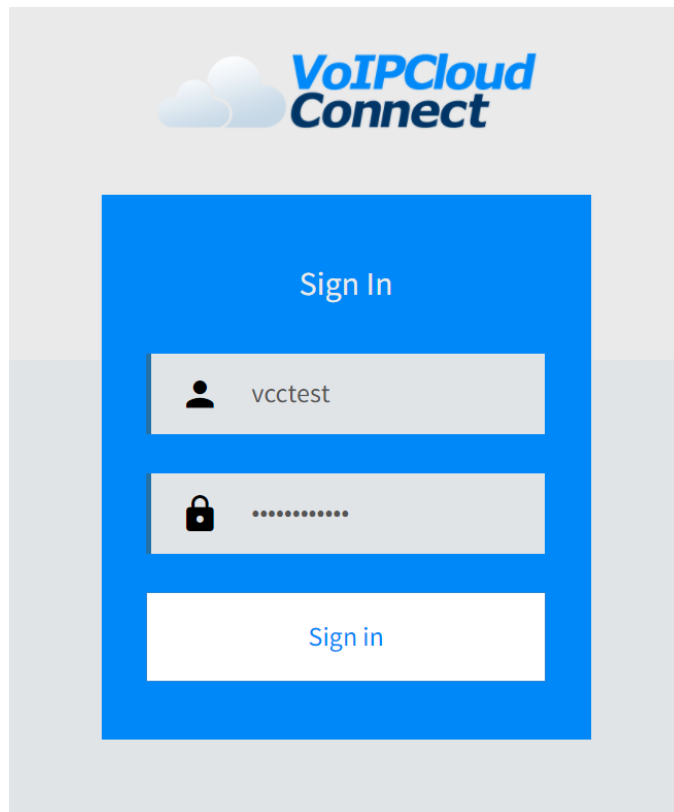


# VoIP CloudConnect Chrome Browser Phone

1. Open your Chrome browser and enter the following link.

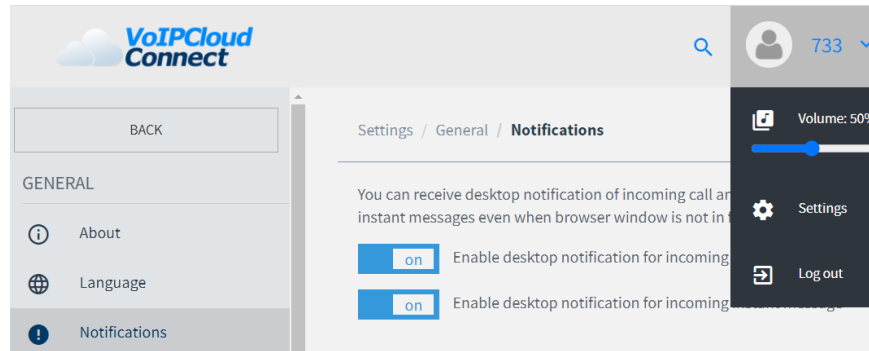
<https://vcccomplete.cloudsoftphone.com>

2. At the login screen enter your credentials (see screenshot below). These are the same credentials you use to log into the End User Portal. If you DO NOT have End User Portal credentials, click [Here](#) to create your account.



The screenshot shows the login interface for VoIP Cloud Connect. At the top, there is a logo consisting of three light blue clouds and the text "VoIPCloud Connect" in a bold, blue font. Below the logo is a blue rectangular box containing the text "Sign In" in white. Underneath this box are two input fields. The first field has a person icon on the left and the text "vcctest" entered. The second field has a padlock icon on the left and a series of dots representing a masked password. Below these fields is a white rectangular button with the text "Sign in" in blue.

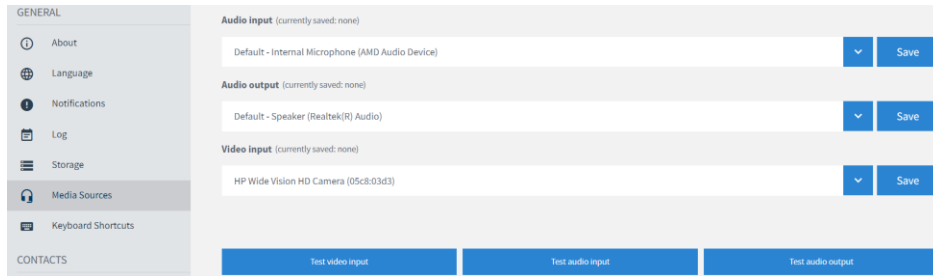
3. Upon logging in you may be prompted to Allow Notifications. These notifications alert of a call or text when the browser is minimized. You can turn these notifications On/Off by going to the top right of the screen and clicking the down arrow then Settings. Highlight Notifications on the left and you will see the On/Off controls.



4. For troubleshooting purposes, the browser phone has a built-in log tool. While in Settings, highlight Log. This comes in handy when working with support technicians. On the bottom right, you will see an option to download the log file. You can download it and share with a support technician.



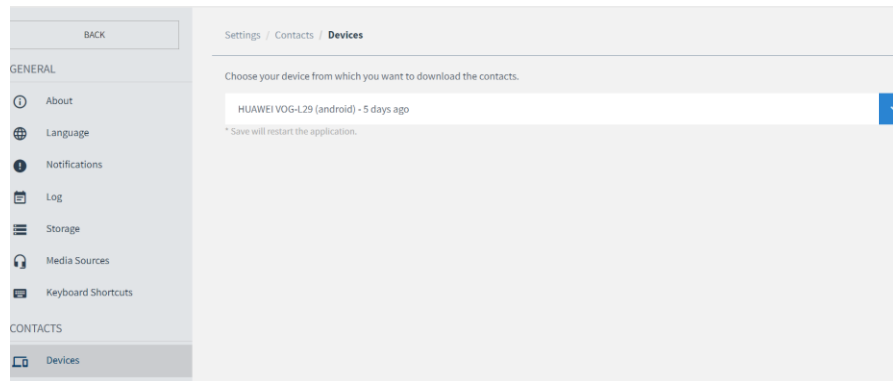
5. You can select and test your media sources by selecting Media Sources within Settings. Click on the Test tabs (see Screenshot below)



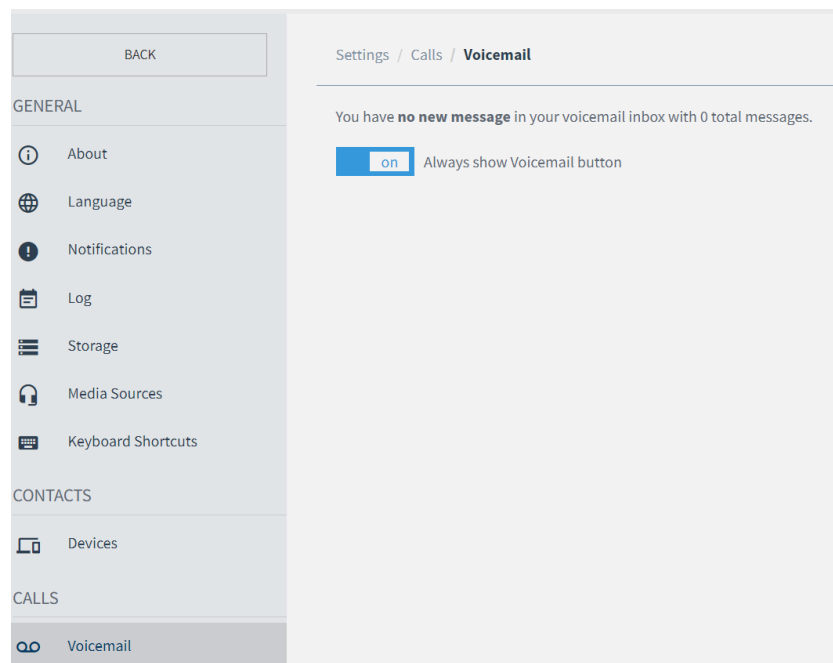
6. The Browser phone has the ability to use Keyboard Shortcuts. Listed below are Keyboard Shortcuts located on the left menu when you are in Settings.

GENERAL	
About	<b>ALT+C:</b> Voice call
Language	<b>ALT+H:</b> Hang up a call
Notifications	<b>ALT+V:</b> Video call or switch video on/off
Log	<b>ALT+O:</b> Hold or resume a call
Storage	<b>ALT+M:</b> Mute or unmute incoming audio
Media Sources	<b>ALT+T:</b> Transfer call
Keyboard Shortcuts	<b>ALT+A:</b> Attend transfer
CONTACTS	<b>ALT+ENTER:</b> Accept incoming call
Devices	<b>ALT+R:</b> Reject incoming call
CALLS	<b>ALT+SHIFT+ENTER:</b> Accept transfer
	<b>ALT+SHIFT+R:</b> Reject transfer
	<b>ALT+K:</b> Go to keypad screen

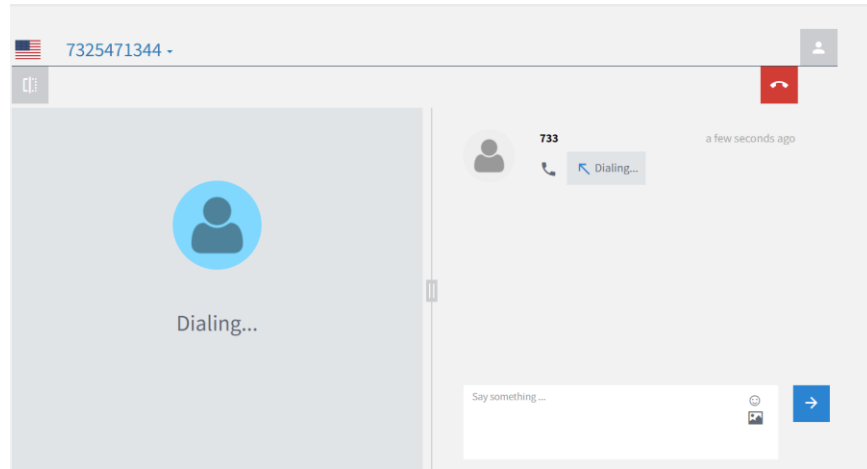
7. When clicking on the Devices tab on the left menu you see a dropdown with an Option to select which registered device you want to download contacts.



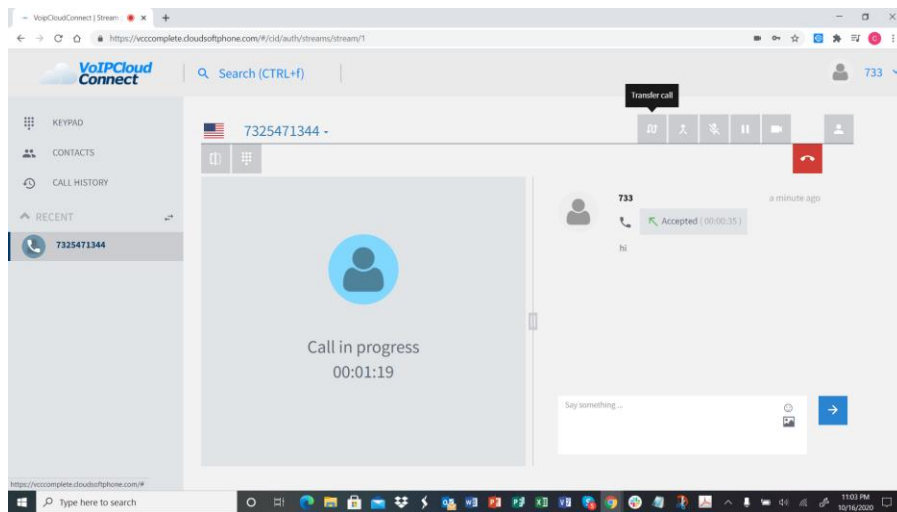
8. The Voicemail tab allows you to display your Voicemail button. Toggle the button to On to Always show the Voicemail button



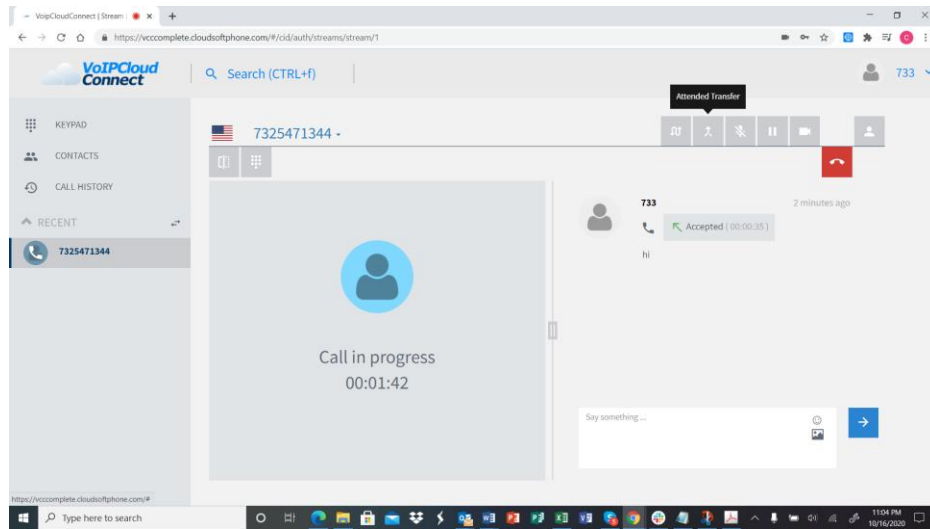
9. The screenshot below is what you will see when a call is progress. Once you answer the call you will see additional controls. See Step 10 below.



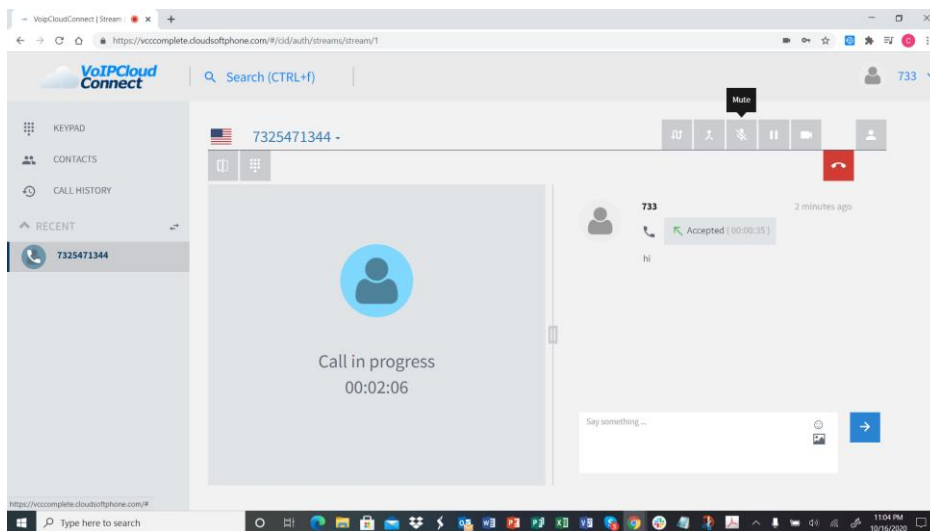
10. To transfer a Call, click on the **Transfer Call** tab on the top right Menu bar.



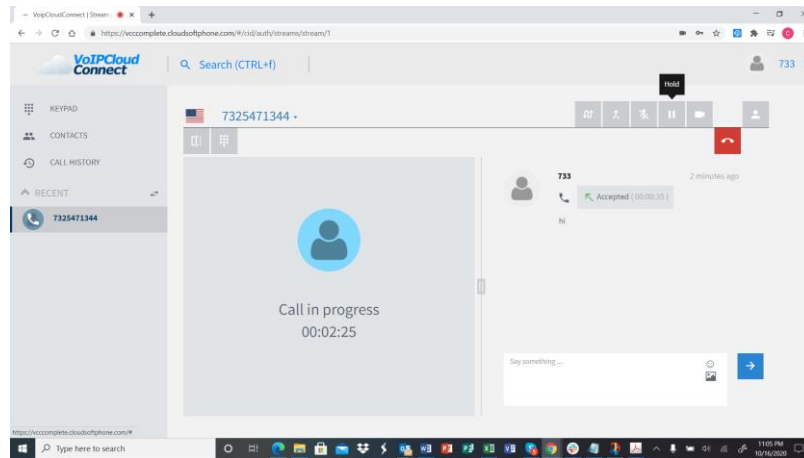
## 11. Attended Transfer (supervised transfer)



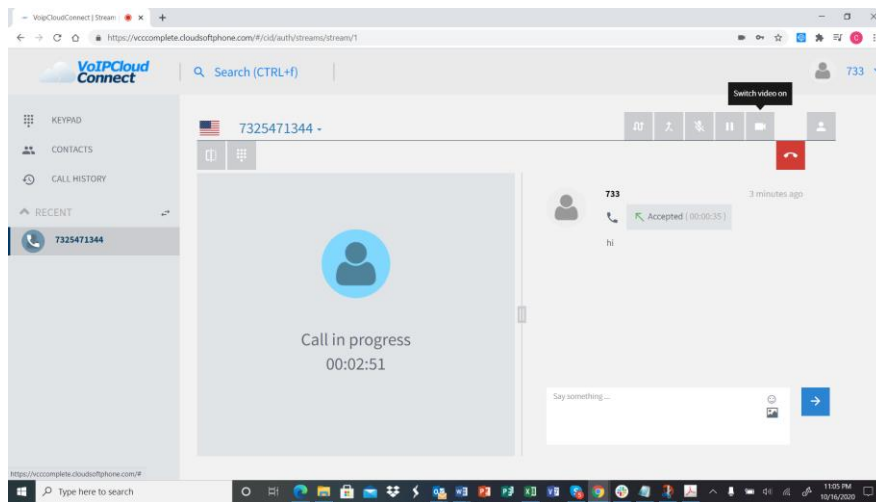
## 12. Mute the microphone.



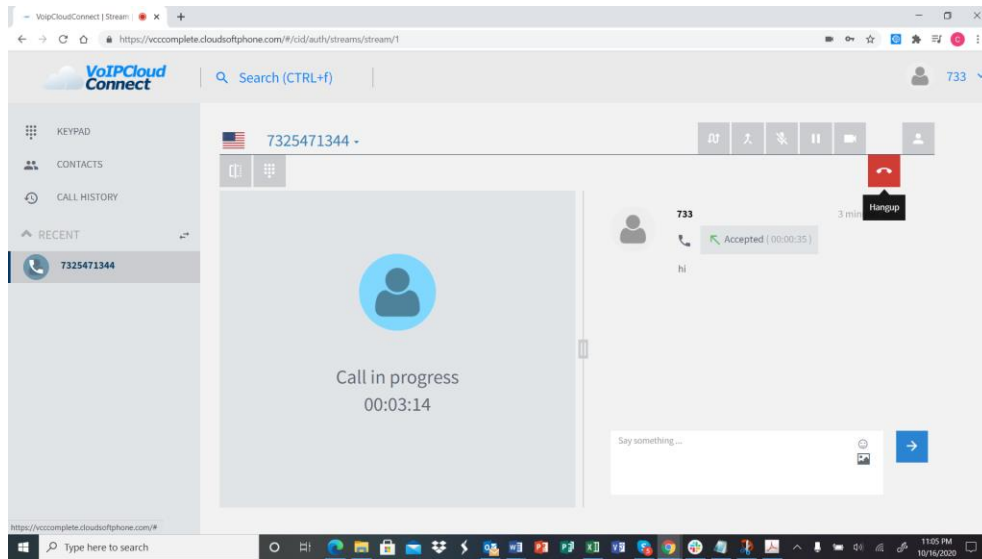
### 13. Put the caller on Hold



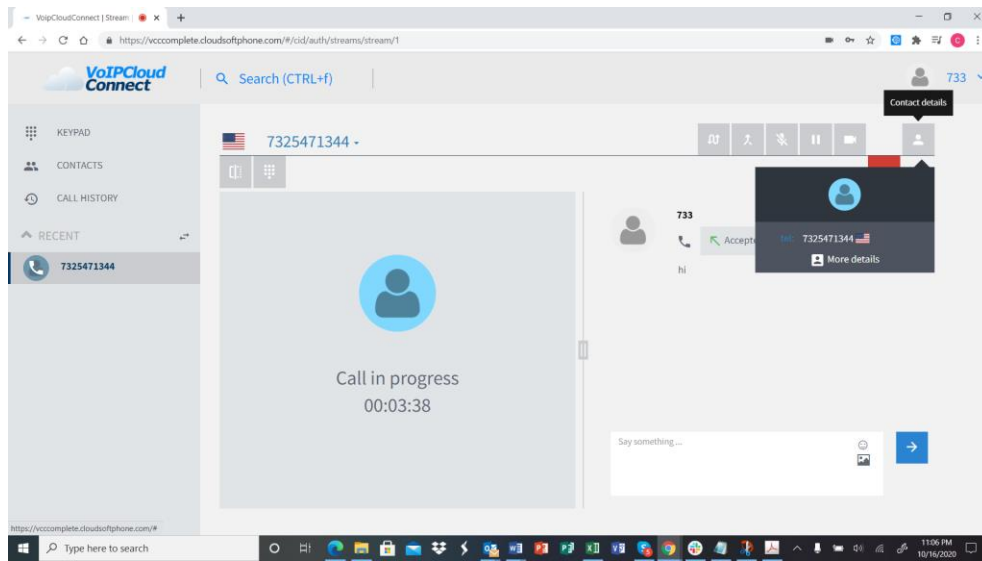
### 14. Turn Video On/Off



## 15. Hangup the call



## 16. To view the Contact Details





VoIPCloudConnect | Stream x

https://vcccomplete.cloudsoftphone.com/#/cid/auth/streams/stream/1

VoIPCloud Connect Search (CTRL+f) 733

KEYPAD CONTACTS CALL HISTORY RECENT 7325471344

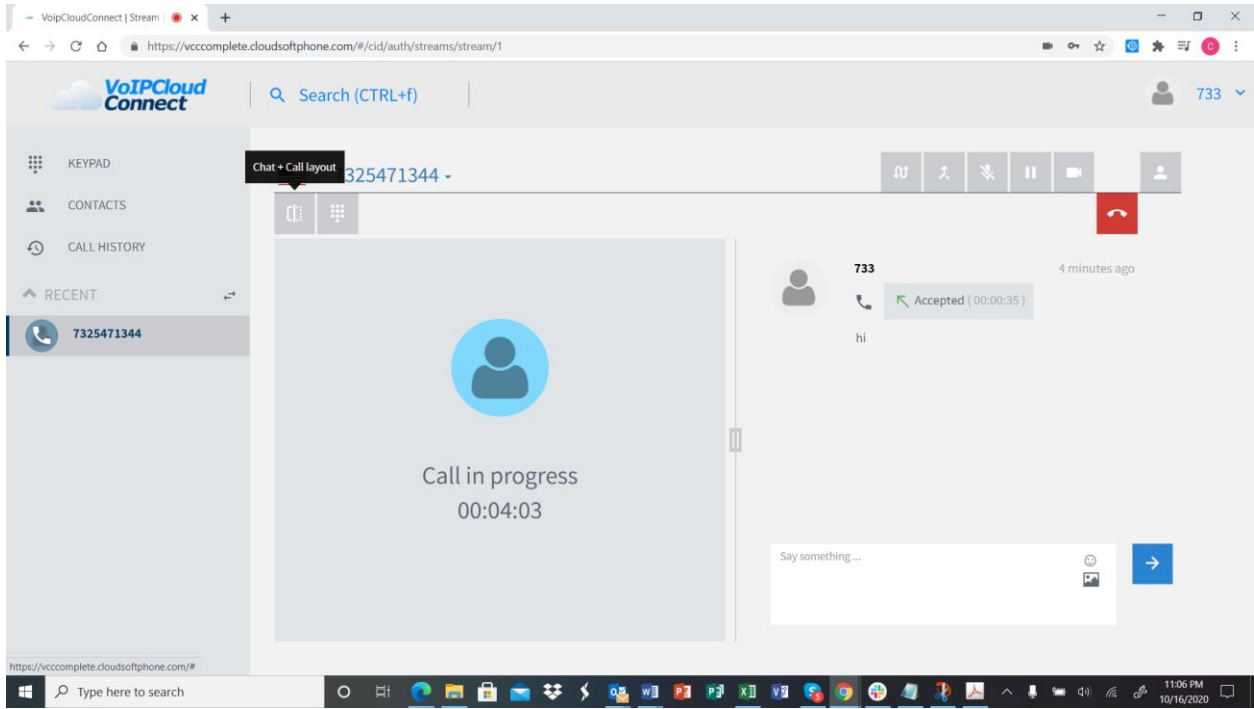
Chat + Call layout 7325471344 -

Call in progress 00:04:03

733 4 minutes ago Accepted (00:00:35) hi

Say something ...

Type here to search 11:06 PM 10/16/2020



VoIPCloudConnect | Stream x

https://vcccomplete.cloudsoftphone.com/#/cid/auth/streams/stream/1

VoIPCloud Connect Search (CTRL+f) 733

KEYPAD CONTACTS CALL HISTORY RECENT 7325471344

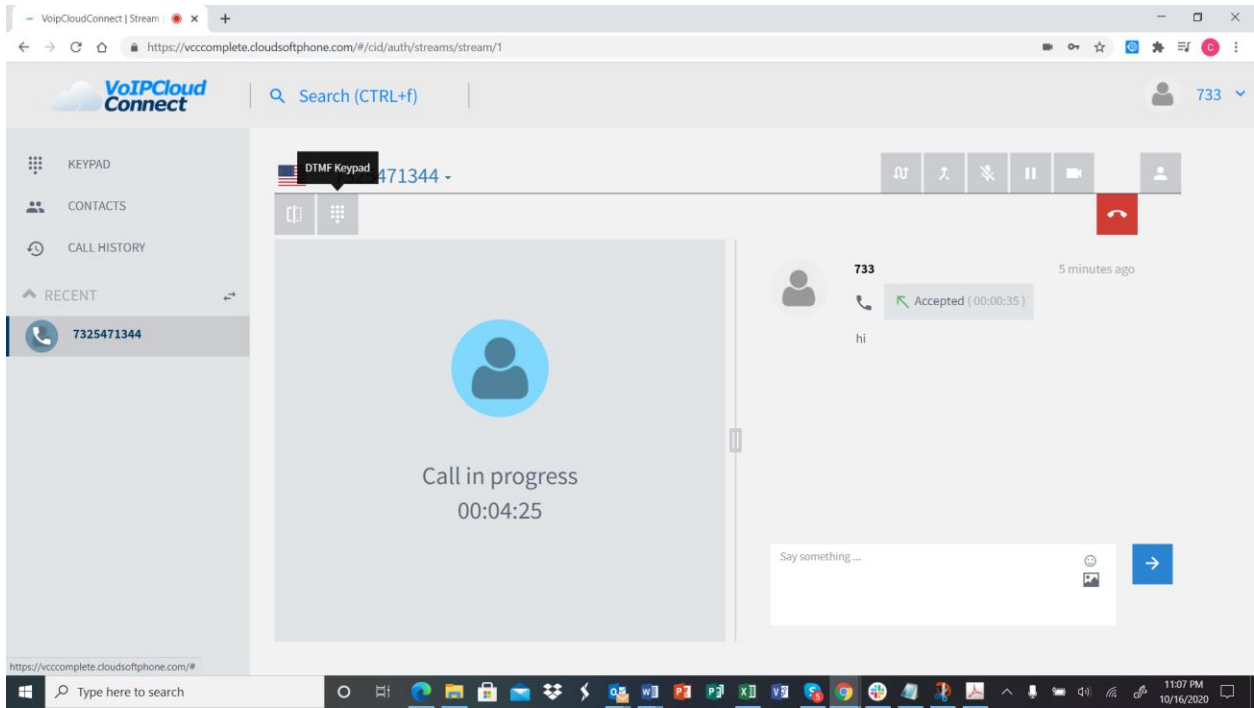
DTMF Keypad 7325471344 -

Call in progress 00:04:25

733 5 minutes ago Accepted (00:00:35) hi

Say something ...

Type here to search 11:07 PM 10/16/2020



VoIPCloudConnect | Contact x

https://vcccomplete.cloudsoftphone.com/#/cid/auth/streams/contacts/ab

VoIPCloud Connect | Search (CTRL+f) | 733

KEYPAD



















CONTACTS

CALL HISTORY

RECENT

7325471344

All Quick dial **Address Book**

	*1980	sip: *1980	Add to quick dial list		
	1333	tel: 1333			
	134*1000	tel: 134*1000			
	1703hrjhrtfurur7ua4r7u3ri*A3	tel: 87886655			
	1827	tel: 1827			
	1905	tel: 1905			

https://vcccomplete.cloudsoftphone.com/#

Type here to search

11:07 PM 10/16/2020

VoIPCloudConnect | Contact x

https://vcccomplete.cloudsoftphone.com/#/cid/auth/streams/contacts/ab

VoIPCloud Connect | Search (CTRL+f) | 733

KEYPAD



















CONTACTS

CALL HISTORY

RECENT

7325471344

All Quick dial **Address Book**

	*1980	sip: *1980	View contact details		
	1333	tel: 1333			
	134*1000	tel: 134*1000			
	1703hrjhrtfurur7ua4r7u3ri*A3	tel: 87886655			
	1827	tel: 1827			
	1905	tel: 1905			

https://vcccomplete.cloudsoftphone.com/#/cid/auth/streams/contact/83

Type here to search

11:08 PM 10/16/2020

VoIPCloudConnect | Call history

https://vcccomplete.cloudsoftphone.com/#/cid/auth/streams/history/calls

VoIPCloud Connect | Search (CTRL+f) | 733

KEYPAD  
CONTACTS  
CALL HISTORY  
RECENT

7325471344

### Call history

7325471344  
Accepted (00:06:13)

Voice call

Type here to search

11:09 PM 10/16/2020

VoIPCloudConnect | Stream | 733

https://vcccomplete.cloudsoftphone.com/#/cid/auth/streams/stream/1

VoIPCloud Connect | Search (CTRL+f) | 733

KEYPAD  
CONTACTS  
CALL HISTORY  
RECENT

7325471344

### Conversation on 7325471344 -

733  
Accepted (00:06:13) 8 minutes ago

hi  
Message not sent. Try again , or delete message ?

733  
Not answered a few seconds ago

Say something...

Type here to search

11:10 PM 10/16/2020