

SIMPLEFIBER

INTERNET & VOICE MADE SIMPLE

WEBPHONE

USER GUIDE

Browser softphone — talk.simplefiber.com

Welcome to Voice made SIMPLE

The SimpleFiber WebPhone lets you make and receive business calls straight from your browser — no desk phone needed. Log in at <https://talk.simplefiber.com> and open it from the Apps menu. For help, contact SimpleFiber Support at 1-888-455-0151 or support@simplefiber.com.

Getting Started

- 1 Open your browser and log in at talk.simplefiber.com.
- 2 Click **Apps** in the top right, then click **WebPhone**.

Contacts

Filter, search, or add contacts from the Contacts tab. Click any contact to favorite them, send a message, or start a call.

Making Calls

- 1 Click the red + button in the bottom right. Use the dialpad for calls or the pencil icon for messaging.
- 2 Use the keypad or your keyboard to enter the number or extension.
- 3 Click the green call button to place the call.

During a Call

While on an active call you can mute, hold, open the dialpad, transfer, park calls, and more using the on-screen controls.

Call Parking

- 1 Press the park option during a call, then select a park slot.
- 2 To retrieve: click the Parked Calls section, find the call, and click the phone icon to pick it up.

Call History



View your call history with the filter dropdown. Click any call entry to call back, create a new contact, or add the number to an existing contact.

Voicemail



Filter voicemails by new, saved, or trash. Select a voicemail to play it back, call the caller back, save, forward, or delete it.

Chat & SMS



Search for users by name or type a full phone number to send an SMS. Type your message in the text box and press Send. **Note:** your user must be provisioned with an SMS number to send text messages — contact support if you need SMS enabled.

Answering Rules



Click and drag to reorder your answering rules. A blue circle indicates which rule is currently active. Priority runs from top to bottom. New rules must be added from the portal.

Greetings



Play, set as default, delete, or add new voicemail greetings from the Greetings tab.

Settings



Set your default audio input, output, and ringer devices in the Settings tab. This is also where you can install the WebPhone as a desktop app (PWA).

Additional questions? SimpleFiber offers an advanced suite of features. For advanced configuration and questions, visit www.simplefiber.com/support or call 1-888-455-0151.