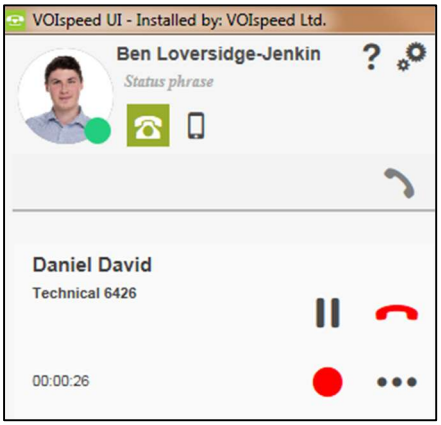
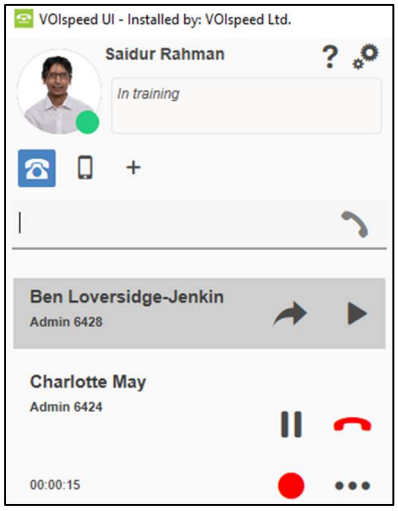
VOIspeed UCloud

Quick Guide for New starters on VOIspeed UCloud Phone System

Call Management

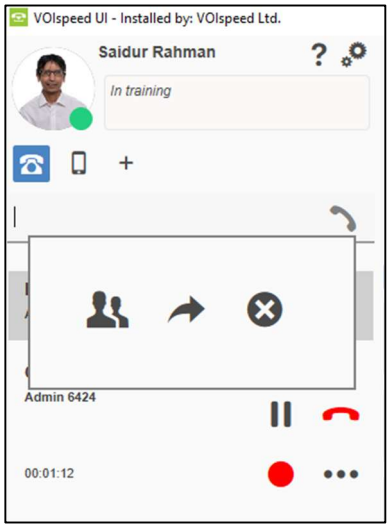
One way to make a call is to type in a phone number or contact name into the search bar in the top left of the screen. Another way is to look at the user list and double-click on the person to call.

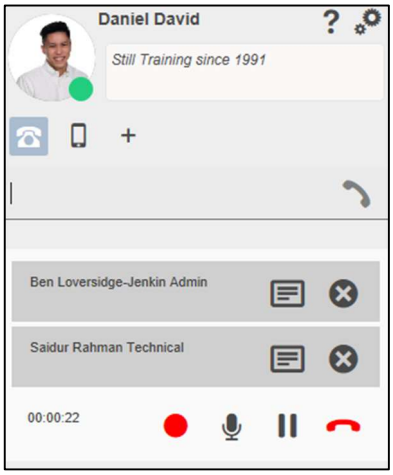




Transfer a call

Once you have answered a call or the person you are calling has answered you can either drag and drop participants to the icon of the person you wish to transfer the call immediately. Alternatively, call the person you wish to transfer to first and then transfer the call by dragging and dropping one icon on top of the other and then clicking on the arrow button (see right) once you have spoken to the intended recipient.



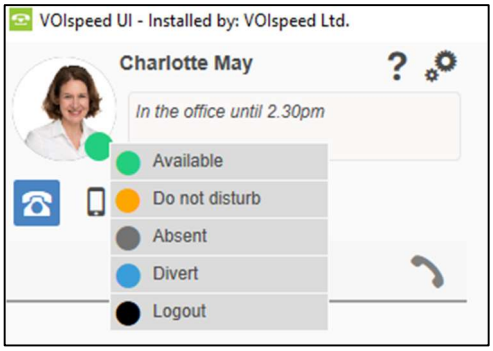


Set up a conference call

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 onto the other.

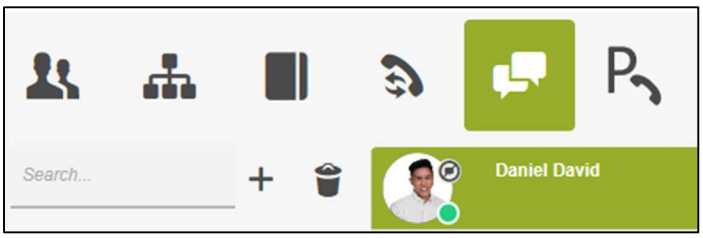
Change status and status phrase

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 your status. To change your status phrase, click on the writing that says status phrase below your name and edit the text. You can also upload your picture by clicking on the picture icon.



Chat and message functions:

To chat or text another user, you can right-click on their photo and go to the first text icon or second chat icon 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 the 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 the message you want as your voicemail, to reset it press the two arrows in a circle. To play your current voicemail message click on the play button.



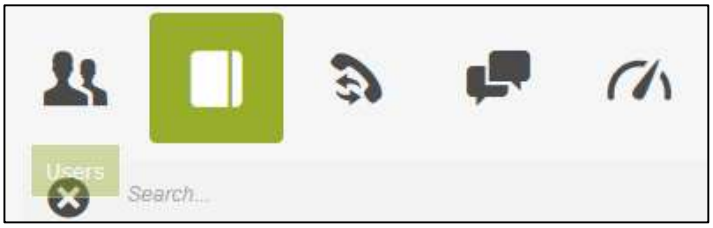
Hotkey

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



Phonebook

To make calls quickly add your contacts to the phone book, search for them and see who is calling you automatically. (see phone book icon on left)



Most of these features and your UI settings can also be managed from the VOIspeed App (icon left). You’ll find VOIspeed on the App Store or Google Play by searching for the word ‘Voispeed’.

For more info visit: https://www.voispeed.co.uk/ui-voispeed/ or click on the ‘?’ next to your status phrase on the UI, and see our ‘how to’ guides on each feature. If you’d like to become more proficient on the UI, please sign up for one of our webinars or call our technical support team on 01727 238552.

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