

ZiPLY Fiber Hosted Voice **Desktop App**



End User Portal Login

STEP 1

Log in to your End User Portal:

<https://um.ziplyfiber.com/#login.html>

STEP 2

Log in using the 10-digit phone number and the password given by your provider.

- Make sure to select, *“Remember me on this computer”*

The logo for ziplly fiber, with 'ziply' in green and 'fiber' in blue.

CommPortal Web

Please log in below.

Email / Number:

Password:

[Reset Password](#)

Remember me on this computer.

Login

Software Download

STEP 3 Select **Downloads** under Support at the bottom right of the screen

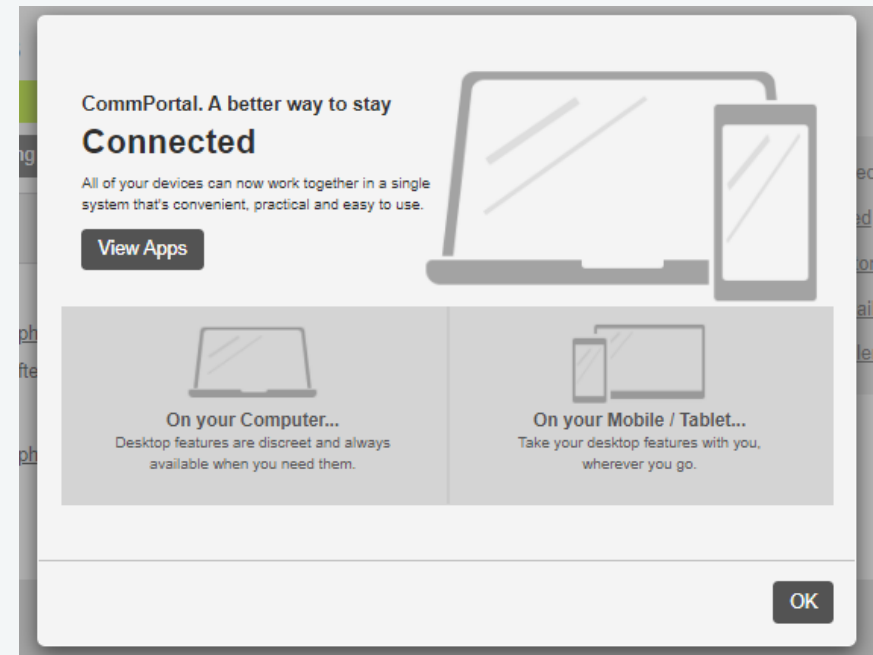
STEP 4 In the pop-up screen, select the laptop image, **On your Computer**

STEP 5 Select the appropriate software version to download

- Using a PC, Windows will be your default
- Using a Mac, Mac OS will be your default

STEP 6 Once the download is complete, open the file to initiate the Install Wizard

STEP 7 Follow the steps to complete the installation

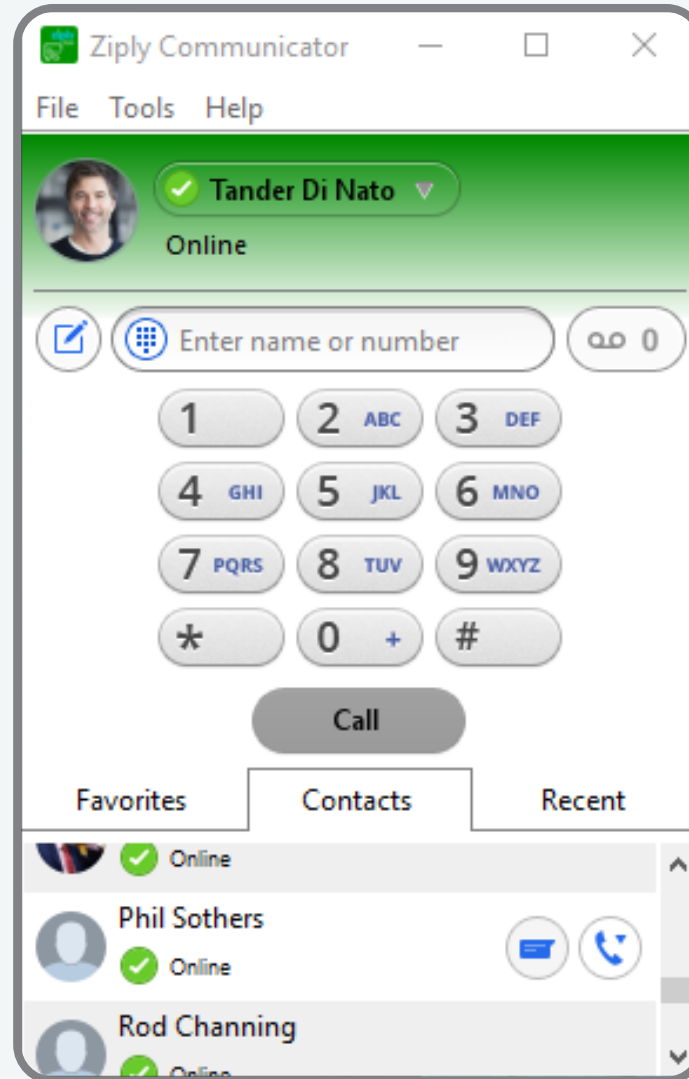


Main Screen

Presence / Registered Services

Dial Pad

Favorites



Call Menu / View all Settings

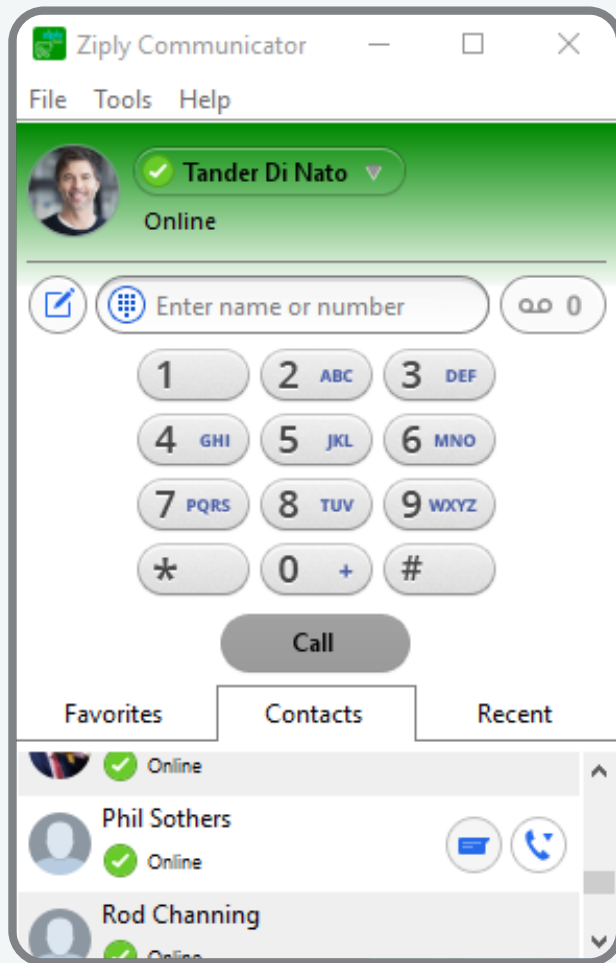
Voicemail Waiting Indicator

Enter Number or Search for a Contact

Recent

Contacts

Presence



Presence

Green icon - Availability

This is set by default when not on a call

Orange icon - Busy, On a Call or In a Meeting

Presence status changes when On a Call or In a Meeting

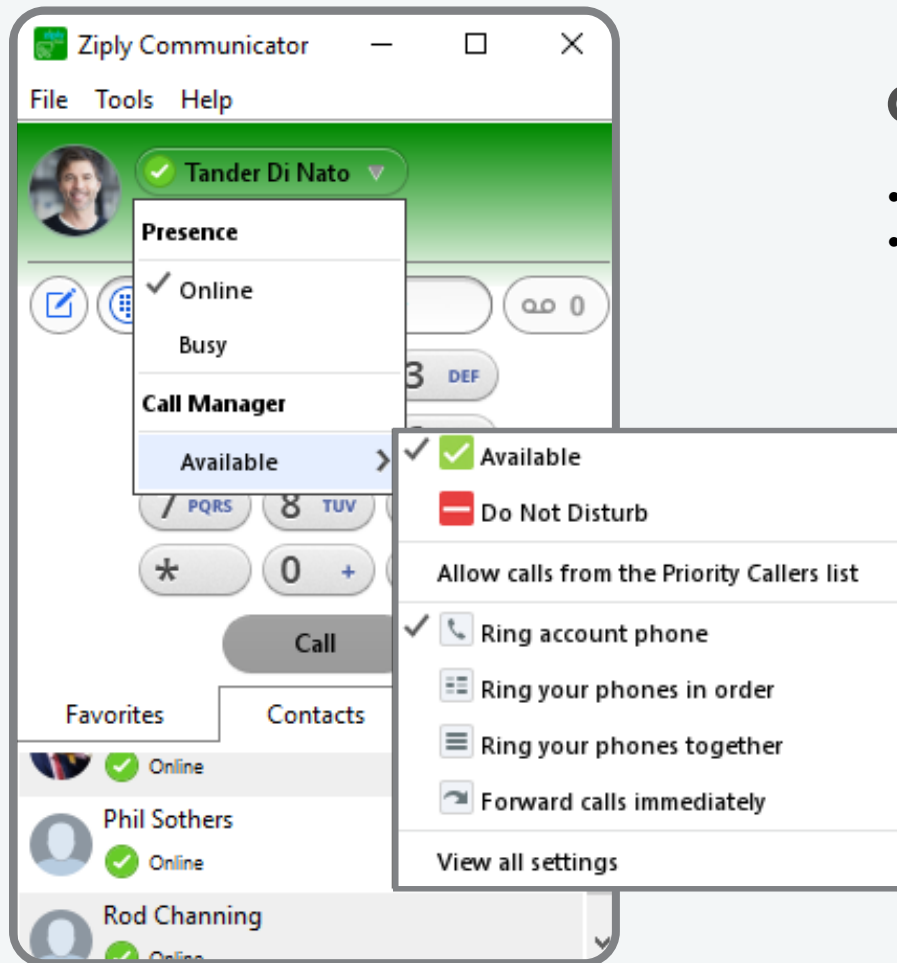
Yellow icon - Stepped Away

This status changes after 15 minutes when away from the PC

Red - Do not Disturb

- Presence can be manually set to Online, Busy or Do Not Disturb
- Customize your presence by indicating your location or action items

Call Manager



Call Manager

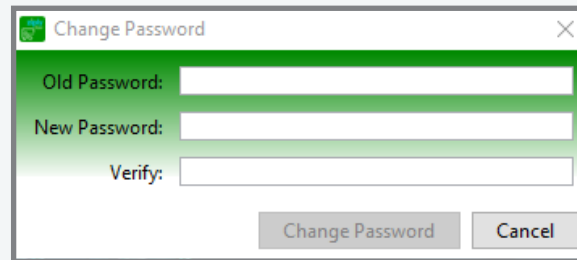
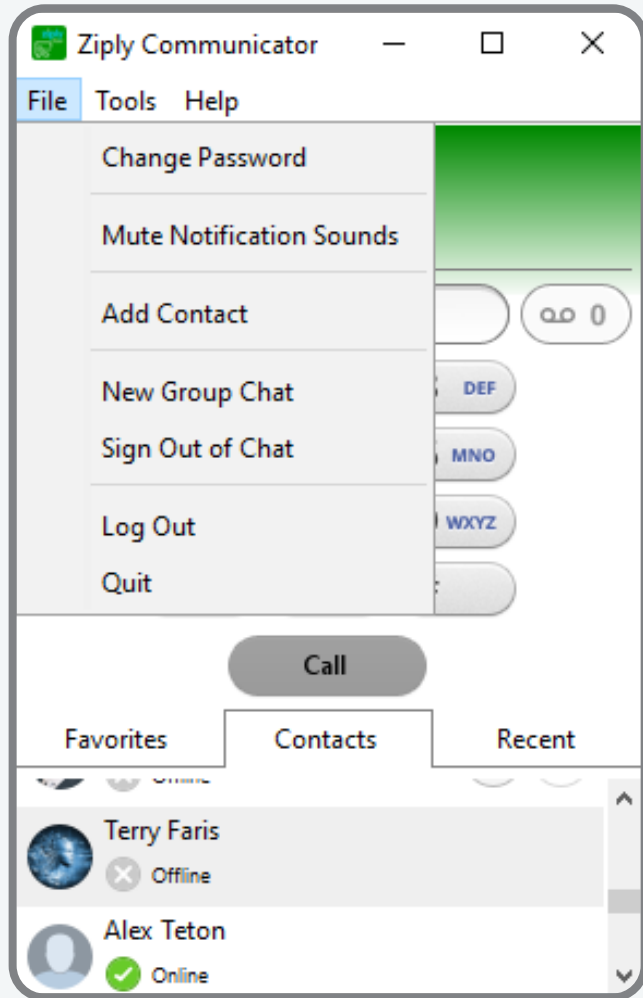
- Set availability (Available is the default)
- Select how calls should be routed

View all settings

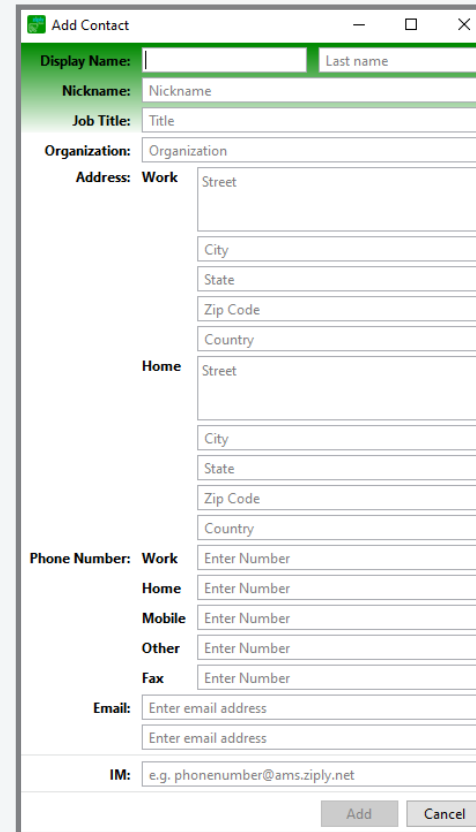
Route incoming calls such as:

- Call Forwarding
- Call Rejection
- Distinctive Ringing

Change Password

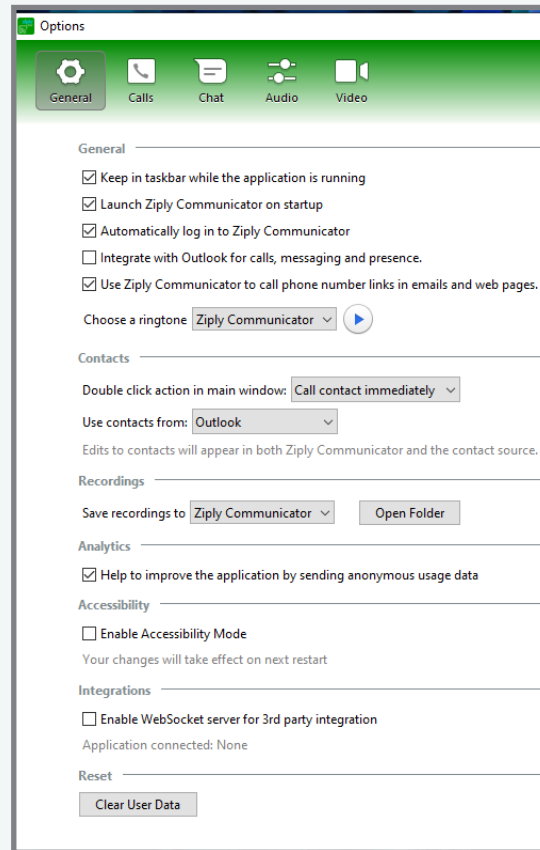
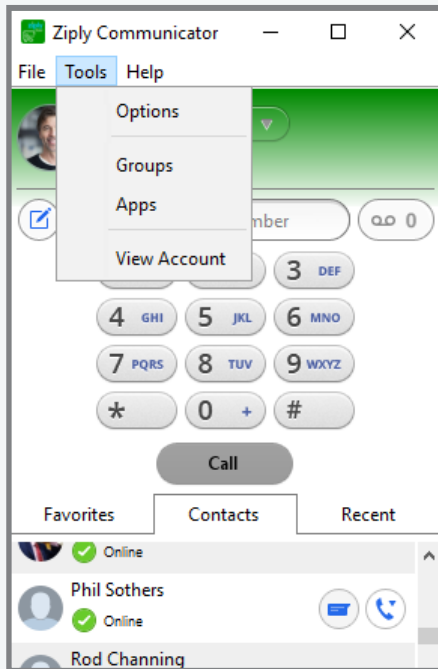


Change password



Add new contact

Options - General



Options

General

- Add to the taskbar
- Launch on startup
- Login automatically
- Integrate with Outlook – Calls /Messaging / Presence

Contacts

- Double click or view details before dialing
- Set to pull Outlook contacts

Recordings

- Set the folder location to save Call Recordings

Analytics

- Send anonymous usage data back to Ziplly Fiber for future improvements.

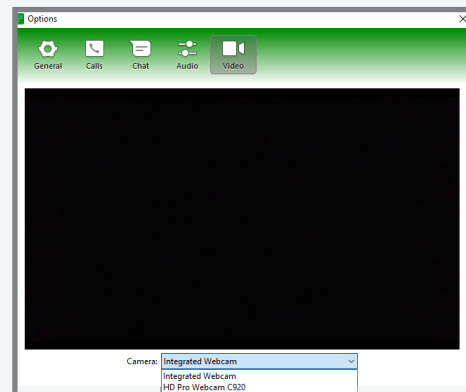
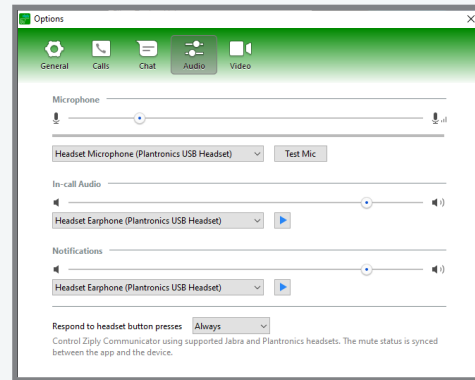
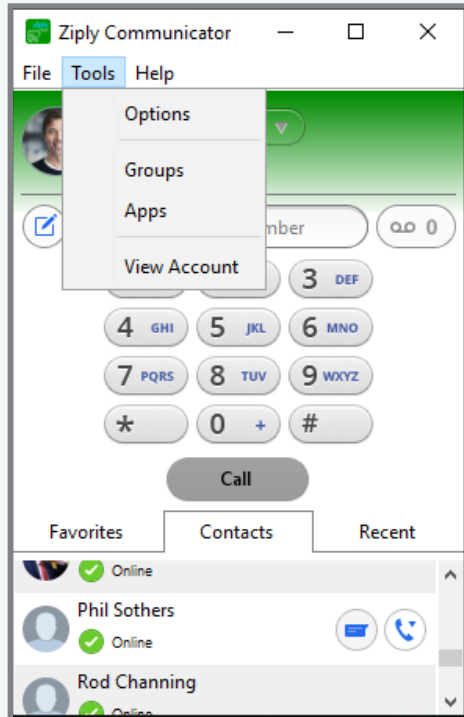
Accessibility

- Designed to make the Desktop App accessible to blind or visually impaired users

Integrations

- Enable WebSocket for 3rd party integration, example CRM integration software

Options - Audio & Video



Options — Audio

Microphone

- Set the microphone to be used during calls

Headset

- Set either a headset or PC speakers to hear the calls

Notifications

- Set how to hear notifications, either headset or via PC speakers

Options — Video

Webcam

- View and set the video used for video equipment conferencing

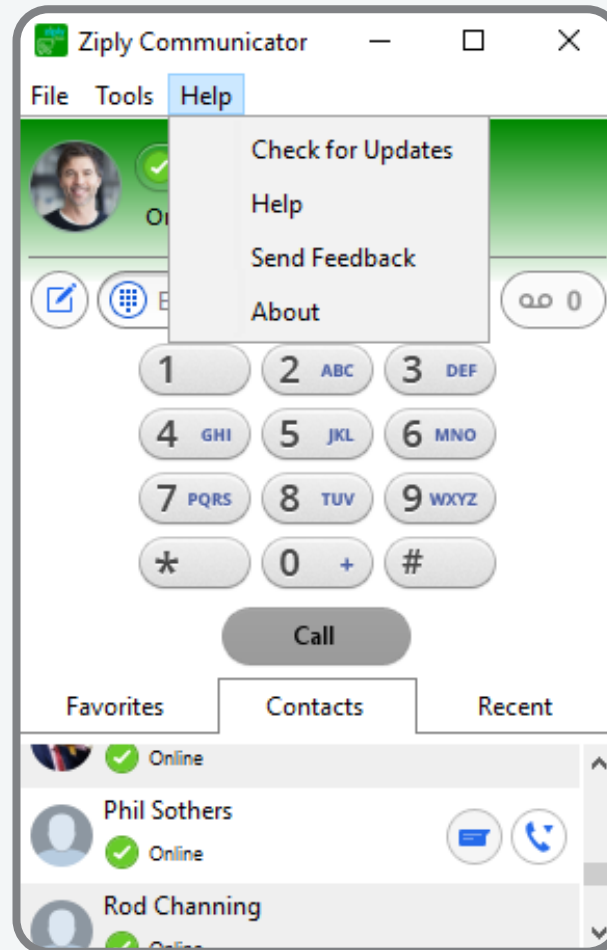
Options - Updates, Help, Feedback & About

Check for updates

Ensure the firmware has the newest integrated features and updates.

Send Feedback

Help Ziplly Fiber make improvements by providing feedback.



Help

A user-friendly guide with explanations of each feature and how to enable them.

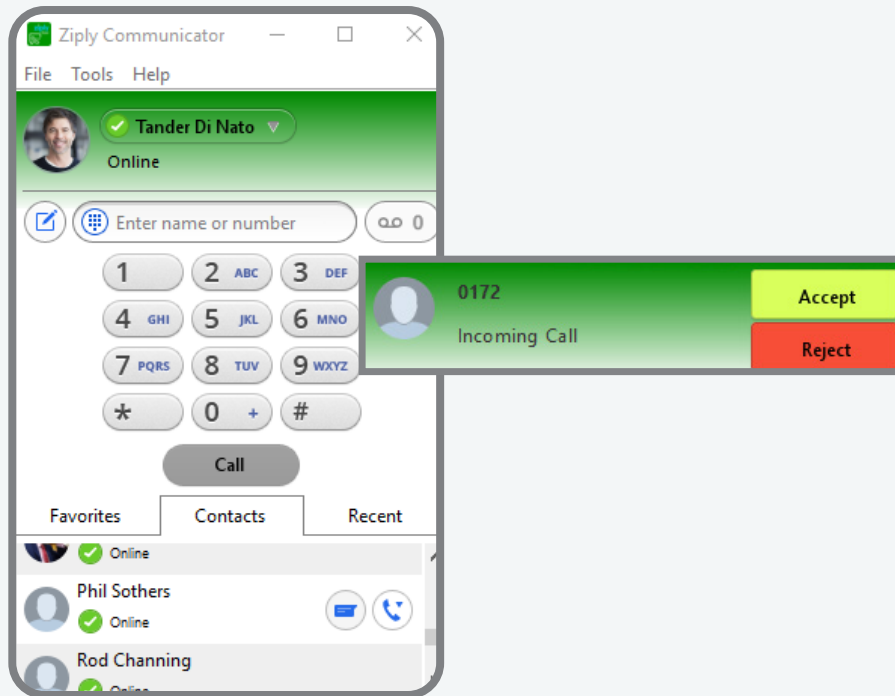
About

Verify the firmware version being used.

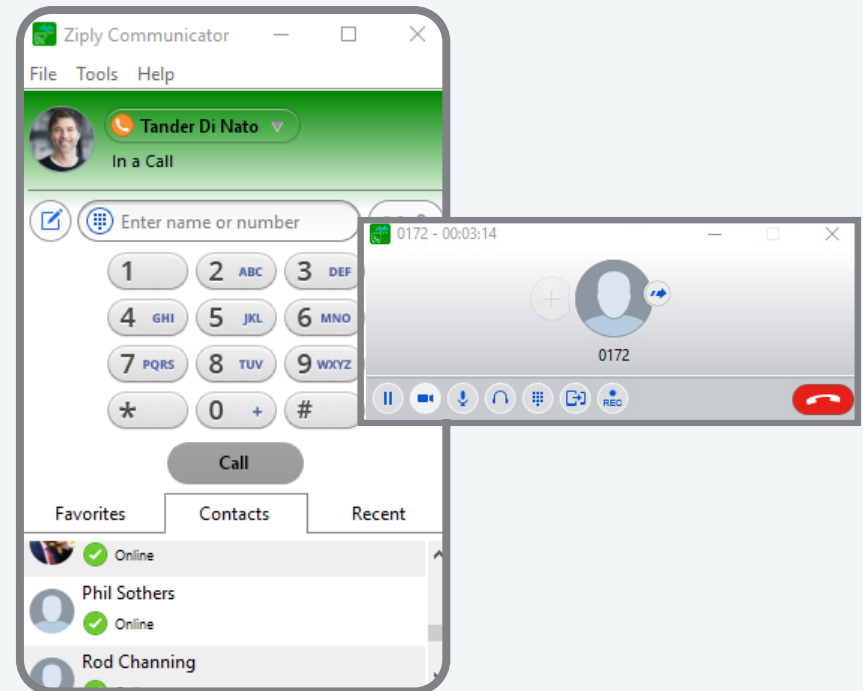
On A Call Functions

On A Call Functions

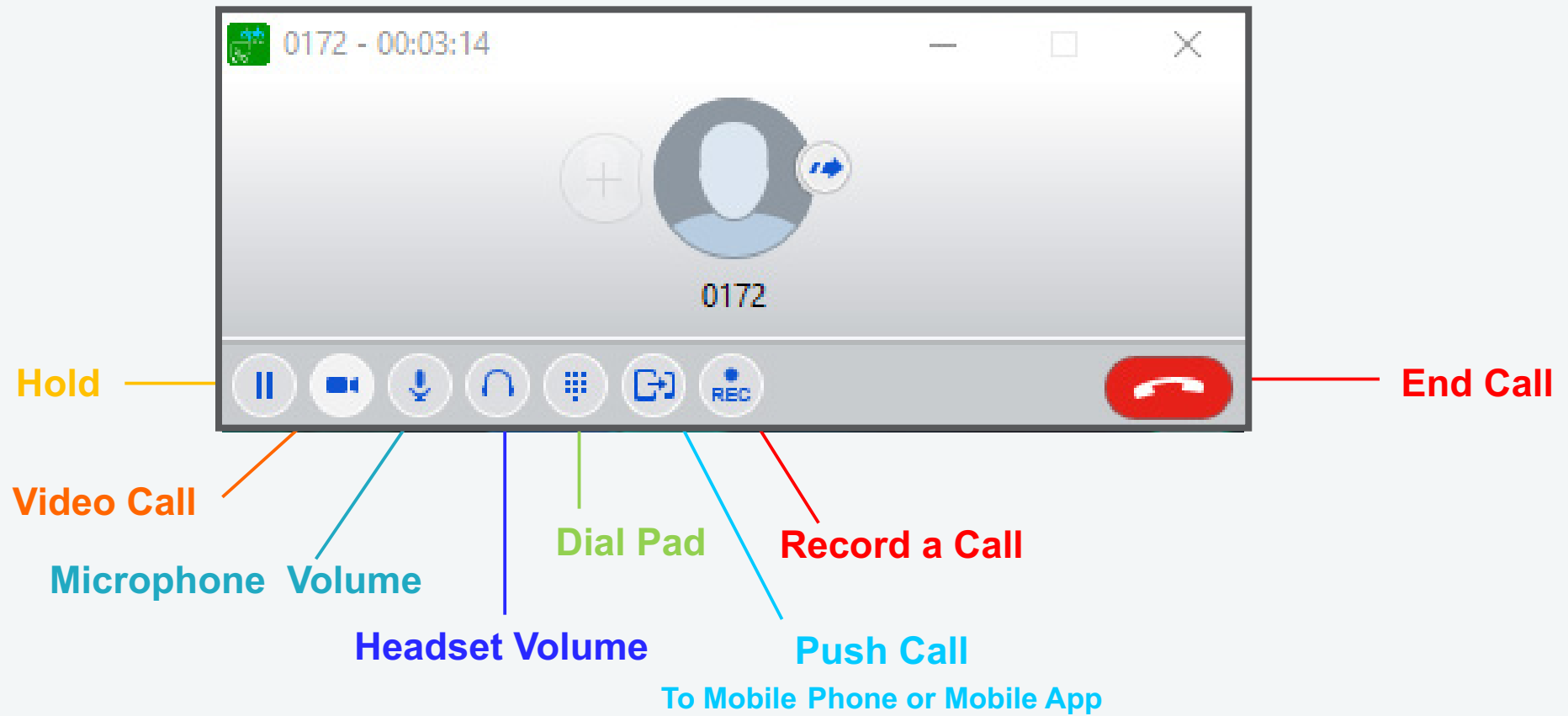
Incoming Call



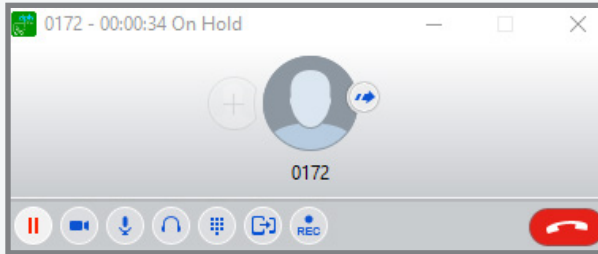
Answered Call



On A Call Functions

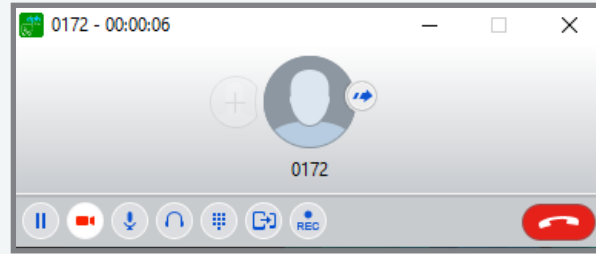


On A Call Functions



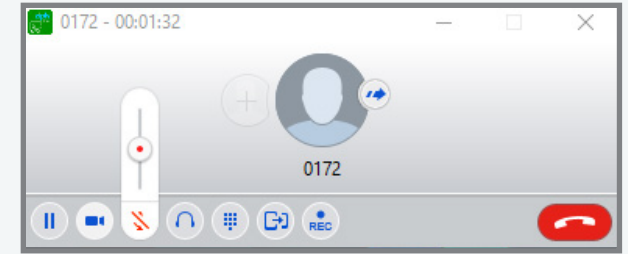
Hold

Select while on a call to place the caller on Hold. Select again to un-hold the call.



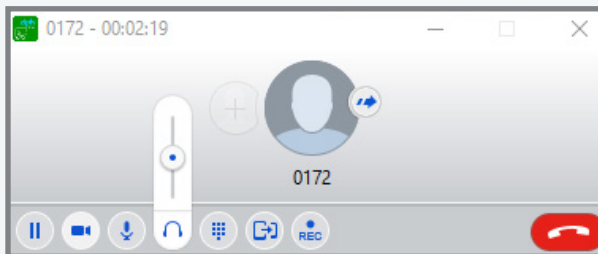
Video Call

Video call with others within your corporate directory, or other Ziplly Fiber Hosted Voice customers with Desktop Client capability.



Microphone Mute / Volume Control

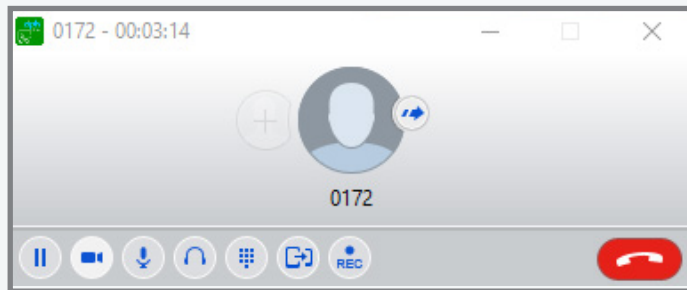
While on a call use this option to Mute or raise or lower the volume of your voice.



Headset Volume

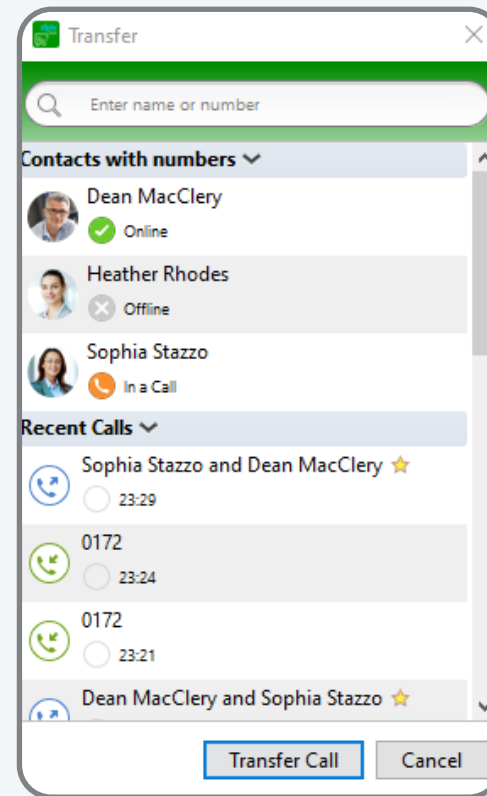
While on a call use this option to raise or lower the volume of the call on the headset.

Blind Transfer A Call



STEP 1

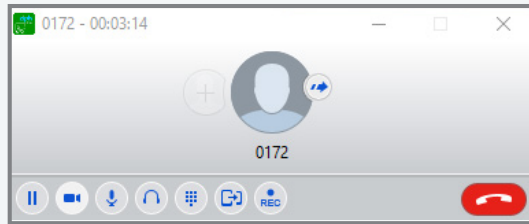
While on a call, select the transfer icon



STEP 2

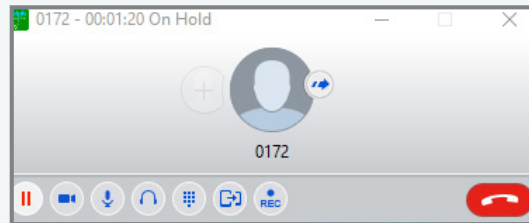
- Select a contact or dial a 10-digit telephone number
- The incoming caller will be immediately transferred

Warm Transfer A Call



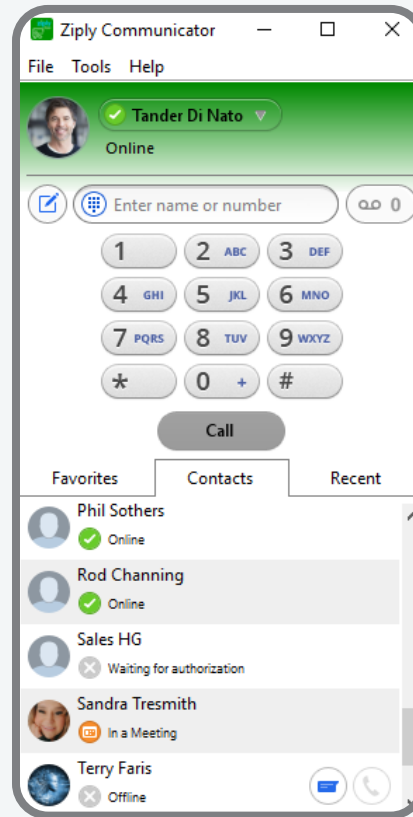
STEP 1

Receive incoming call



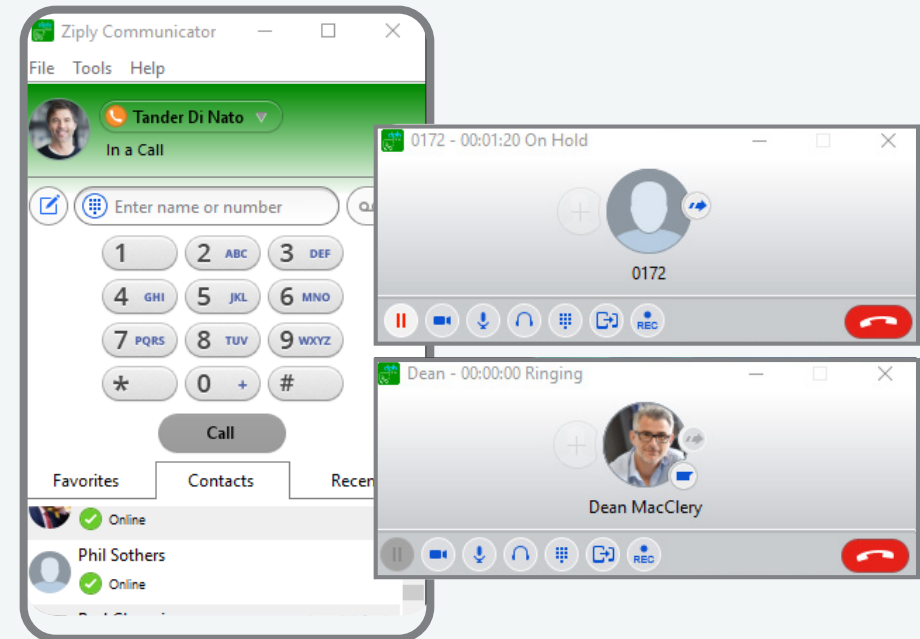
STEP 2

Place caller on hold



STEP 3

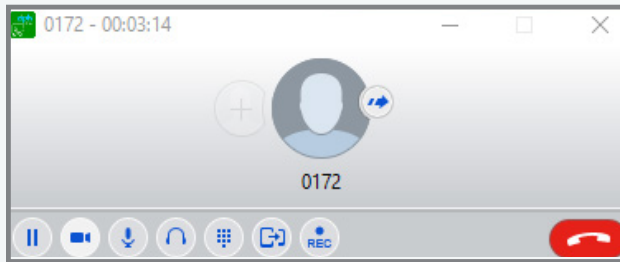
Select a contact from your corporate directory, or dial a 10-digit telephone number



STEP 4

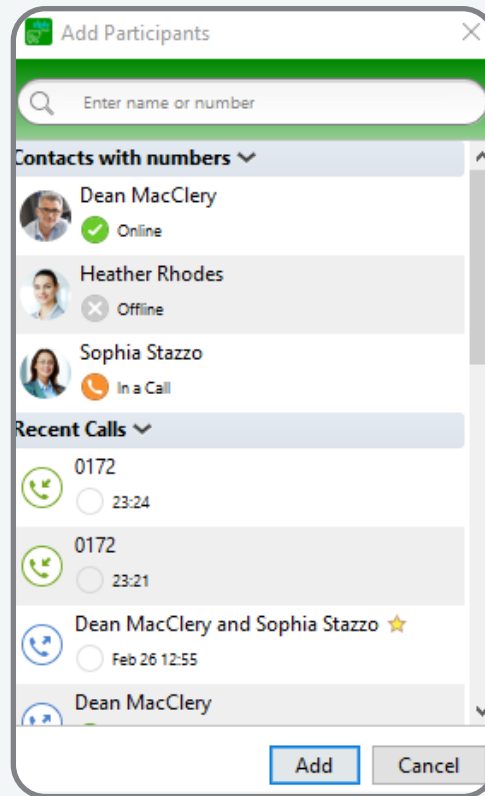
- When the called contact has answered, announce who you are transferring
- Select the transfer icon of the called contact to initiate the warm transfer

Initiate 3-way Conference Call



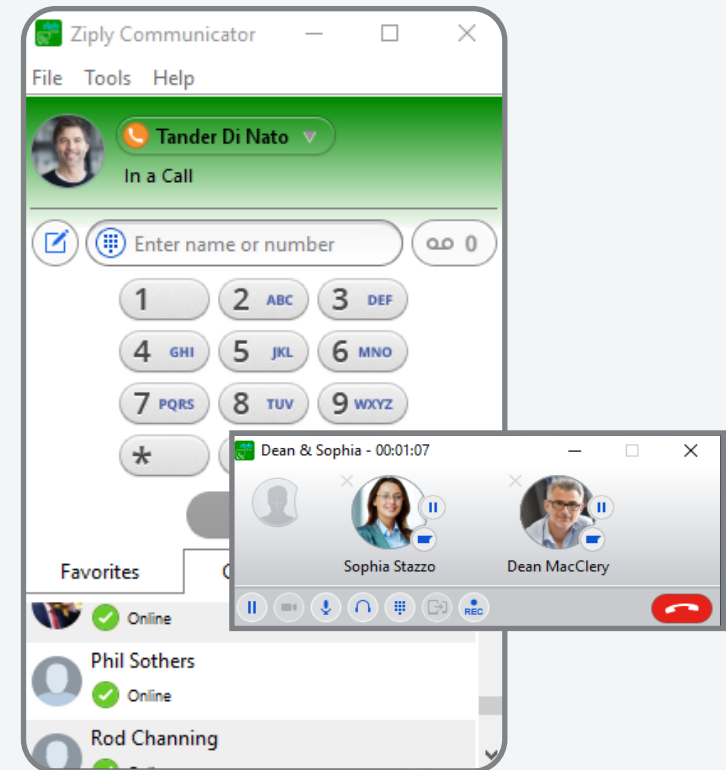
STEP 1

While on a call select, add participant.
Grey add button to the left of avatar



STEP 2

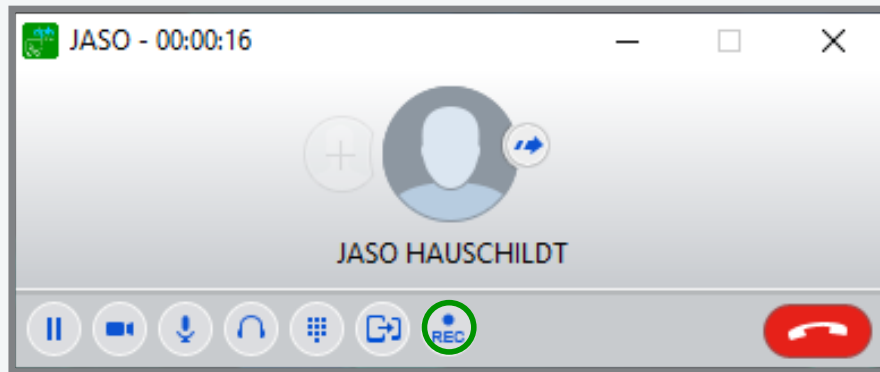
Select a contact or dial a 10-digit telephone number.



STEP 3

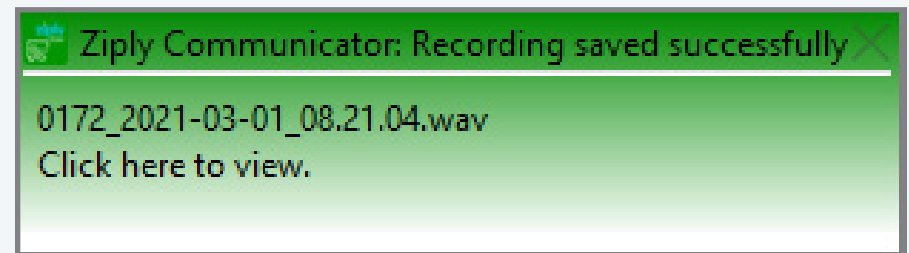
When the called contact answers, all parties are connected.
Repeat the process to add others to the call.

Call Recording & Retrieve Recorded Calls



Call Recording

- Select record to begin recording the call
- Select record button again to stop call recording

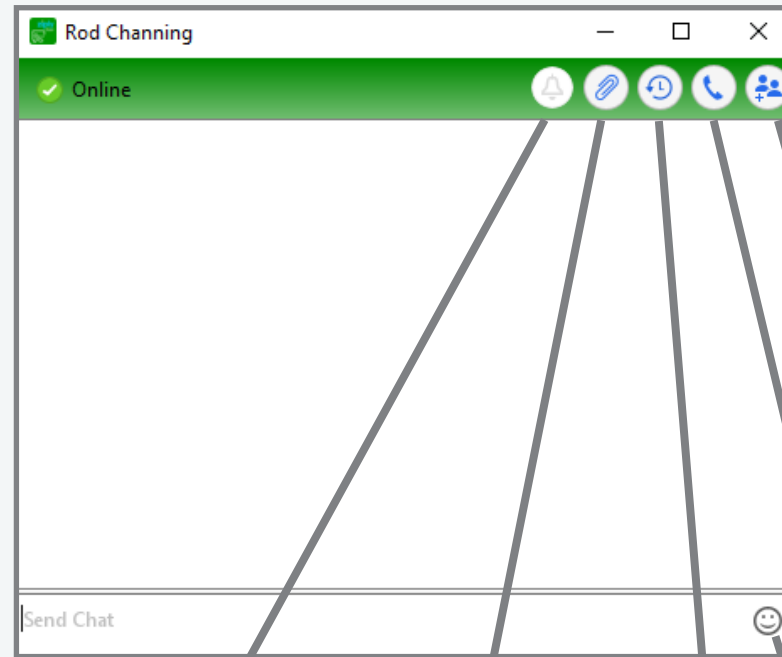
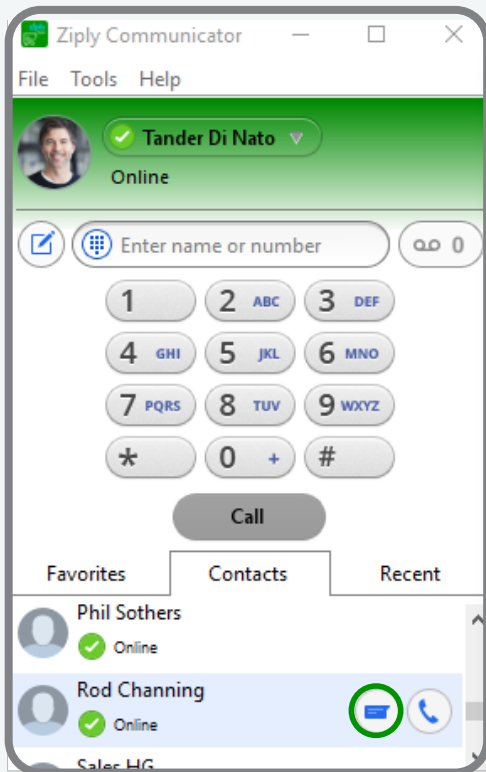


Locate Call Recording

- Once the call recorded has ended, a pop-up window will appear in the bottom right corner of your PC, above the icon tray.
- Select the pop-up box to go to the folder where all recordings reside.

Chat & Group Chat

Start A Chat



Add participants

Place call

Add emojis

Notify

- When available

Attach:

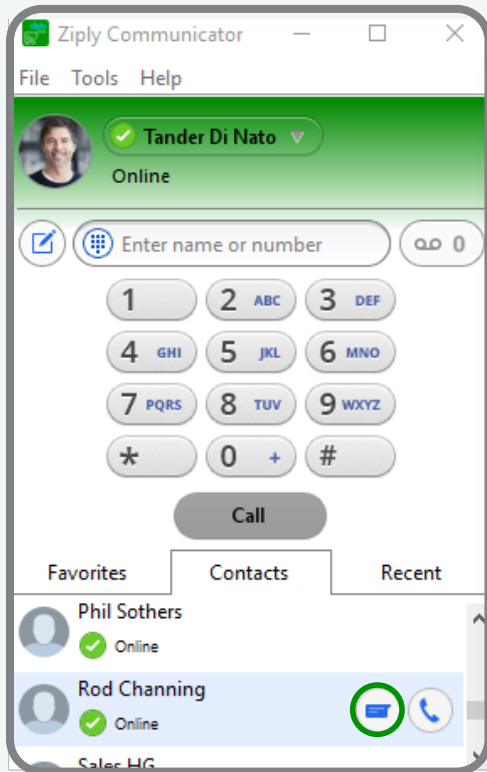
- Documents
- Images
- Media files

Chat history

Start a Chat

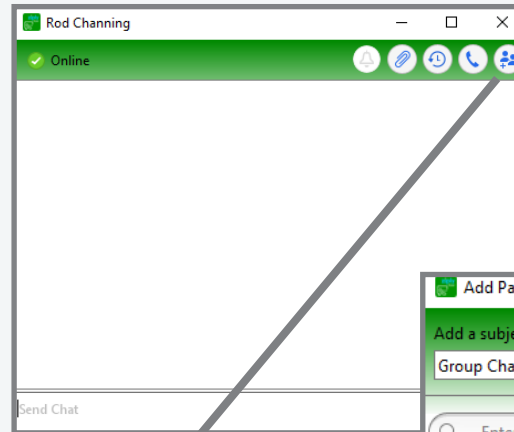
- Select someone from your contacts. It must be someone from within your company directory.
- Select the blue message icon to open the chat window.

Start a Group Chat



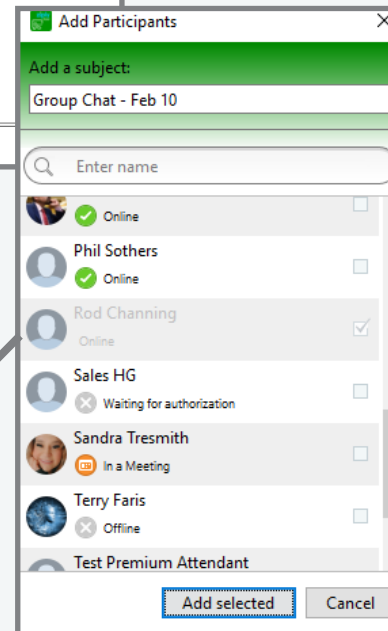
Step 1

Select someone from your contacts. It must be someone from within your company directory.



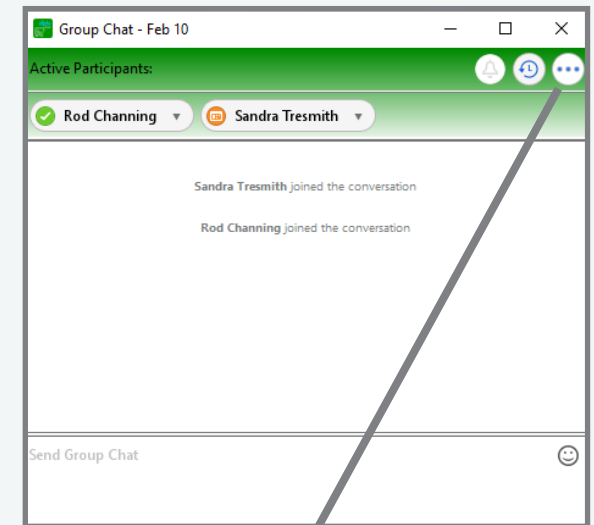
Step 2

Select add participant icon



Step 3

Select another person from within your company directory



Step 4

Select the three-dot icon for additional options:

- Add participants
- Update subject
- Mute chat
- Leave group