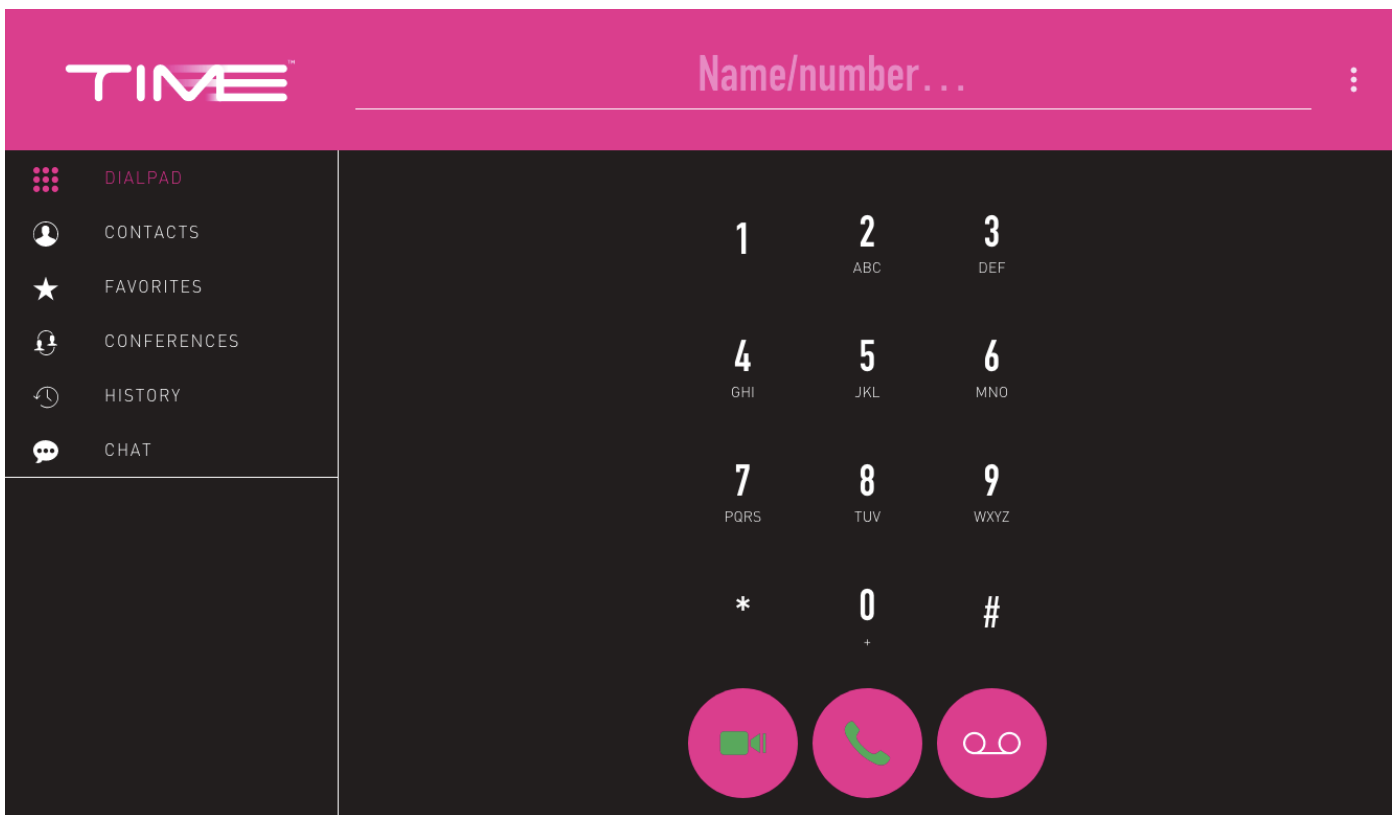


Time Cloud Communication Desktop Client

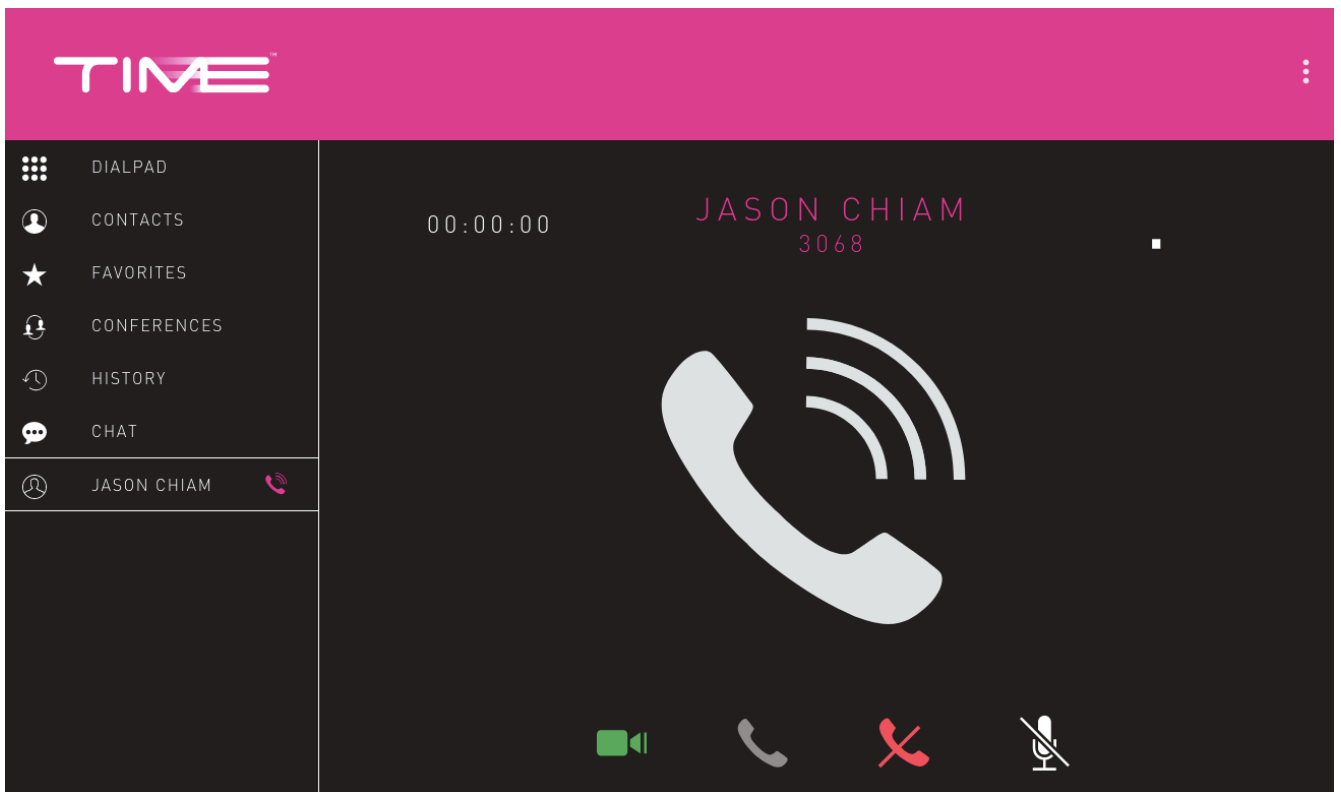


Contents

- Time Cloud Communication Desktop Client1
- Feature and function overview3
- Installation Setup4
- Dialpad - Dialler5
- Voicemail7
- Conference7
- Contacts10
- Favorites10
- History11
- Chat and group chat12
- Settings13
- Accessing through mobile phone15
- Troubleshooting16
- Meaning of used icons17

Feature and function overview

- Zero installation browser supported WebRTC dialler
- Busy state indication of internal subscribers in TCC environment
- Text chat between TCC subscribers
- Group chat between other TCC users
- Video calling
- TCC voice and video conference (peer to peer secure communication)
- Favourites programming
- Call history
- Standalone browser independent desktop Application
- Standard Call features (Call Hold, Transfer)
- Central telephone book
- Call Forwarding settings and programming



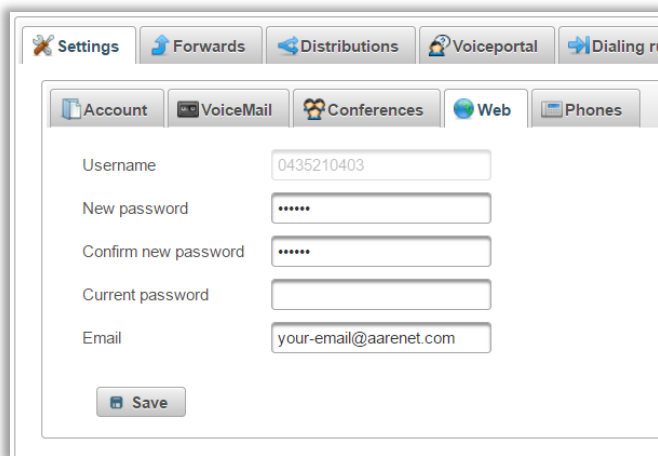
Installation Setup

TCC Web Client is a WebRTC client enabling the user to access and use their TCC user account on any WebRTC enabled web browser. To access this functionality, the system administrator needs to enable web-access for the account and communicate the credentials (username / password). In addition to the credentials, a specific link will enable access to the system.

<https://tcc.time.com.my:8449/webphone.jsp>

Users who have access to the web portal can set or change their credentials.

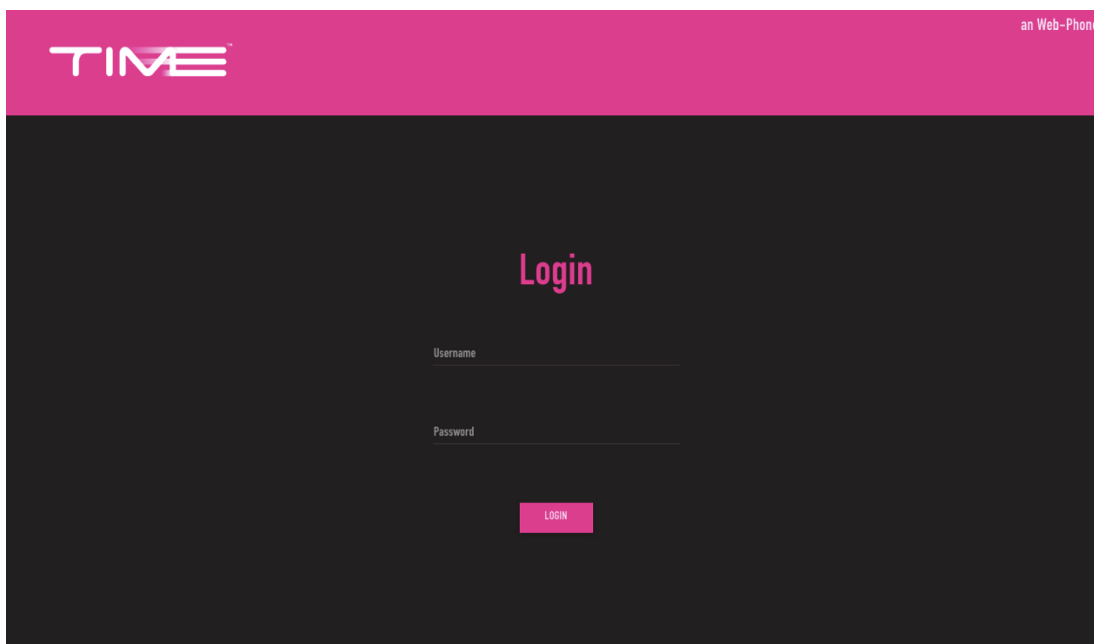
In the TCC Web portal, go to the tab “WEB”.



The screenshot shows a web browser window with a navigation bar at the top containing tabs for Settings, Forwards, Distributions, Voiceportal, and Dialing ru. Below this is a secondary navigation bar with tabs for Account, VoiceMail, Conferences, Web (selected), and Phones. The main content area is a form with the following fields: Username (0435210403), New password (masked with dots), Confirm new password (masked with dots), Current password (empty), and Email (your-email@aaret.com). A Save button is located at the bottom left of the form.

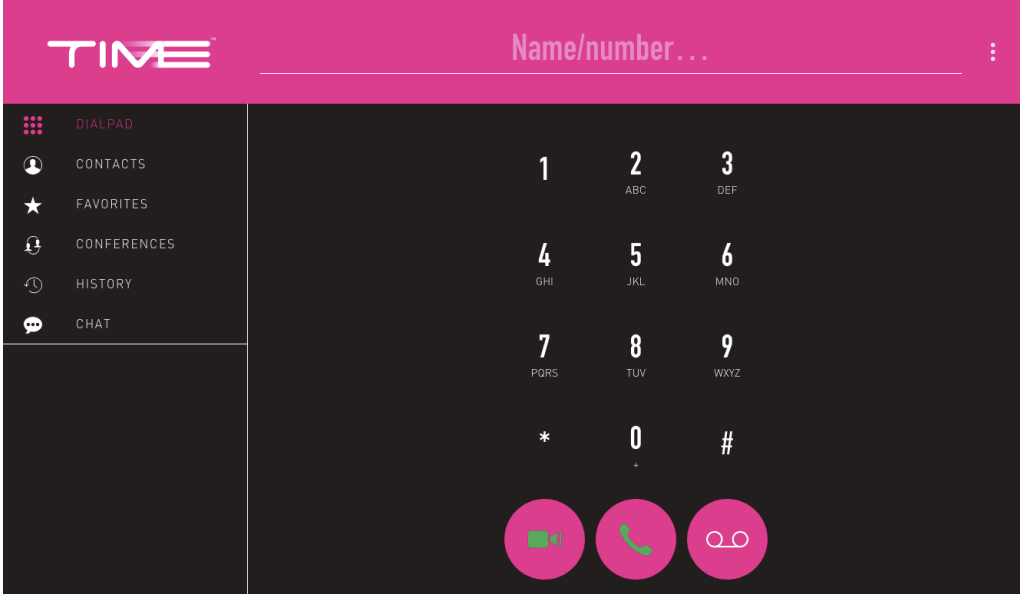
Set your new password to access the account and ensure the settings are saved.

Go to <https://tcc.time.com.my:8449/webphone.jsp> and enter the credentials.




The screenshot shows the login page of the TCC Web Client. It has a pink header with the 'TIME' logo on the left and 'an Web-Phone' on the right. The main content area is black. In the center, the word 'Login' is written in pink. Below 'Login' are two input fields: 'Username' and 'Password'. At the bottom center, there is a pink button labeled 'LOGIN'.

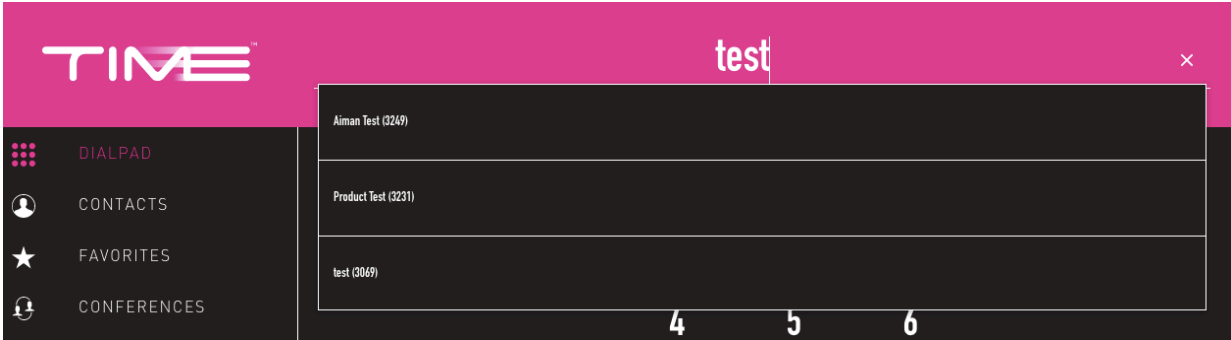
Next, the Dialler screen will appear. With the right credentials, the application will go online and the dialler screen will appear.



Dialpad - Dialler

With TCC Client you can make and receive calls on your desktop PC. To dial a number, enter the digits and press the call button . Alternatively, select an existing contact from the contacts list and press the call button. Incoming calls will be notified with a pop-up screen on the display. (browser version only)

Contacts can be searched by a name or a number lookup



If the application is running in the foreground, an incoming call is indicated to the user and the call can be accepted (voice call or video call) or be declined.

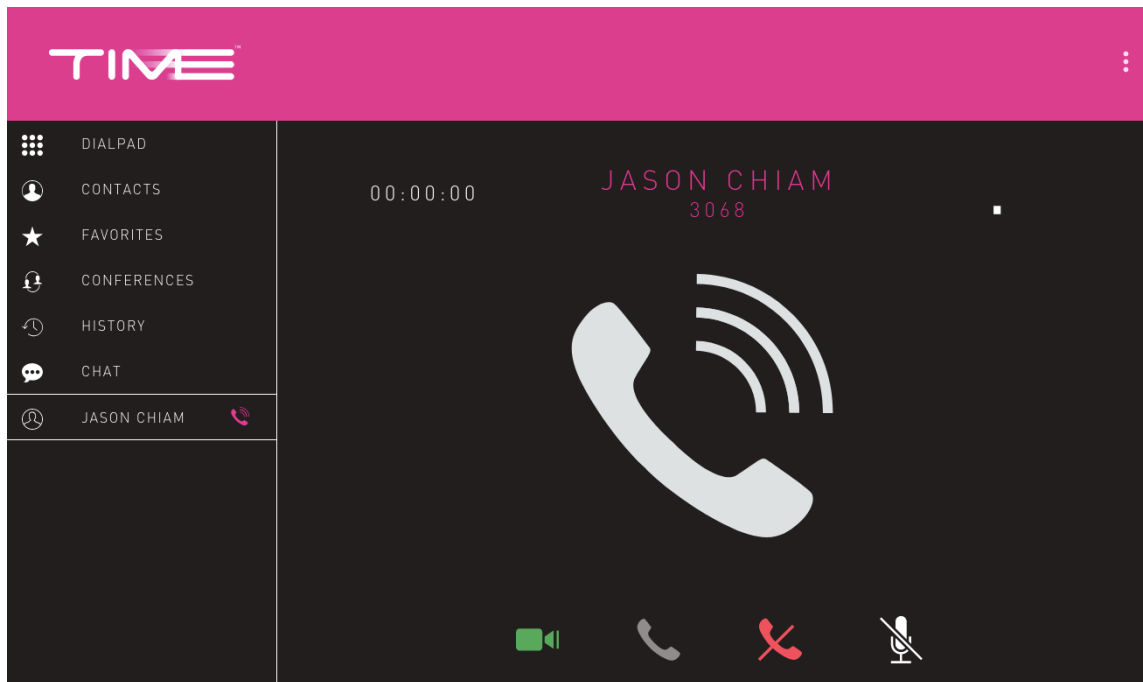


Figure 1 Incoming call

In addition to voice calls, video calls can be setup to compatible phones and clients. To setup a video call, enter the phone number and press the video call button. Alternatively, during a call, activate the video call by pressing the video camera button.

During a connection, calls can be set to hold or can be transferred to other participants. To transfer a call to another participant, make a first call and press the HOLD key. Then activate a second call, press the "transfer" key and the call will be transferred to the last active call.

A call on HOLD can be taken again by clicking on the respective held call in the control panel

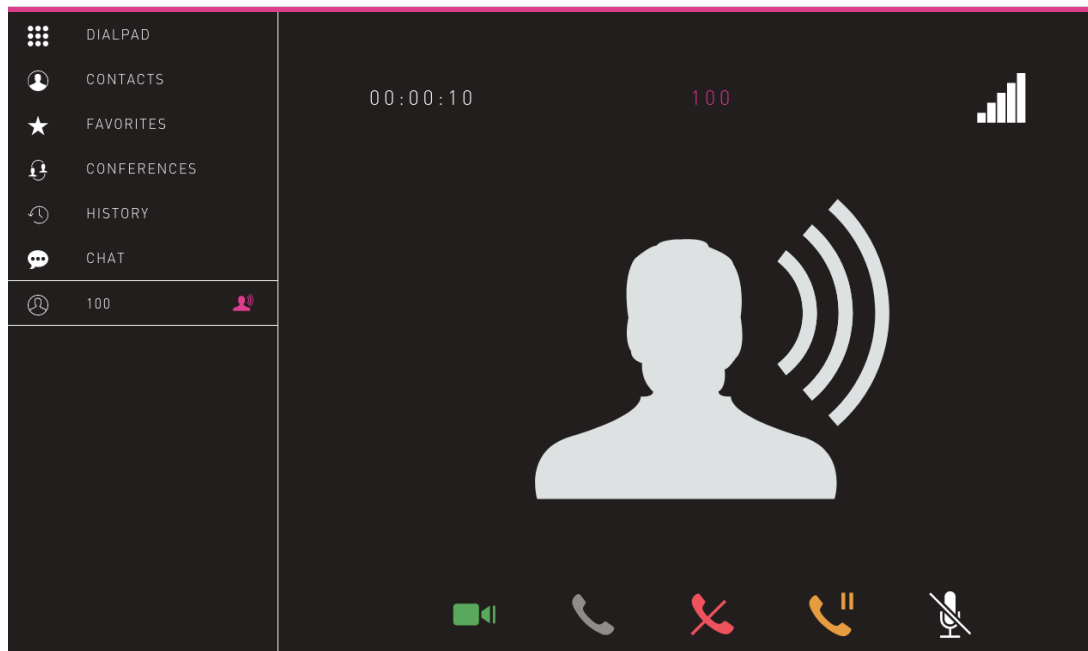



Figure 2 Overview during active call

Voicemail

Available voice mail messages can be retrieved from the application. Press the Voice mail button  to access the voice mail system. The interactive voice mail response system will guide through the different settings.

Conference

Conferences can be set and are identified through a unique URL. This URL can be send to the different participants. By clicking on the URL, all participants are joined in the conference. Note that the conference can only be accessed through a WebRTC enabled browser (Google Chrome, Mozilla Firefox). In this conference type, it is not possible to dial from external (fixed phone and/or mobile phone) into the conference.

A new conference can be created by clicking on the respective icon.

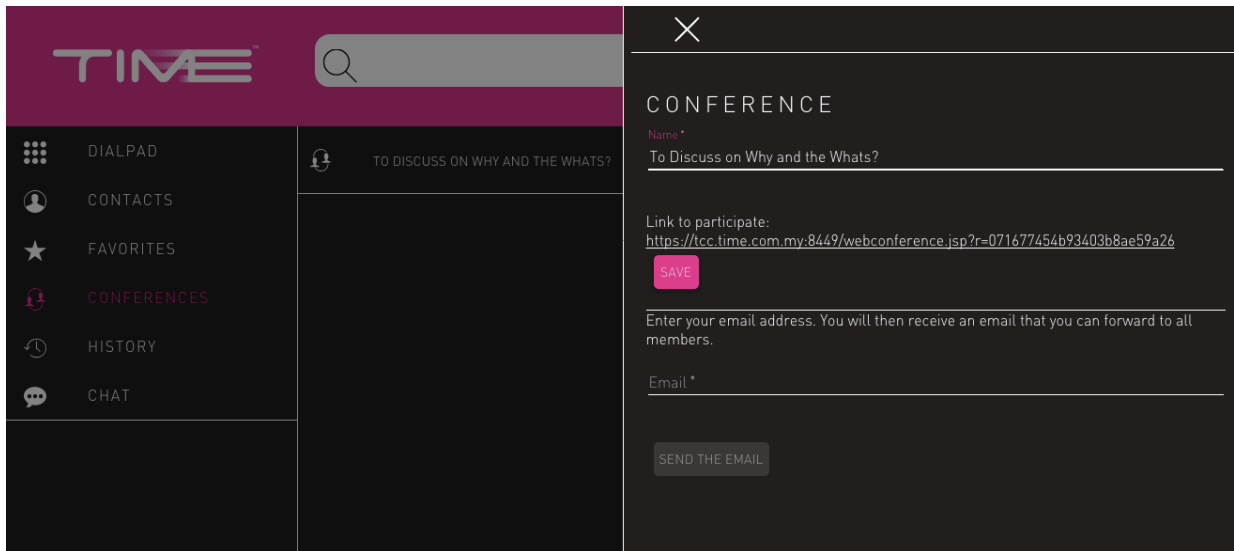


Figure 3 Setup a new conference

Enter a conference by clicking on the link in the application, or when received by email, click on the link in the email. Note that the WebRTC conferencing only works in compatible browser (Google Chrome, Firefox). Also, make sure that you run the conference on a personal computer with microphone and if required, optional a camera attached.

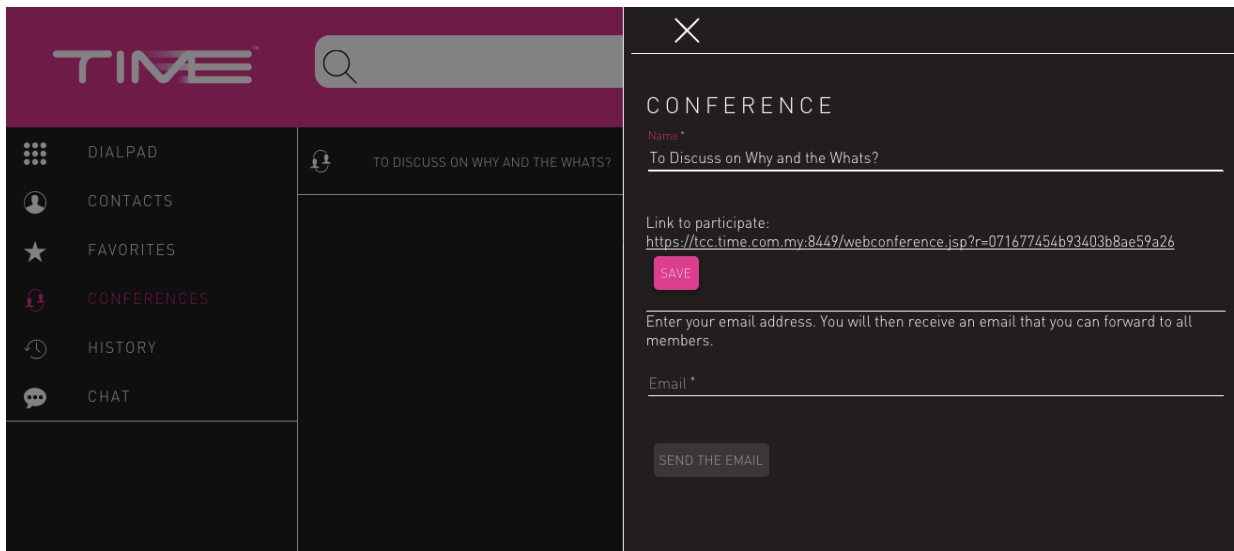


Figure 4 Setup a Conference url

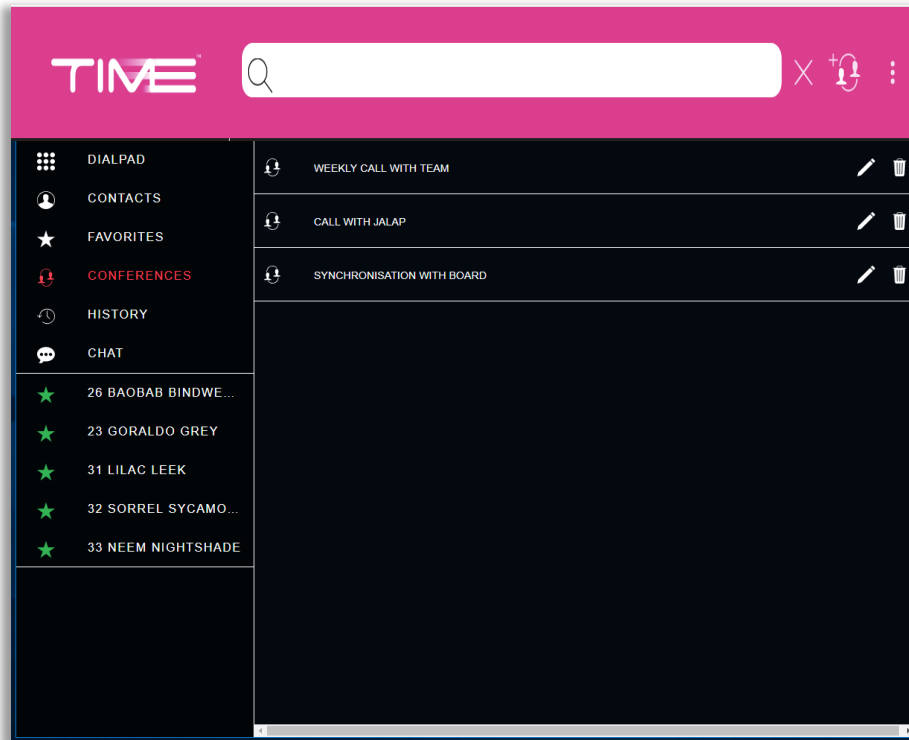


Figure 5 Overview of configured conference calls

Access the conference by clicking on the desired conference in the list (there is no conference name button)

During a video conference, the different participants will be shown on the display.

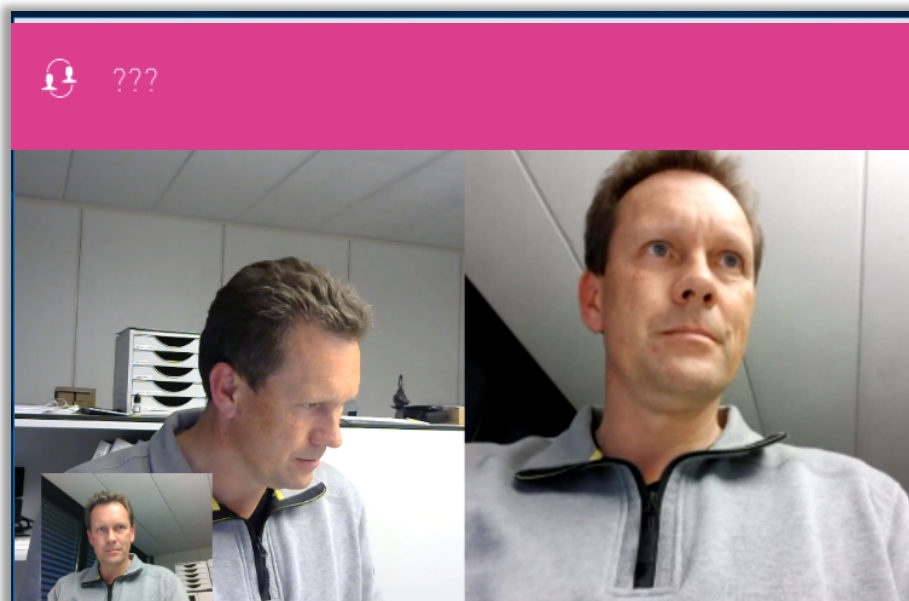


Figure 6 Active video conference

Contacts

In contacts the internal defined contacts are visible. An existing contact can be defined as favourite by clicking on the favourite icon ☆. The contact as well as the connection state (grey= unknown green = available red = call is in call) will then be displayed in the favourites window. In the contacts list, it is visible if the contact is a personal contact, a TCC extension or a number programmed in the central telephone book

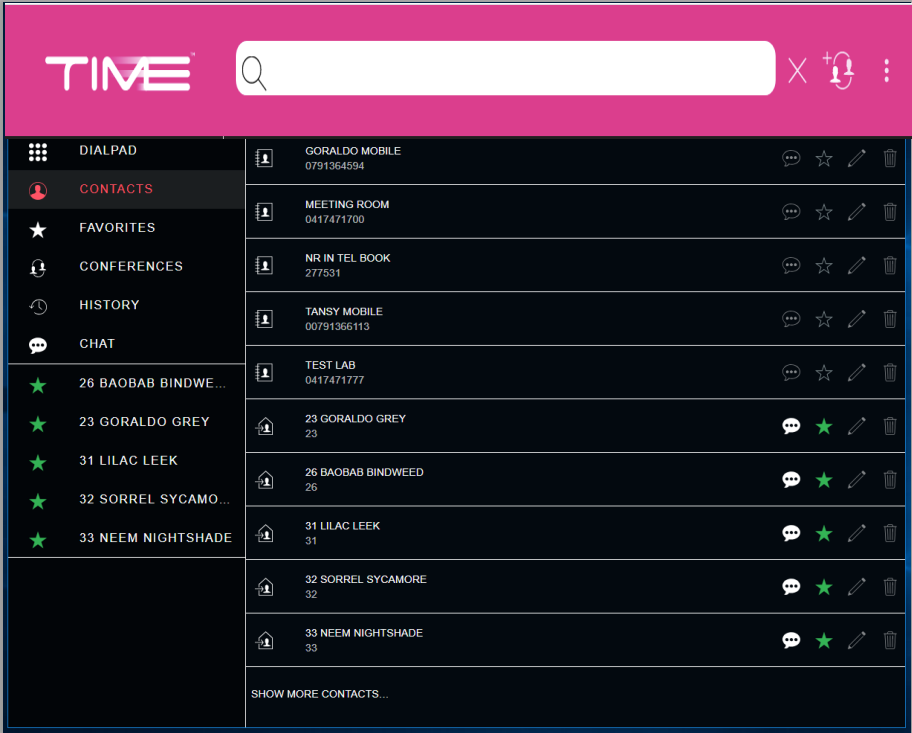


Figure 7 Contacts overview

Favorites

Calls to the defined favourites can be initiated directly from the favourites window. In a TCC environment, the busy state of the set favourite is shown next to the name. (grey: offline, green: online and free, red: online and busy). During a call, the busy state indication changes to the active connection icon.

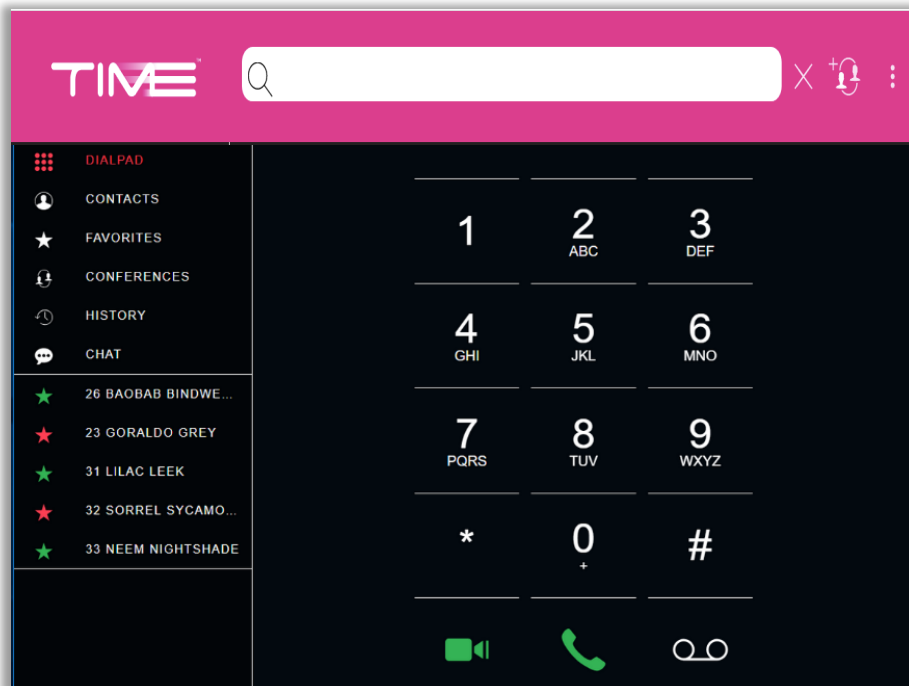


Figure 8 Personal favourites

History

In the history menu, incoming and outgoing calls are registered. Calls can be directly initiated from the history menu by selecting the respective number/user.

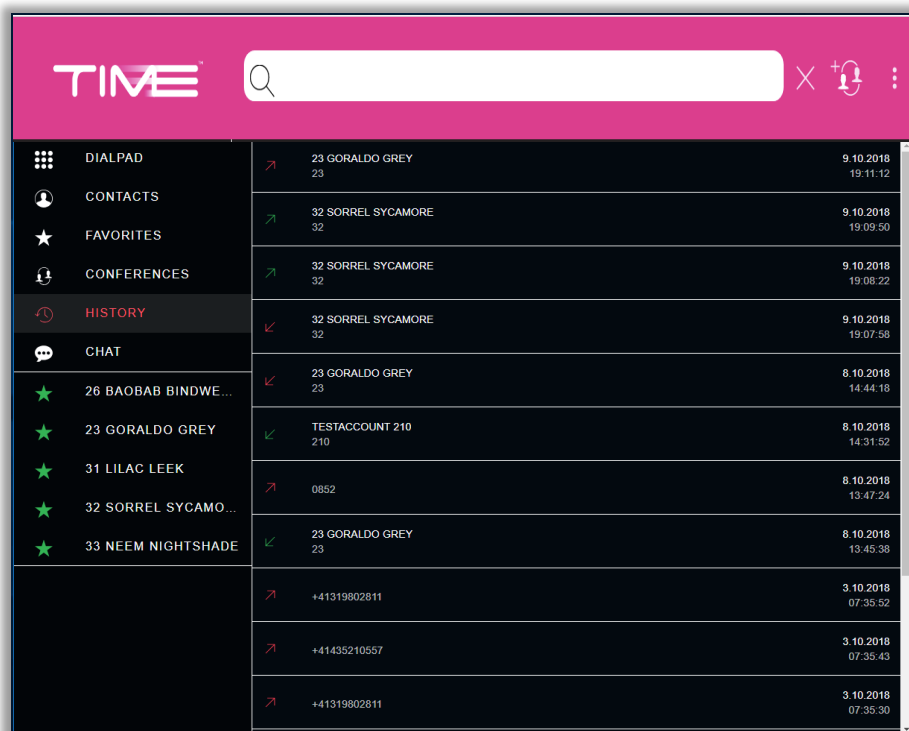


Figure 9 History

Chat and group chat

To chat between two TCC users, go to the chat menu. From the right hand side contacts overview, select the user you want to contact. When selected, in the lower part of the display, enter the text you want to send to the subscriber. Single user chat (to one subscriber) can be send between two TCC Client users and also to "an IP Phone" subscribers, when the feature is activated on the smartphone client. This optional feature can be activated upon request. Note that sending chat messages is only possible to internal TCC subscribers and only to compatible phones.

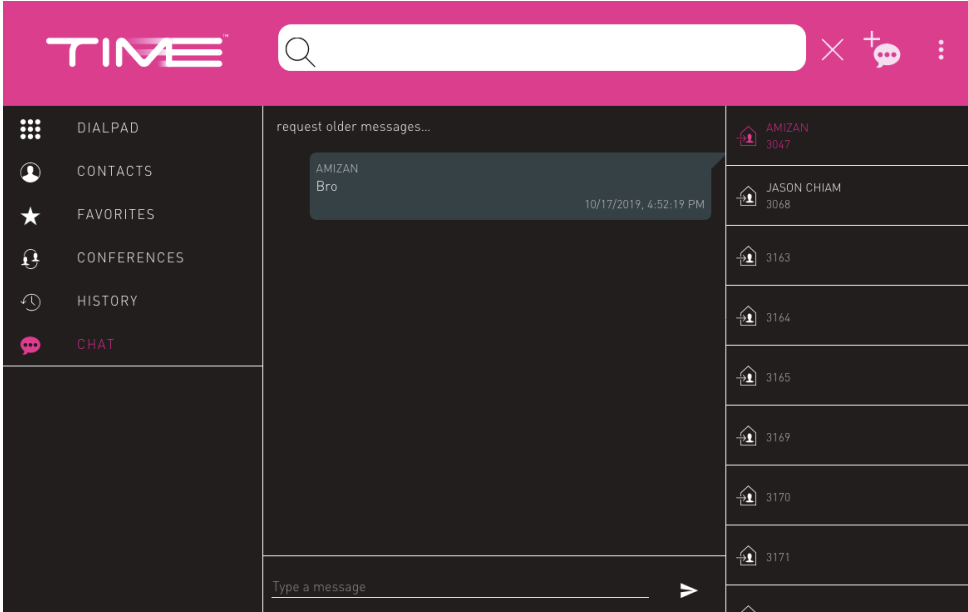


Figure 10 Chat messages to single subscriber

If you want to send a message to a chat group, first you will have to define the group. Configure the group by pressing the chat group icon and define here the list of users you want to address.

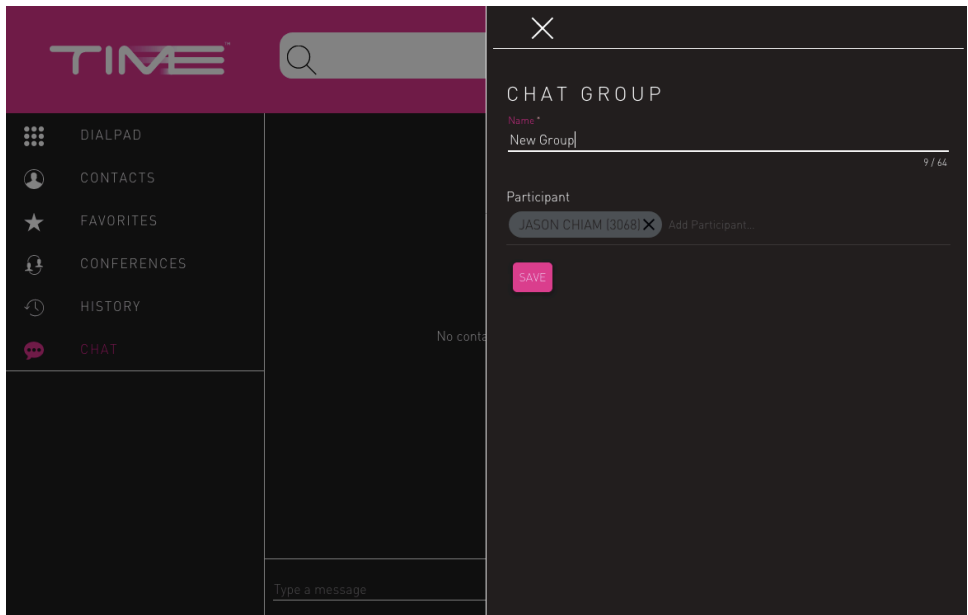


Figure 11 Defining of chat group users

This group will now be visible in the list of users. Now, this chat group can be addressed to send group messages. Note that group messages can only be answered to the whole group if the other user uses the TCC Web Client (browser activated or through the application).

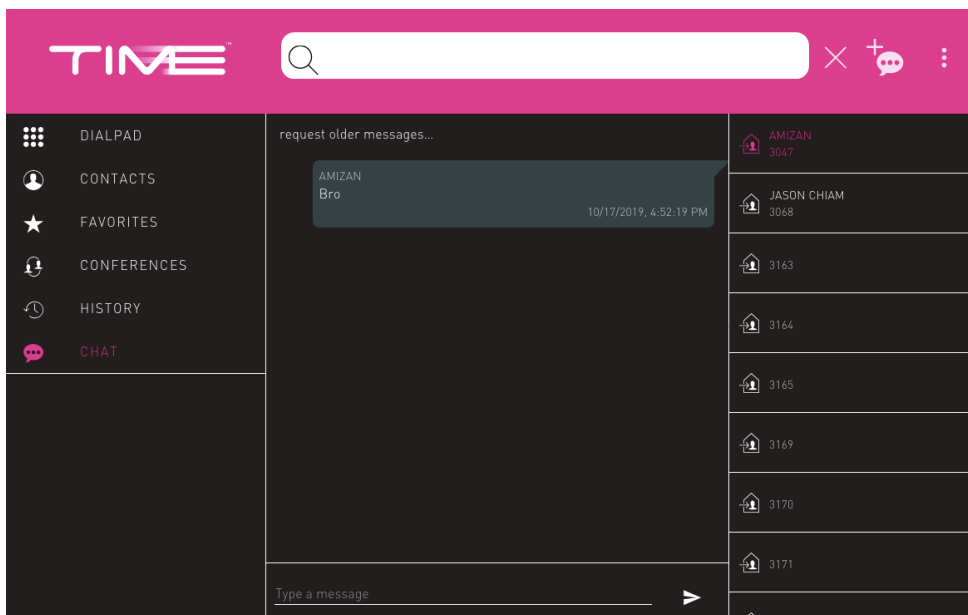


Figure 12 Group chat

Settings

Settings menu will show the capability to make and receive calls through WebRTC.

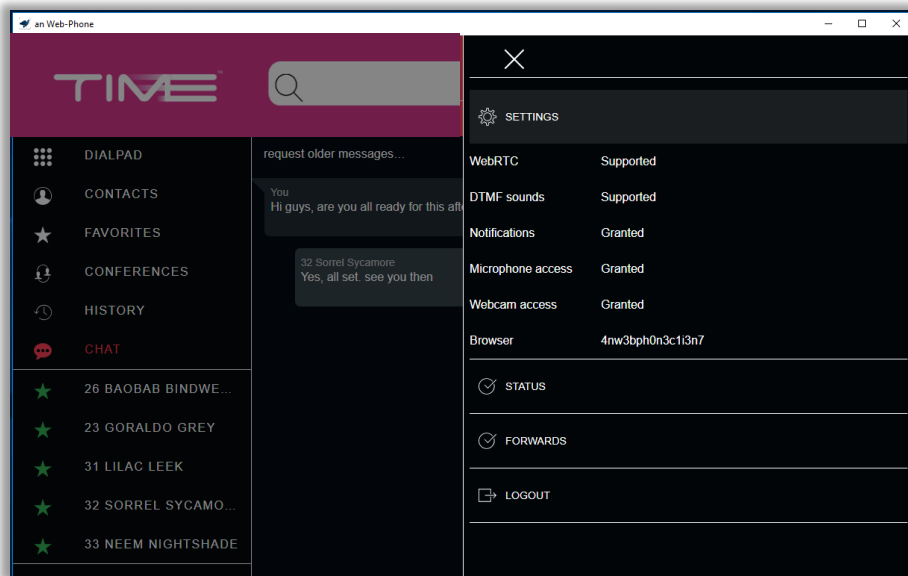


Figure 13 General WebRTC settings and authorizations

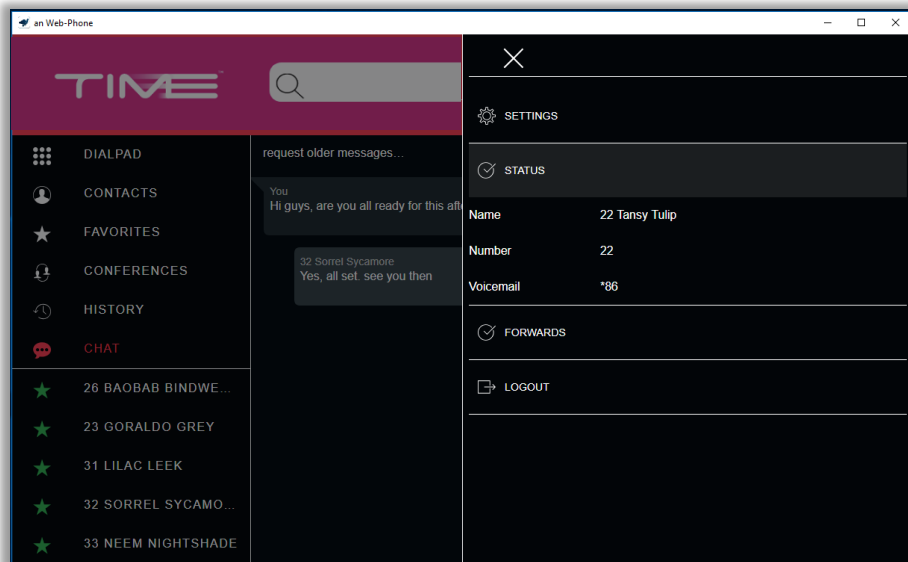


Figure 14 User settings and number display

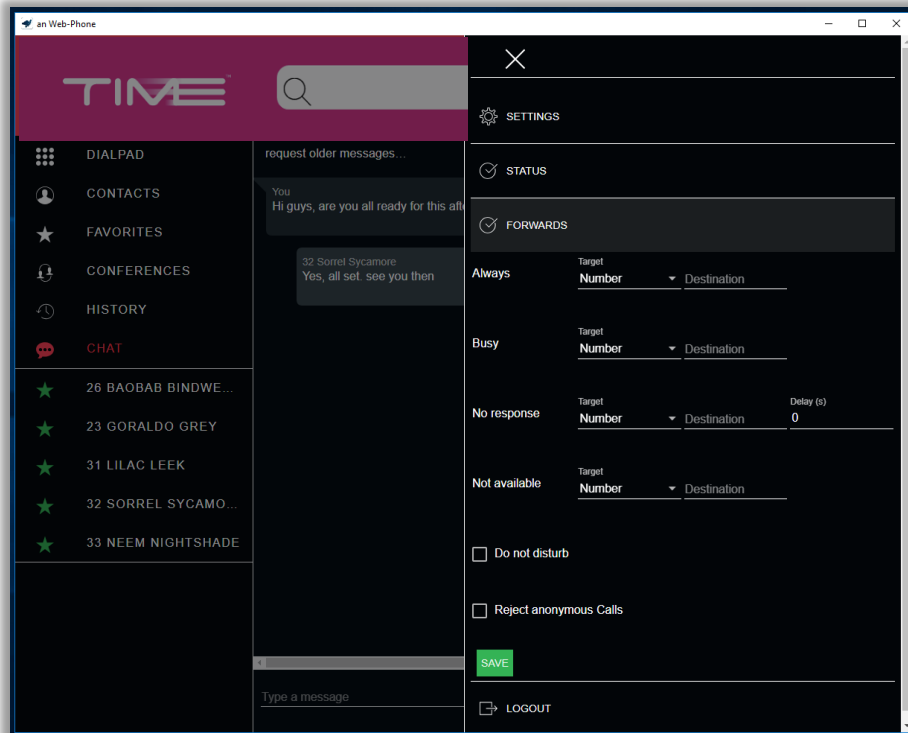


Figure 15 Call Forwarding settings

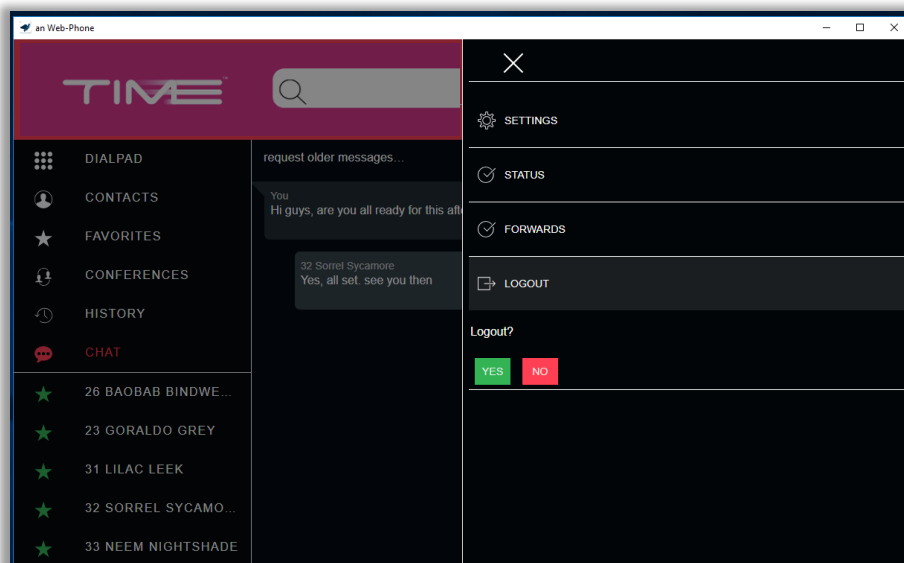


Figure 16 Application logout

Accessing through mobile phone

The application can also be run on a WebRTC capable mobile phone. (IOS Safari is under development but not yet enabled). In the browser, the same URL can be entered to access the account similarly to the desktop client.

Troubleshooting

If you have issues with your connection, first please check if your browser is WebRTC enabled. To check, go to settings (top right corner) and check the permissions. If any of the items are not ok, you may want to change your browser and/or browser settings.

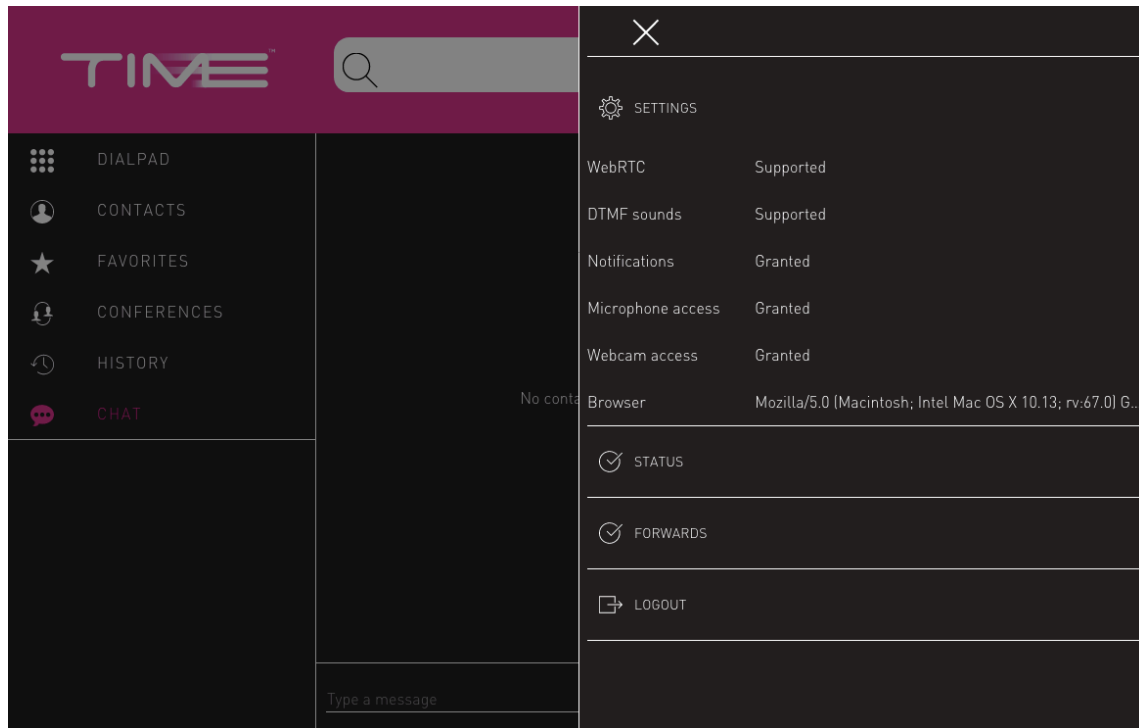



Figure 17 WebRTC authorizations

Meaning of used icons

Icon	Description of icon meaning
	Number is an internal vpbx subscriber
	Number is from the central vpbx telephone book
	Number is from a local created contact
	Add new local contact
	Dial number / make connection
	Hang up / disconnect
	Put call on hold / call is on hold
	Mute the microphone
	Activate video mode / setup video call
	Transfer call to third party
	User busy in active connection
	Connection state indication "busy"
	Connection state indication "free"
	Create new conference
	Create new group chat