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*We're so pleased you've started using WonderPhone! This guide will help you to get started and to understand the available functions.*

*WonderPhone client works with Microsoft Windows 7 and later. Microsoft Windows 8 or later is recommended for best functionality.*

## 1. Installation

Start by installing the client. You need access to the following installation file: "wonderphone.msi". Execute the file, which will be available either locally on your computer or shared in the network. Follow the installation guide. When installed run the application, and enter your log on information

The image shows a screenshot of the WonderPhone application window. The window title is "WonderPhone". The main content area features the WonderPhone logo (a cloud with "WP" inside) and a login form. The form has three input fields: a username field containing "patrik", a password field with four dots, and a server address field containing "wss://mywonderphoneserver;ipaddress". Each field has a small "X" icon on the right. Below the fields is a green "Log on" button and a "Forgot password?" link. At the bottom, there is a copyright notice "Copyright 2016 Datatal AB. All rights reserved." and a gear icon for settings. Four blue callout boxes on the left point to specific parts of the interface: "Login" points to the top left, "Enter your login details. Username and password." points to the username field, "WonderPhone server address You can enter 2 different addresses (DNS name or IP) separated by , or ; If you have different addresses when internal or external of your network." points to the server address field, and "Settings" points to the gear icon.

Login

WonderPhone

WP

Enter your login details. Username and password.

patrik

••••

WonderPhone server address You can enter 2 different addresses (DNS name or IP) separated by , or ; If you have different addresses when internal or external of your network.

wss://mywonderphoneserver;ipaddress

Log on


Forgot password?

Settings

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## 2. Settings

Now that the client has been installed, you need to go through the settings. It is important that these are correctly configured, as otherwise the sound may be played from the wrong device, for example. If your playback/microphone device (headset) is not listed, check connections and drivers.



The image shows a vertical stack of seven blue boxes on the left, each containing a short instruction. To the right is a screenshot of the 'Settings' window in the WonderPhone application. The window title is 'WonderPhone' and the subtitle is 'Settings'. The settings are organized into sections: 'Audio', 'Output-device', 'Input-device', 'Ringer-device', 'Ringtone for incoming calls', 'Ringtone for outbound calls', and 'Set focus to the call window'. Each section has a dropdown menu and a brief description of the setting.

Settings

Here you select the device that will play back the speech of the person to whom you are talking. If you cannot see your headset or other sound source, see connections and drivers.

Here you select the device that will pick up your speech (microphone). If you cannot see your headset or other microphone source, see connections and drivers.

Here you select the device that will play the ringtone for incoming calls. If you cannot see your headset or other playback source, see connections and drivers.

Here you select the audio file that will play when you receive a call (ringtone).

Here you select the audio file that will play when you make a call (call signal).

Select for the call window to be the focal point

WonderPhone Settings < Return

**Audio**

**Output-device**  
WASAPI:Högtalare (Plantronics Savi 7xx)  
Select the device that will be used for listening when in a call.

**Input-device**  
WASAPI:Transmit (Plantronics Savi 7xx)  
Select the device that will be used for speaking when in a call.

**Ringer-device**  
WASAPI:Högtalare (Plantronics Savi 7xx)  
Select the device that will be used for playing a ringtone on incoming call.

**Ringtone for incoming calls**  
Ring10.wav  
Select the sound file that will be played on incoming call.

**Ringtone for outbound calls**  
Ring01.wav  
Select the sound file that will be played on outbound calls.

**Set focus to the call window**  
When a call is created (inbound or outbound) the call window appears on top of all other windows but without taking focus. By selecting this checkbox, the call window will appear and be in focus.

Click to open hotkeys settings

Select for automatic sign in of the client  
– Recommended

Select for the client to start when Windows starts.  
– Recommended

Select for the client to display several active shortcuts at once.

Select for the client to display available reasons for absence together with your hotkeys for diversions.

Select to always include your contacts when searching.

Select your display language, requires restart of client.

## Hotkeys

Configure hotkeys

### Startup

Automatic Sign In

Start with Windows

Activates automatic start of WonderPhone when you log in to Windows.

Multiple Shortcut-selection

By enabling this checkbox you can view multiple shortcuts at the same time. Example: you could select Diversions, Call history and Contacts thus showing your Diversions, Call history and Contacts at the same time in the content list.

Merge shortcuts and reasons for absence

Will merge shortcuts and reasons for absence in the list automatically.

Always include contacts in search

Will always include matches from your contacts when searching regardless of having the contacts-shortcutbutton selected.

### Language

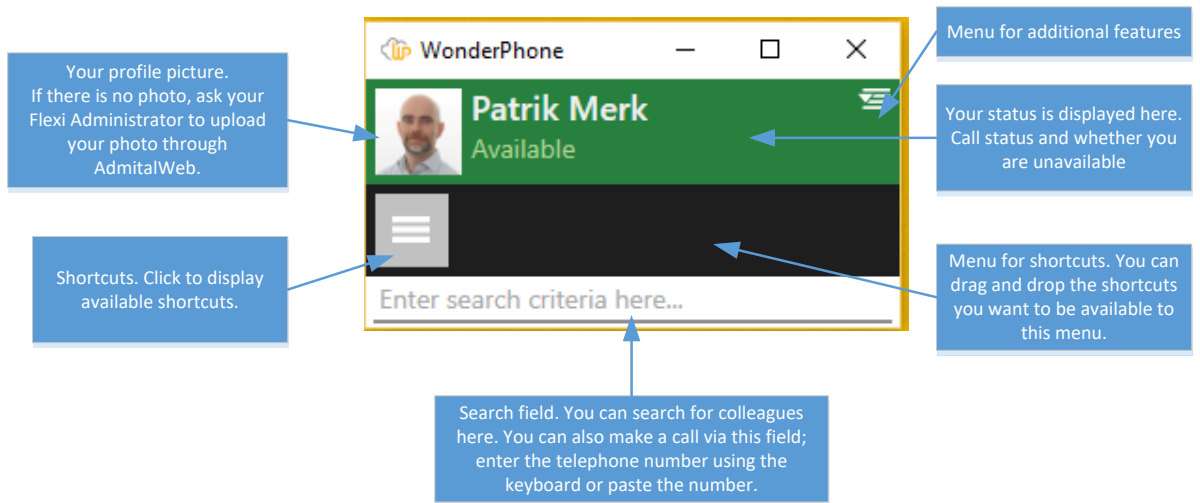
#### Application language

English

Specifies language in WonderPhone. Changing the language requires a restart of the application for the new language to be applied.

### 3. Window, shortcuts

This is what WonderPhone will look like the first time you log in.



#### 3.1 Shortcuts

The following shortcuts are available. You can drag and drop those that you want in the “shortcut menu”

The image shows a screenshot of the WonderPhone application window. The window title is "WonderPhone". The main content area displays a user profile for "Patrik Merk" with a status of "Available". Below the profile is a sidebar menu with the following items: Divisions, Call history, Colleagues, Contacts, Hotkeys, Voicemail, Groups, and Routes. To the left of the sidebar, there is a list of shortcuts, each with a description and a corresponding icon in the sidebar menu. The shortcuts are:

- Shortcuts. Click to display available shortcuts.
- Displays active and future diversions
- Displays your call history (incoming/outgoing)
- Displays your colleagues (added as favourites)
- Displays your contacts
- Displays your hotkeys (diversion)
- Displays your voicemail messages
- Displays your groups
- Displays your routes

### 3.2 Diversions

Your active and future diversions are displayed here. You can delete or edit the diversions for the current day. Click the menu icon or right-click on the diversion that you want to delete/edit.

Diversions

Your active and future diversions.

The screenshot shows the WonderPhone interface for user Patrik Merk, who is available. Below the profile is a search bar and a list of diversions. Each diversion entry includes a clock icon, the activity name, and the time range. A menu icon is visible on the right side of each entry.

Activity	Time Range
Lunch	12:00 PM - 1:00 PM
Gone for the day	4:00 PM - Tomorrow 9:00 AM
Lunch	Tomorrow 12:00 PM - 1:00 PM
Gone for the day	Tomorrow 4:00 PM - Friday 9:00 AM
Lunch	Friday 12:00 PM - 1:00 PM

Click here to delete or edit a future diversions.  
(Only on the same day)

### 3.3 Call history

Here you can see your call history (incoming and outgoing calls). You will see the time, date, call duration, whether the call was incoming or outgoing, and missed calls. You can call the same phone number by double-clicking.

The screenshot shows the 'WonderPhone' application window. At the top, there is a header for 'Patrik Merk' with a profile picture and the status 'Available'. Below this is a search bar with the text 'Enter search criteria here...'. The main area displays a list of call history entries. Each entry consists of a call icon (left arrow for outgoing, right arrow for incoming), a phone number, the date and time, and the call duration. The entries are color-coded: grey for outgoing calls, pink for missed calls, and grey for incoming calls. A blue box on the left contains five annotations with arrows pointing to specific elements in the call history list. A blue box on the right contains an annotation pointing to the menu icon of a missed call entry.

Call Status	Phone Number	Date and Time	Call Duration
Outgoing	019 [redacted]	Today 10:27 AM	01:27
Missed	Magnus Sidotelefon 2 (dect)	Today 10:08 AM	
Incoming	038 [redacted]	Today 10:01 AM	05:55
Incoming	No caller id	Today 9:29 AM	05:54
Missed	No caller id	Today 9:29 AM	
Incoming	043 [redacted]	Today 9:25 AM	00:22
Missed	04 [redacted]	Today 9:24 AM	

Call history

Arrow indicates Outgoing call

Pink colour indicates Missed call

Arrow indicates Incoming call

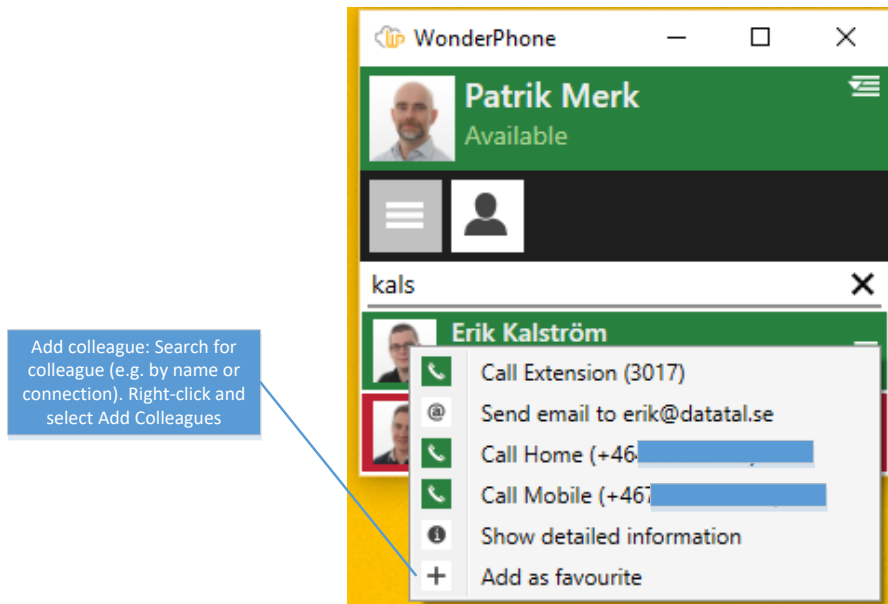
9:29 AM – Time of call (05:54) – Call duration

Double-click to call. Alternatively, right-click or click on the menu icon.

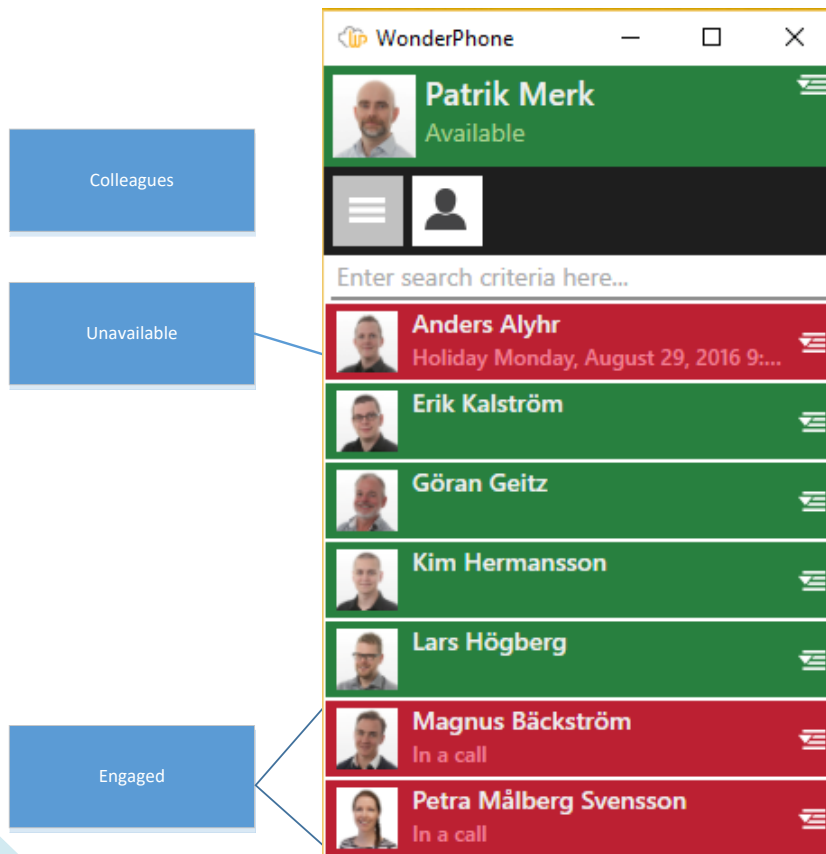


### 3.4 Colleagues

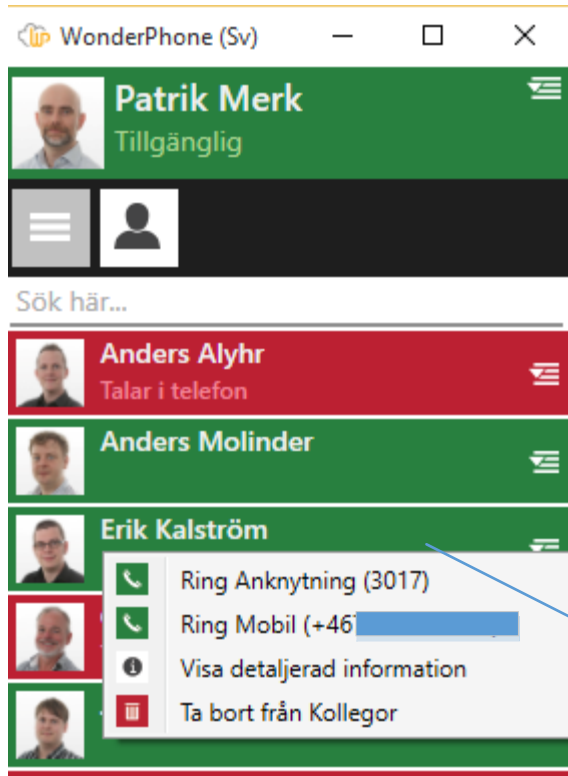
The colleagues you have added as favourites are shown here. If this view is empty, add colleagues by entering a name or connection in the search field, then right-click and select “Add colleagues”.



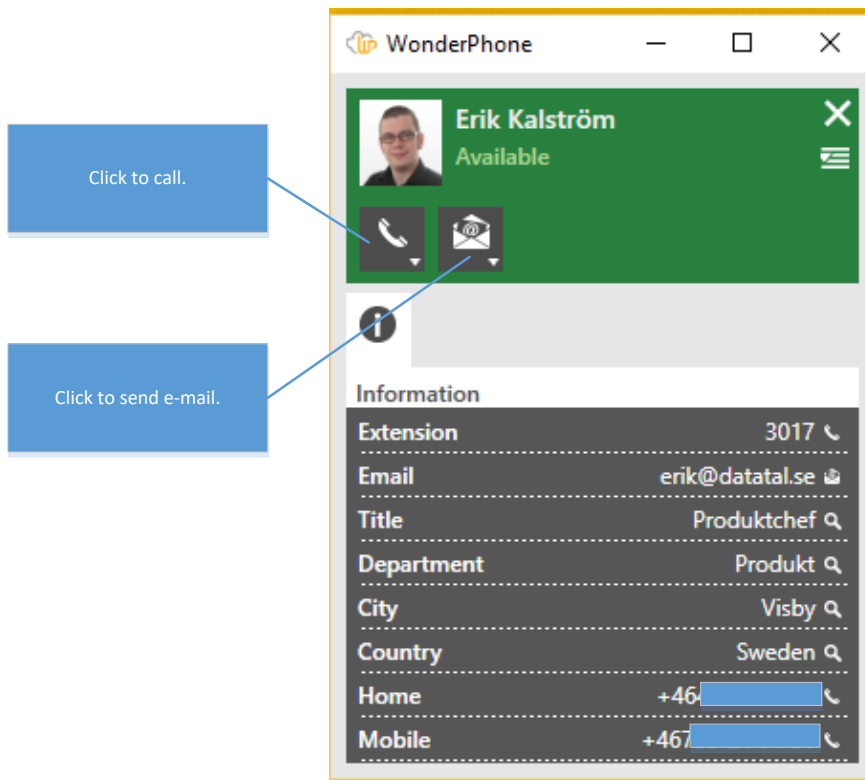
When you have added your colleagues, you can see if they are on the phone or unavailable. For a quick overview, we have two colours: Green = Available, Red = Unavailable,engaged or diverted)



Double-click on a colleague to call them or right-click and select the telephone number you want to call if there are multiple options registered for the user. You can also access detailed information about your colleague if you right-click and select "View detailed information".



Right-click on colleagues to see additional options



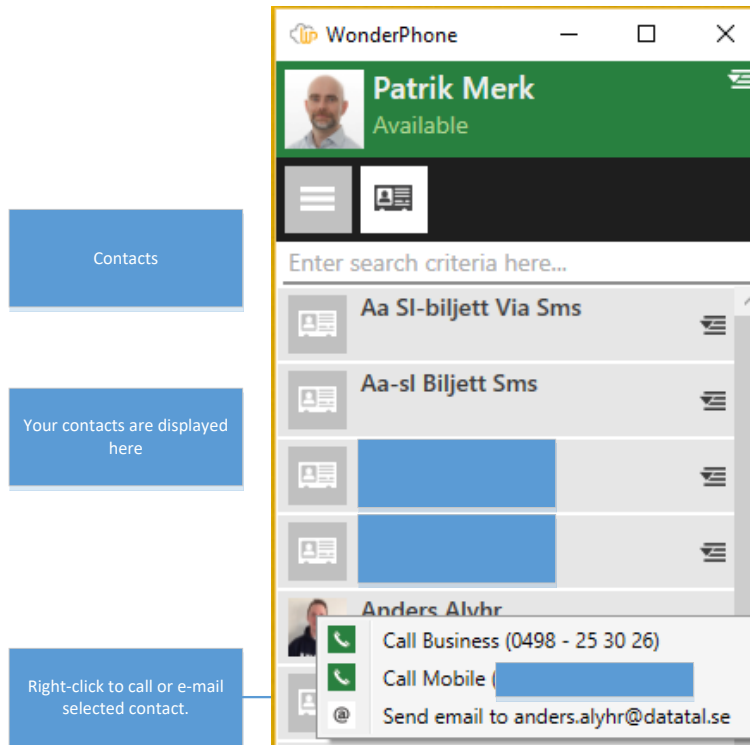
Click to call.

Click to send e-mail.

Detailed view:  
You can call fields that are marked with a handset. You can also send an e-mail, and fields with a magnifying glass are searchable.

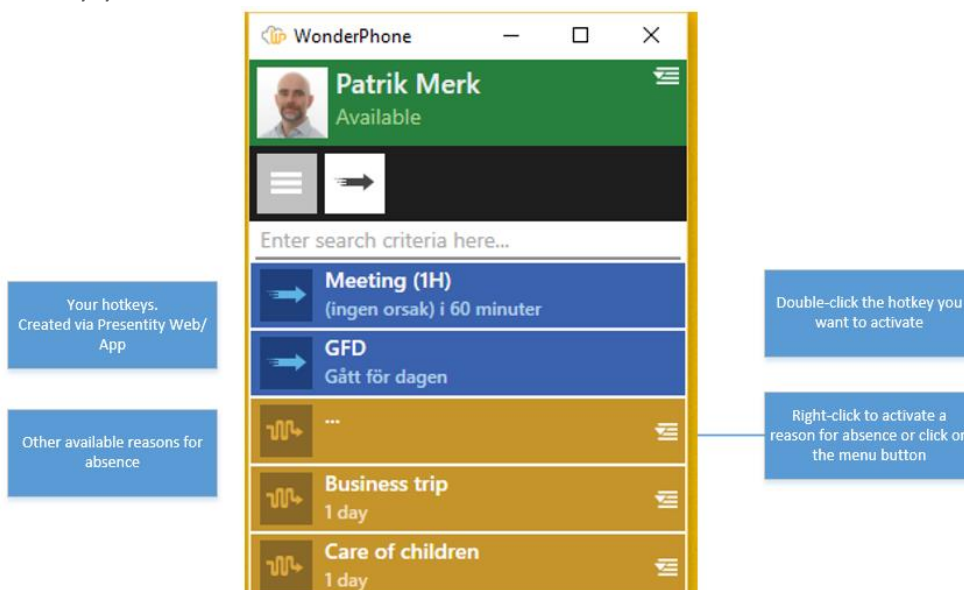
### 3.5 Contacts

Displays your Outlook contacts. You can call contacts in two ways: either double-click on a contact and call the first number entered for the contact or right-click and select the number you want to call if there are several numbers entered. You can also e-mail a contact by right-clicking and selecting “Send e-mail to...”

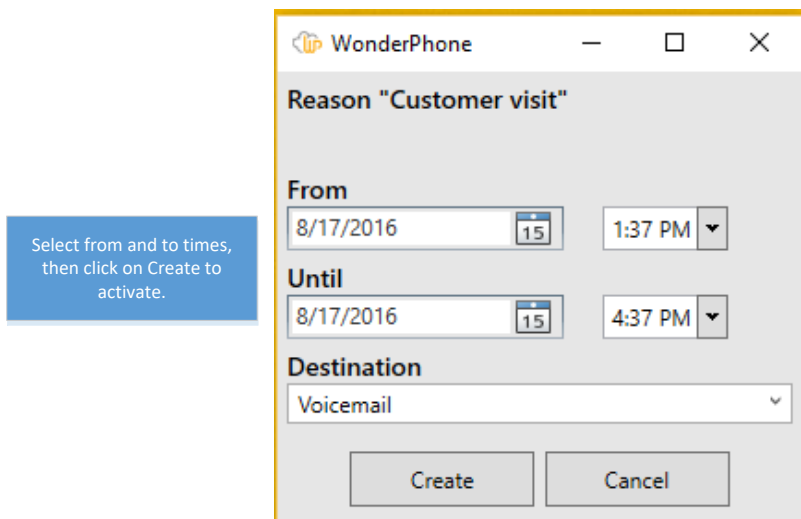


### 3.6 Hotkeys

Your hotkeys for diversions are displayed here. Hotkeys are created via Presentity Web/App. In the example below, the setting “Link hotkeys and reasons for absence” has been activated. To activate a hotkey, double-click one hotkey you want to activate.

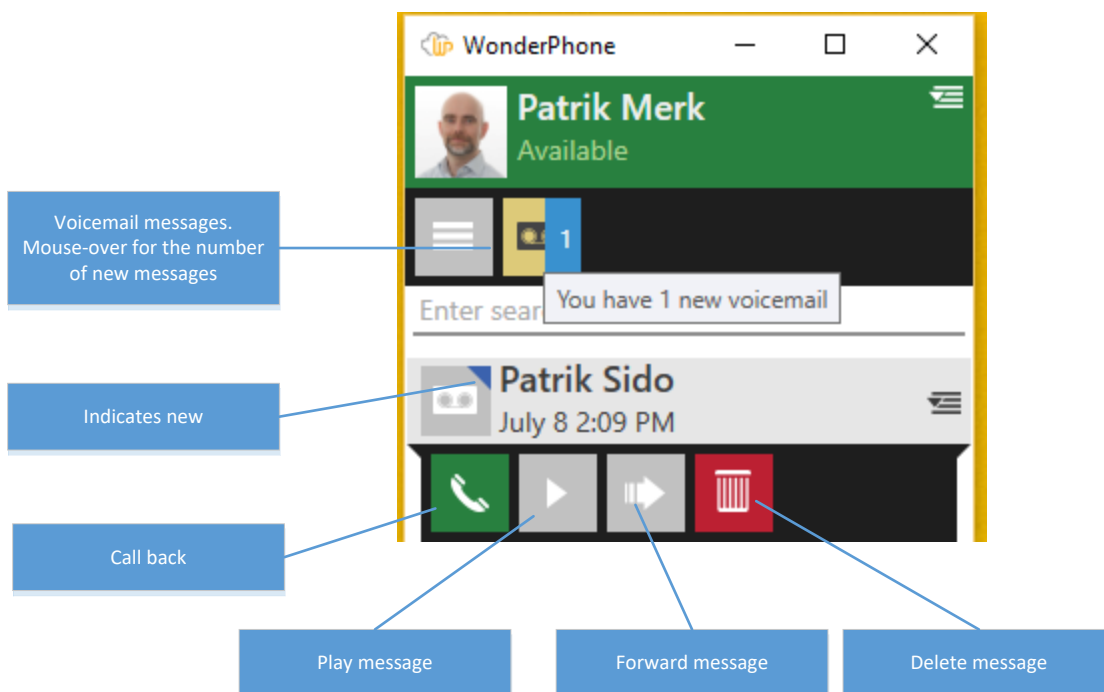


To activate a reason for absence: Right-click the reason for absence you want to activate, e.g. "(meeting)". A new window will then open where you enter start/end date/time.



### 3.7 Voicemail

Your voicemail messages are displayed here. You can listen, call, forward and delete messages.



### 3.8 Groups

The groups of which you are a member are displayed here. You can also see the other members of the group, as well as your own and their statuses. You can log yourself in/out of these groups, and if you are authorised to do so do you can do the same with other members.

The screenshot shows the WonderPhone interface with a user profile for Patrik Merk (Available) at the top. Below the profile is a search bar with the text "Enter search criteria here...". A list of groups follows:

- DennagruppärMaX** (3046): 27 / 54 members. A callout points to the right-click icon, stating "Right-click the group if you want to Log in/Log out".
- Sälj** (3032): 0 / 6 members. A callout points to the "0 / 6" text, stating "The number of logged in/ logged off members".
- Support** (3031): 2 / 10 members. A callout points to the "2 / 10" text, stating "The number logged in and who they are (with status)".

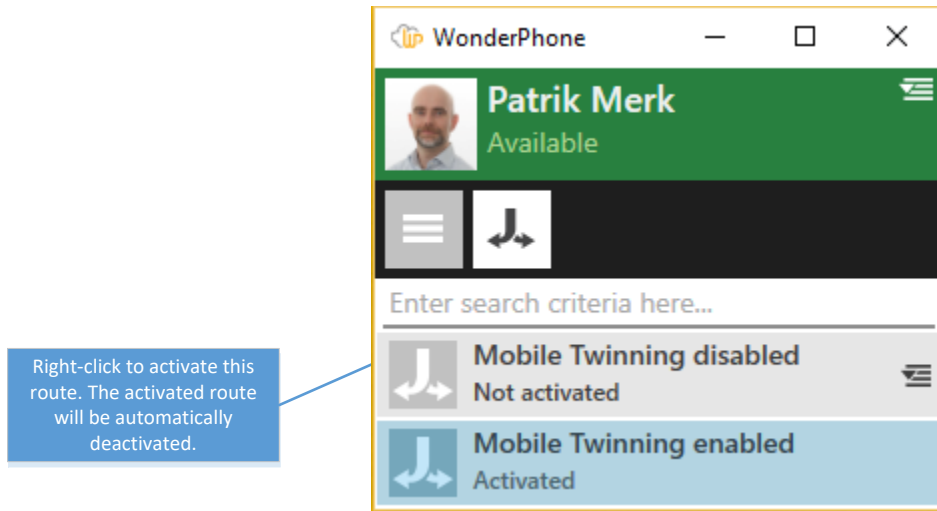
Below the groups, there are sections for "Logged in" (2 members) and "Logged out" (8 members). The "Logged in" section includes Magnus Sido and Thomas Persson. The "Logged out" section includes a user with ID 3039, Anders Alyhr (Holiday Monday, August 29, 2...), Carina Nilsson, Erik med ett jättelångt fö..., Göran Geitz, Magnus Bäckström (Gone for the day Tomorrow 1...), Patrik Merk, and Petra Målberg Svensson. A callout points to the "8" in the "Logged out" header, stating "The number logged out and who they are (with status)".

Other callouts include:

- "Groups" pointing to the group list.
- "Indicates that no one is logged in to the group." pointing to the "0 / 6" for the 'Sälj' group.
- "Click the arrow to show/hide members in group (logged in/ logged out)" pointing to the expand/collapse arrow for the 'Support' group.

### 3.9 Routes

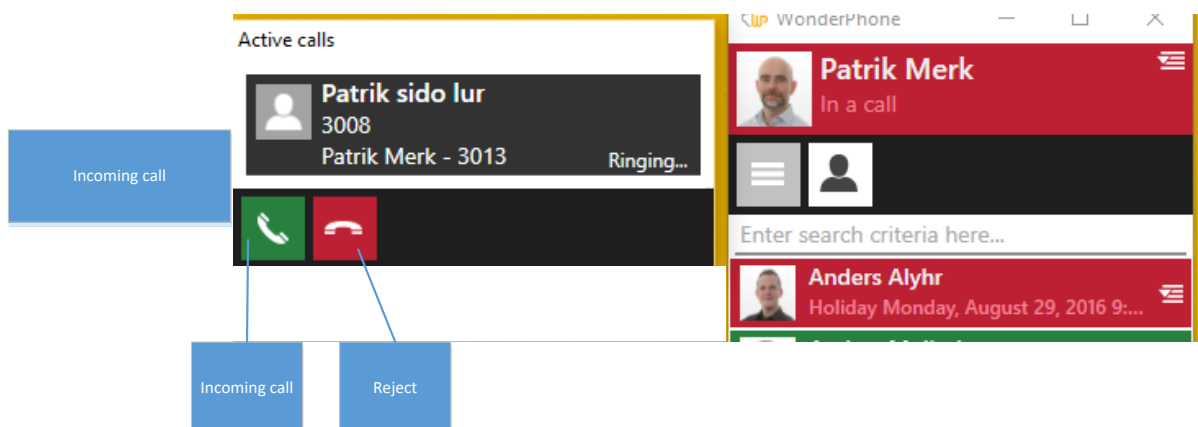
Here you can see your routes; you can switch between your routes by right-clicking on the route you want to activate/deactivate.



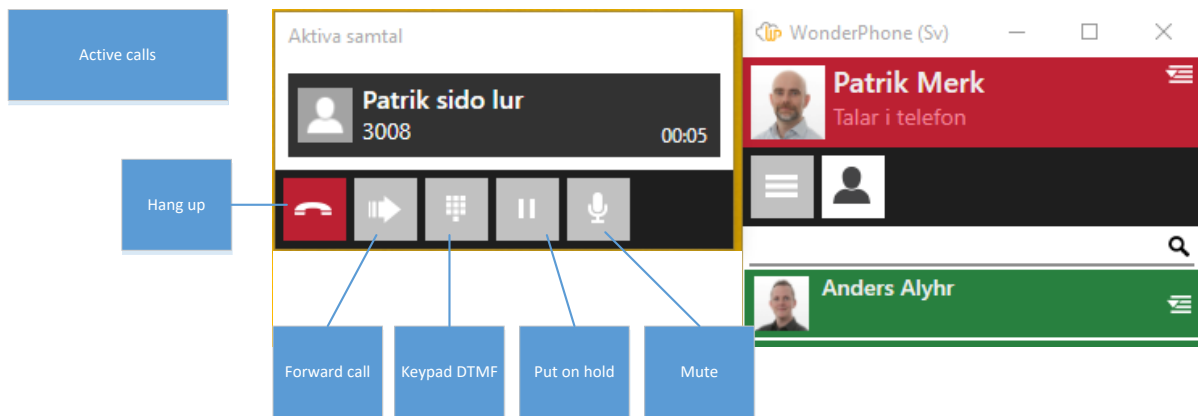
## 4. Call handling

Here we will describe how to make/answer calls and the functions available during a call: forward, put on hold, dial DTMF and mute.

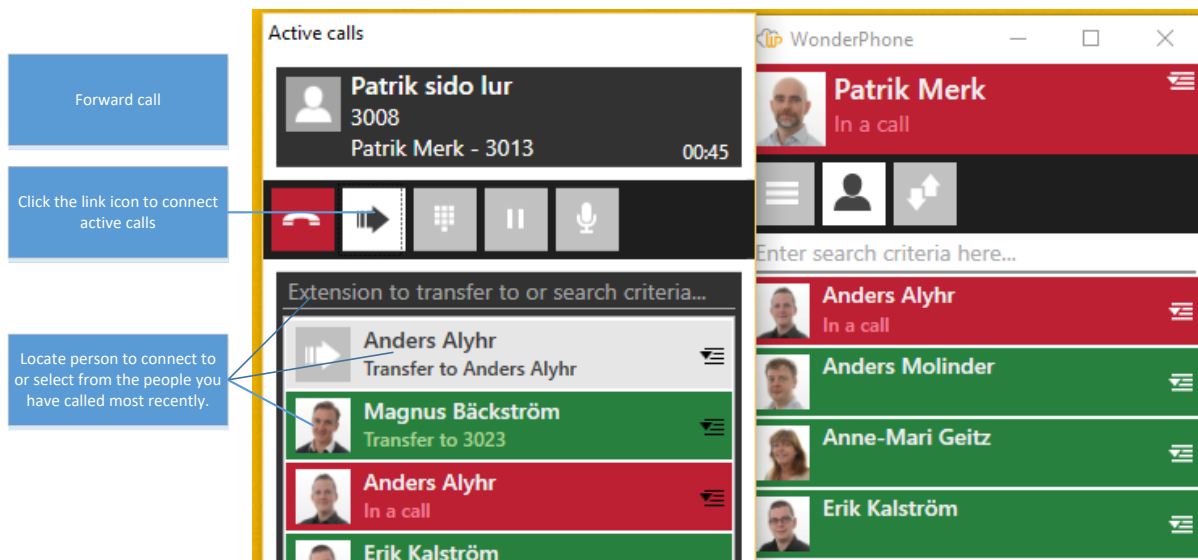
Answer incoming call: Click on the green phone in the Active call window, or if you have a compatible headset, you can answer using this.



## Active calls

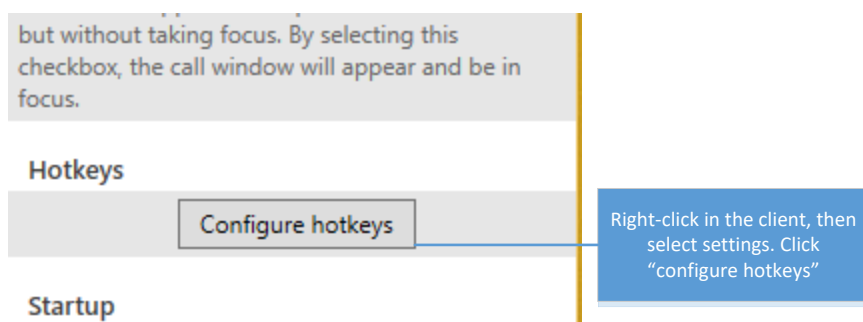


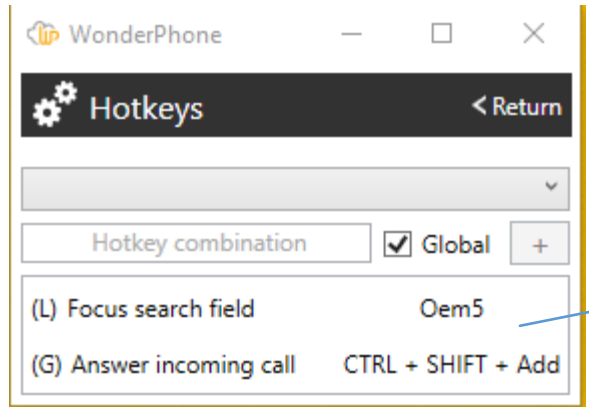
## Connect calls



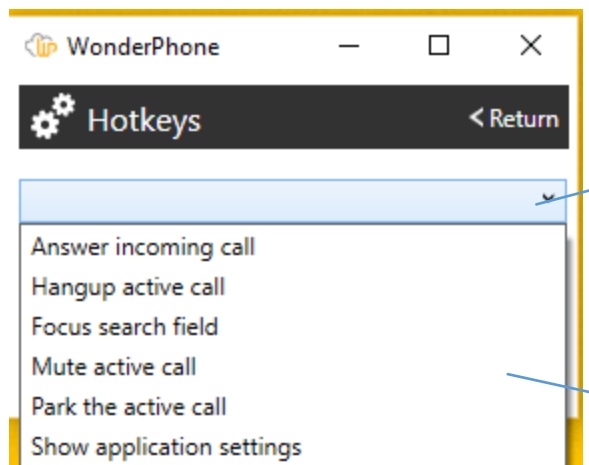
### 4.1 Keyboard shortcuts

Keyboard shortcuts allow you to activate functions on the keyboard using key combinations for easier management. Keyboard shortcut configurations can be found under Settings.



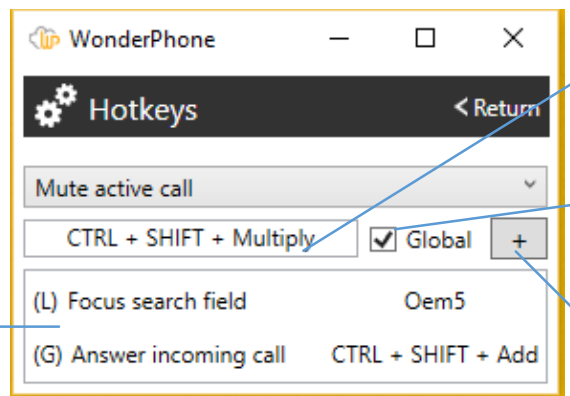


Here you can see which hotkeys keys are configured.



Click here to select function.

The features to which you can attach keyboard hotkeys are listed here. Choose a function.



In this field, specify which keyboard combinations will "trigger" selected functions.

Deselect Global if the keyboard shortcuts should only work when the client is the focal point.

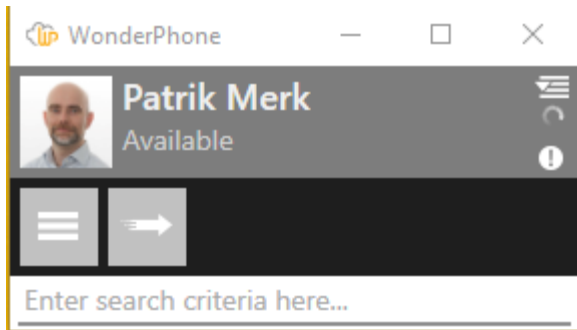
Click the + character to save.

(L) Works only when client is the focal point (G) Also works when client is not the focal point

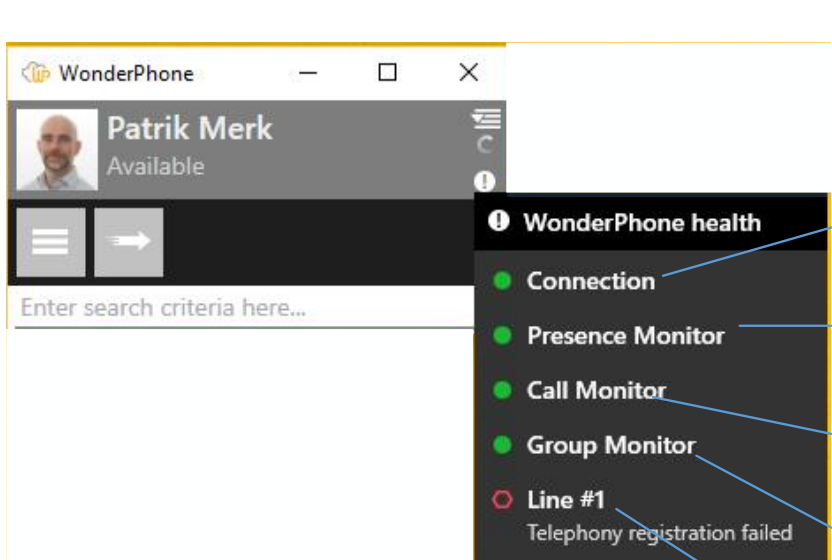


## 5. Troubleshooting

If the WP client experiences problems, an icon showing an exclamation point (!) will be displayed in the client. Click on it to see which interface is reporting problems.



This icon indicates that something is not working; click for additional information.

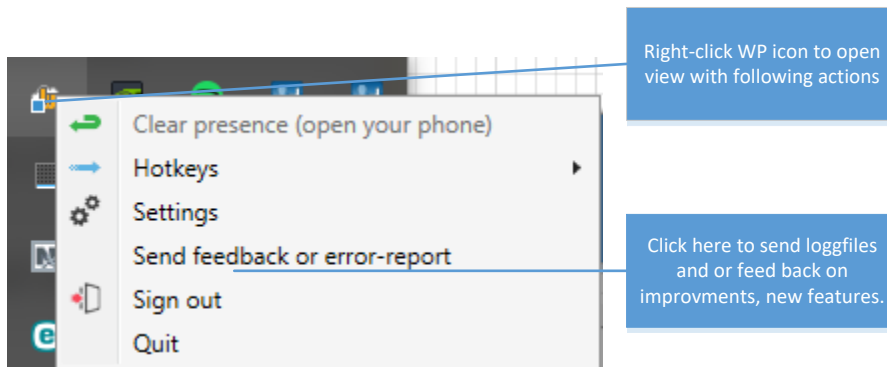


- WonderPhone status
- Connection. Connection between WP client and WP server
- Presence monitor. Your availability/call diverts
- Call Monitor  
Call monitoring
- Group Monitor  
Manages your groups
- Line #x Your line out from switchboard to the telecommunication network

## 5.1 Error reporting

If you want to report errors or provide feedback, you can do so directly through the client.

Right-click the WonderPhone icon in your “tray”. Select “Feedback or errors”



A new window will open where you can describe what happened or provide feedback. It is important that you are clear and describe what happened in detail in order to help us with troubleshooting. Before you report an error, you should contact your service partner. This is to inform them that you are experiencing problems and allow them to assist you, and they may even have a solution to your problem.

