It is possible to add users to call conference via Wildix Collaboration.

- When you have two calls, click **Other** -> **Conference** from one of the call dialogs to merge calls
- To invite more parties: make a new call and click **Conference** from the call dialog window:
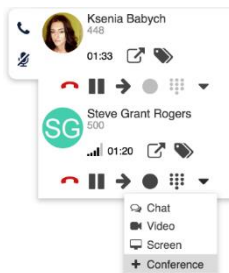
To close the conference, wait till other parties hang up. Otherwise, the conference manager receives an automatic callback after 5 seconds from each party who has not hung up.

To log out

1. Expand your user status in the top menu
2. Click **Logout**