



FJORD TELECOM

Better Unified Communications

# User Guide myC

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Fjord Telecom

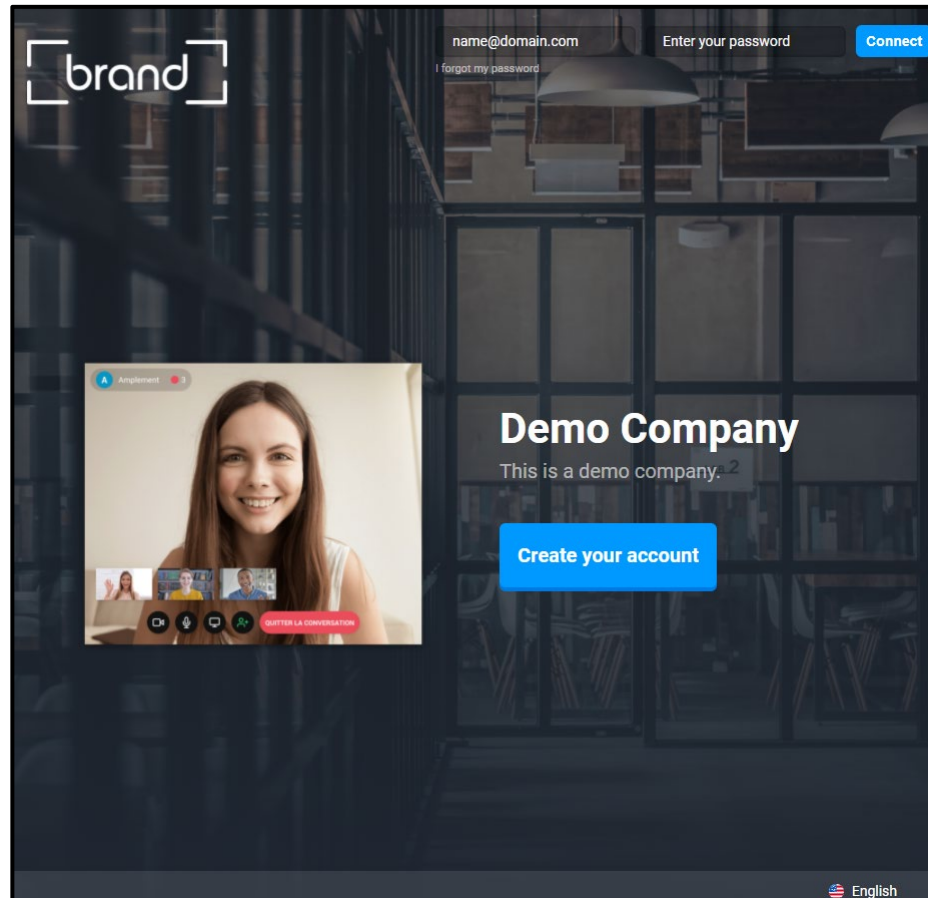
<https://fjordtelecom.com>

+353 1 529 0900

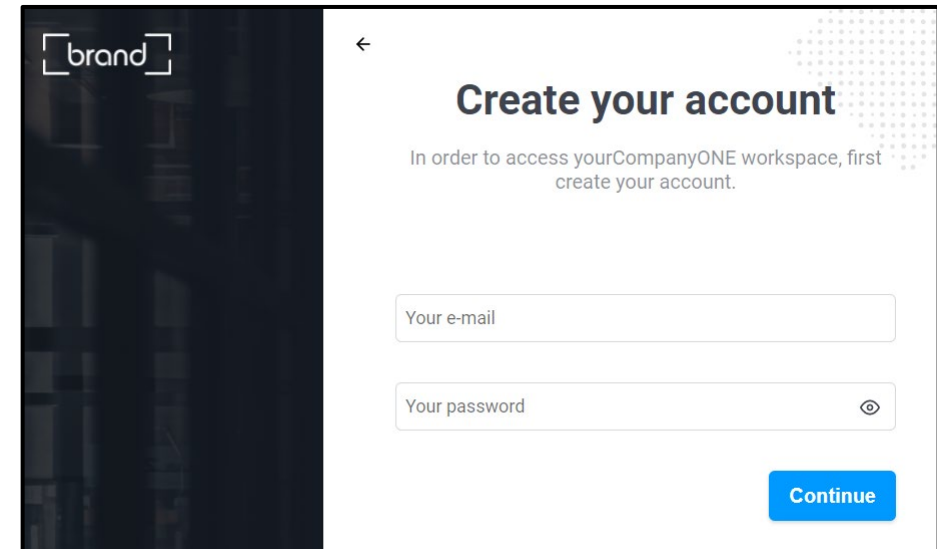
hello@fjordtelecom.com

# Create an account

[ brand ] will be your logo  
Click **Create your account**

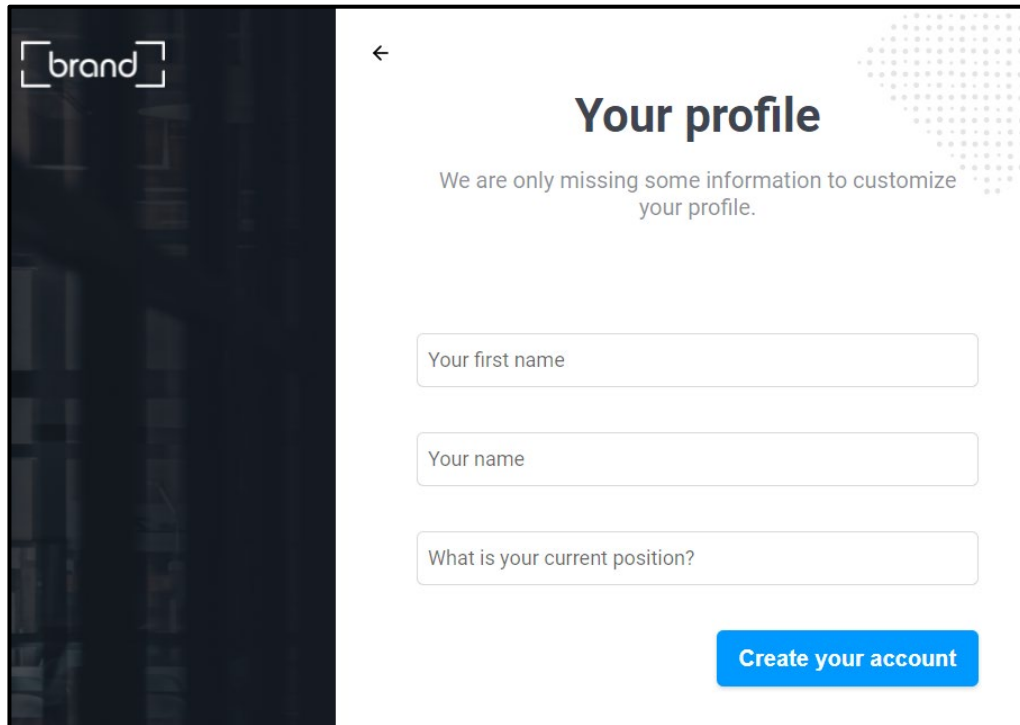


Type your email & password  
Click **Continue**



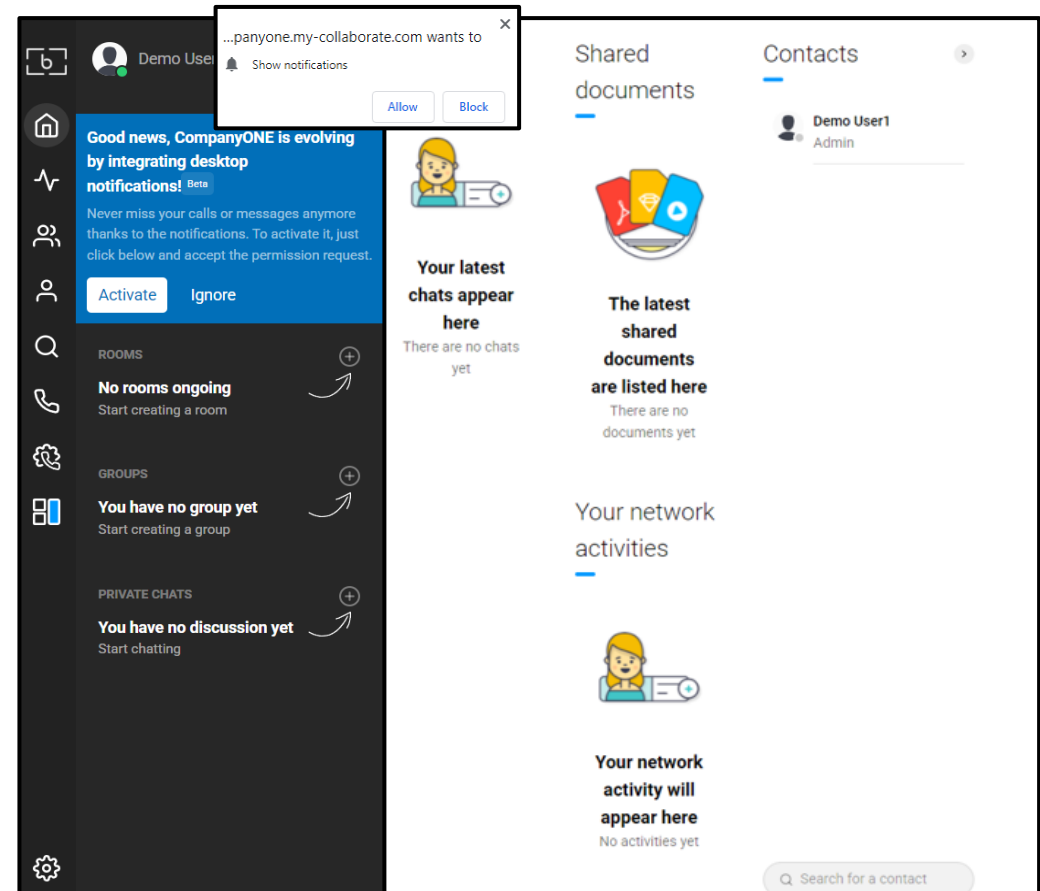
# Create an account

Type your name, last name and position  
Click **Create your account**

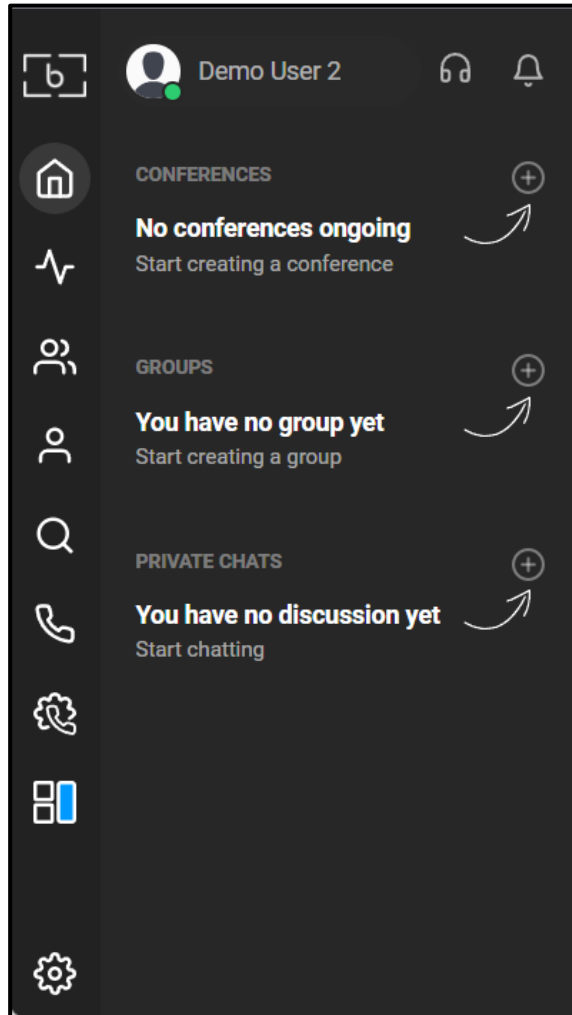


The screenshot shows a web form titled "Your profile" with a back arrow and a "brand" logo. Below the title, it says "We are only missing some information to customize your profile." There are three input fields: "Your first name", "Your name", and "What is your current position?". A blue "Create your account" button is at the bottom right.

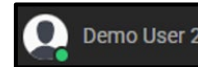
Account successfully created  
Click **Activate** and **Allow** on pop-up window to activate notifications



# Top Navigation Menu Bar



Display your Company's Logo



User Name &  
User Presence status (dot in colour)



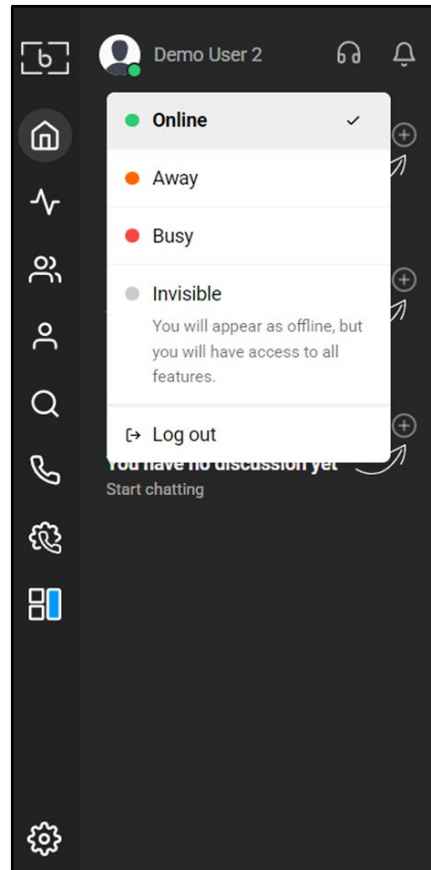
Mute / Unmute



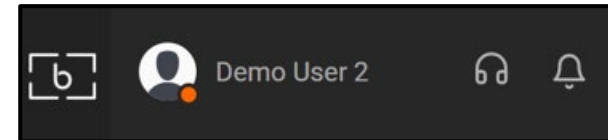
Notifications status

# User Presence Status

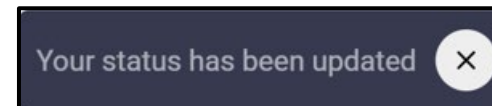
Click in the **User Name** to show the Presence of User options




Click the desired option

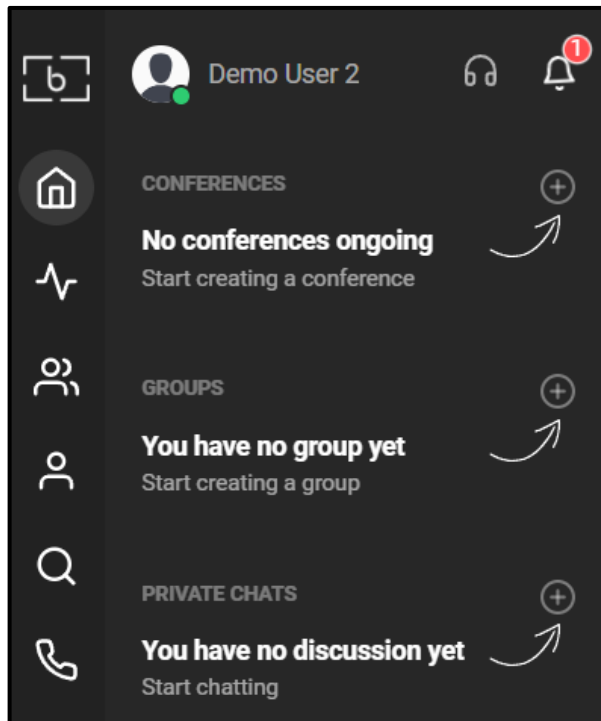


Status will be automatically updated

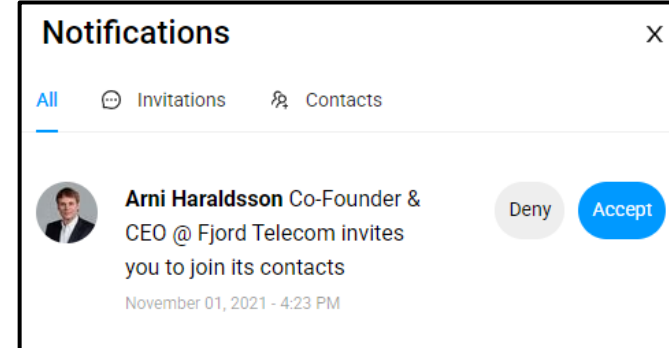


# Notifications

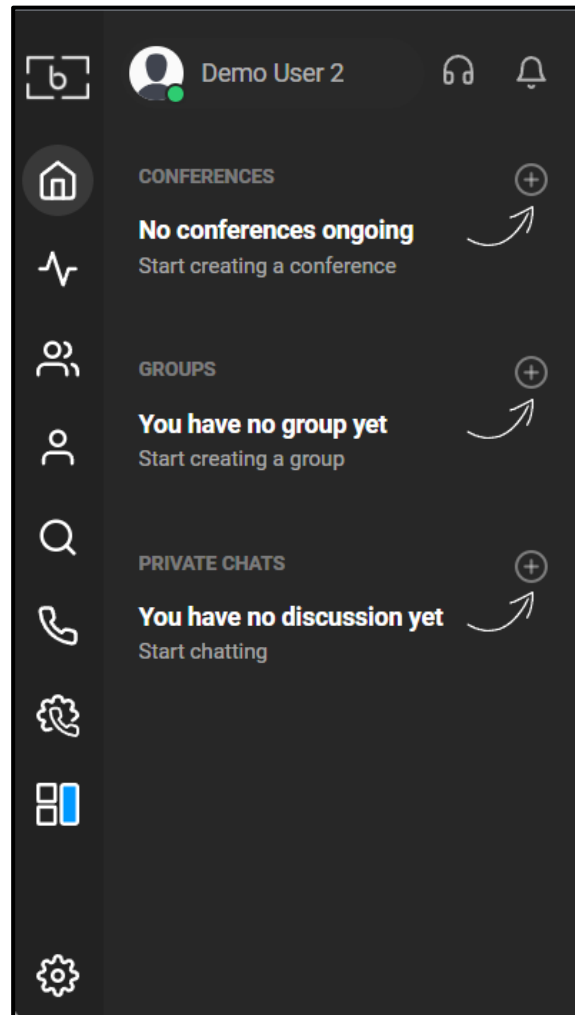
 The **Bell** shows the missed notifications












Click the **Bell** to show notifications  
Click **Accept** or **Deny**

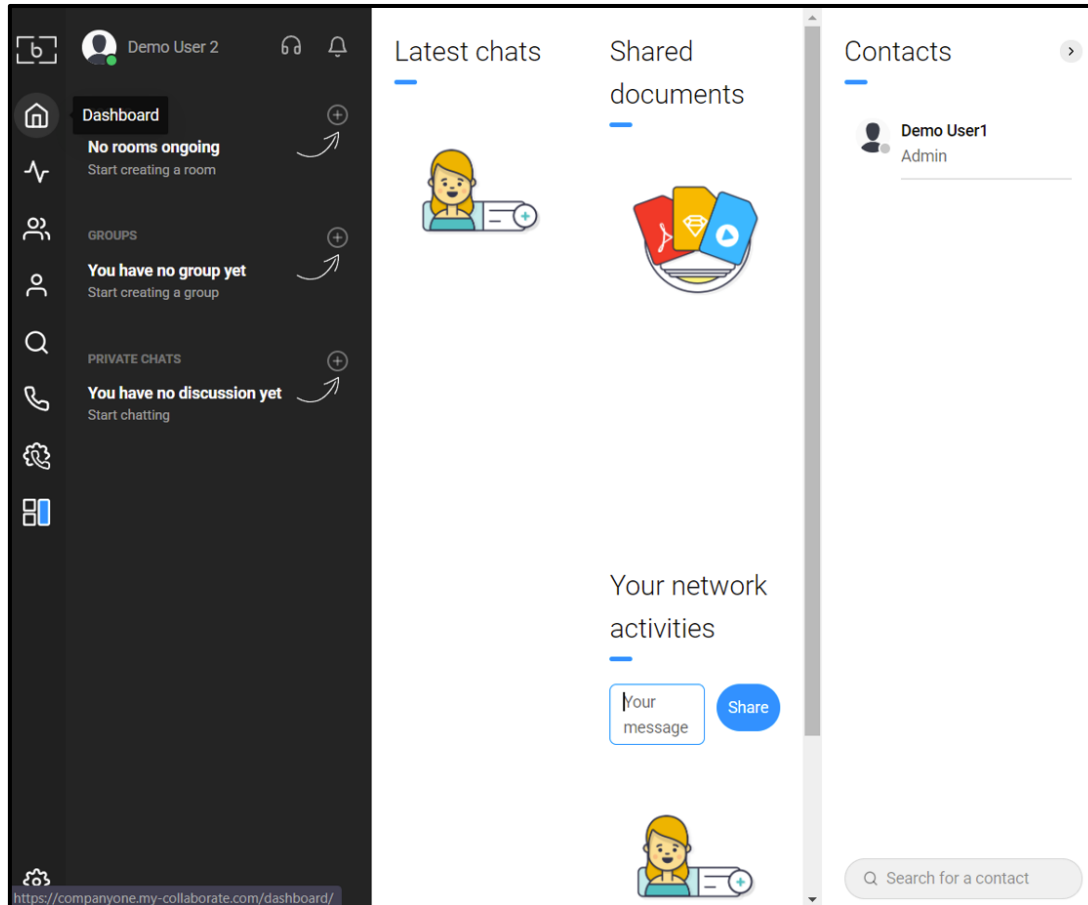


# Left Navigation Menu Bar



-  Dashboard
-  Activities
-  Contacts
-  Profile
-  Search
-  Call
-  Self-care
-  Administration
-  Settings

# Dashboard



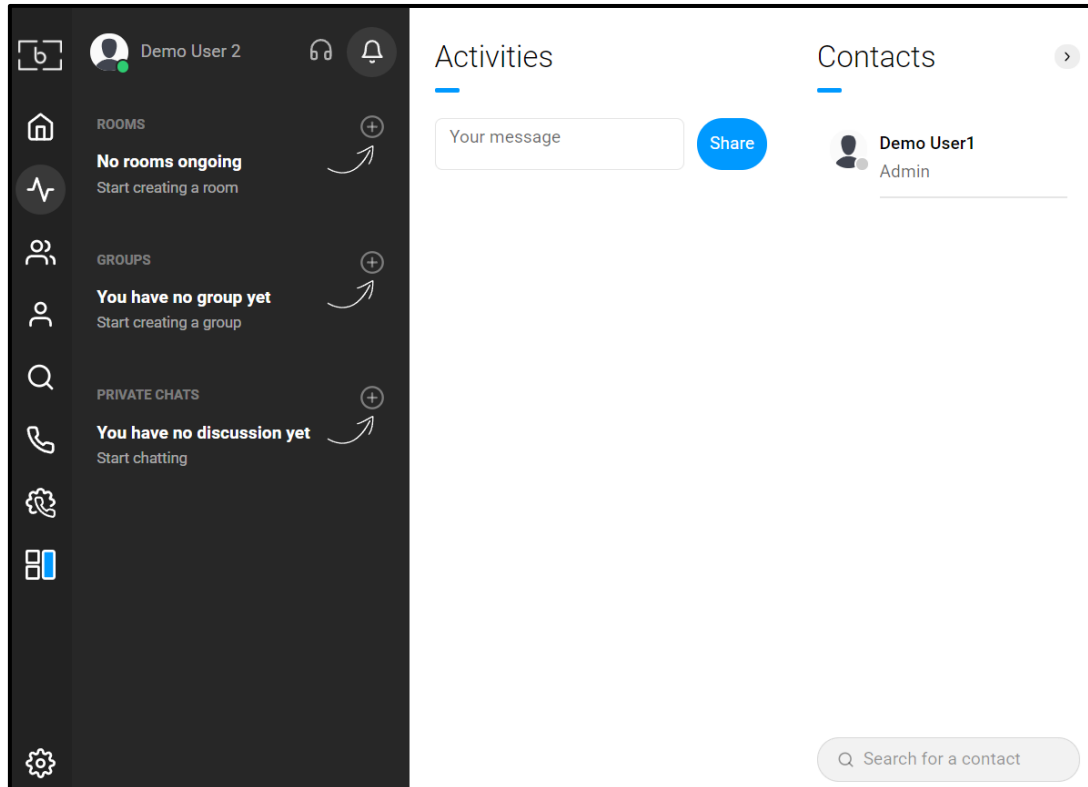
## Dashboard:

Show latest activities in the User session

Click the latest chat, shared document, activity of your network members or any of your contacts for a fast access to it



# Activities



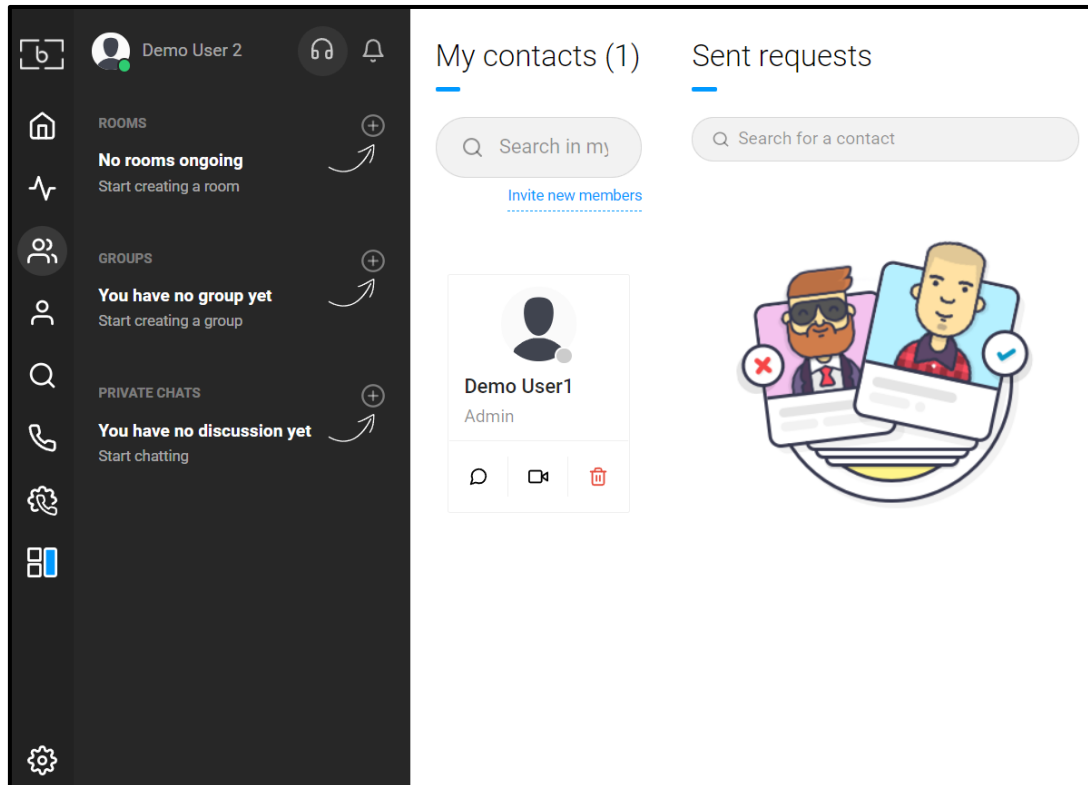
## Activities

Shows latest updates done within your network, like changes in picture, status or profile of a contact

Show a list of your contacts

Click in any of them for a fast access to it

# Contacts



## Contacts

Shows all contacts in your network

Hover on the desire contact and with a Click see contacts' profile, start a Chat, Audio-Video Call or Delete a contact

Search for specific contact

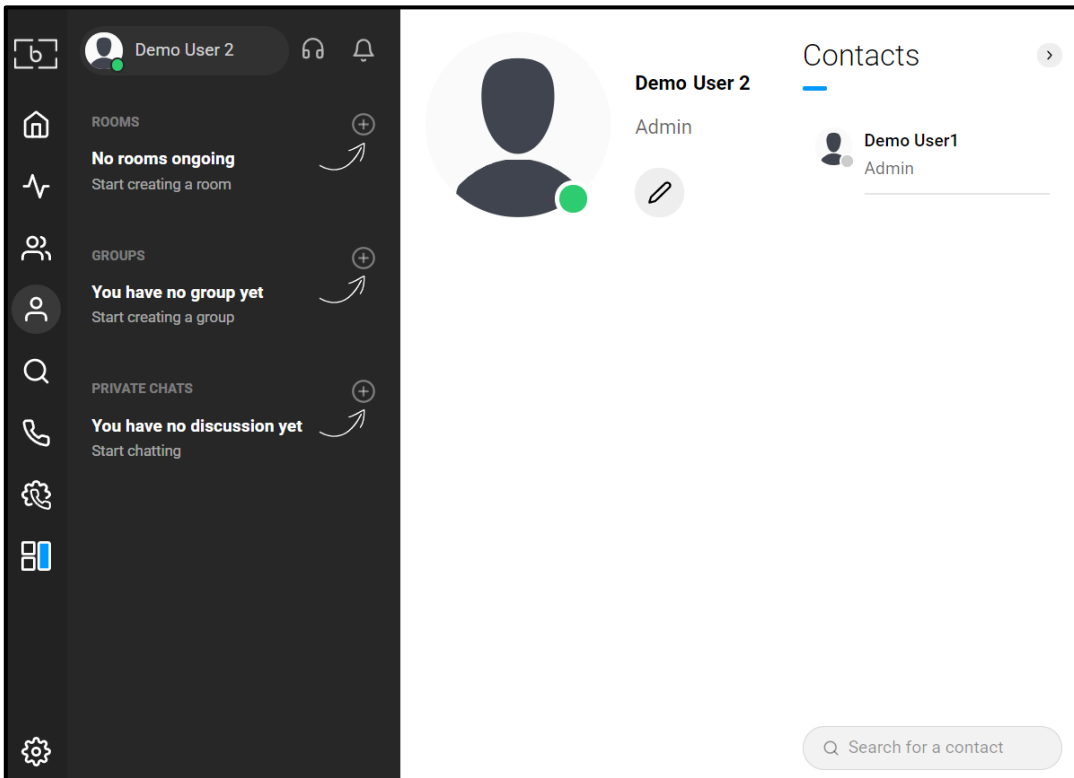
Send a request to a contact

# Profile



## Profile

Click edit button to update 



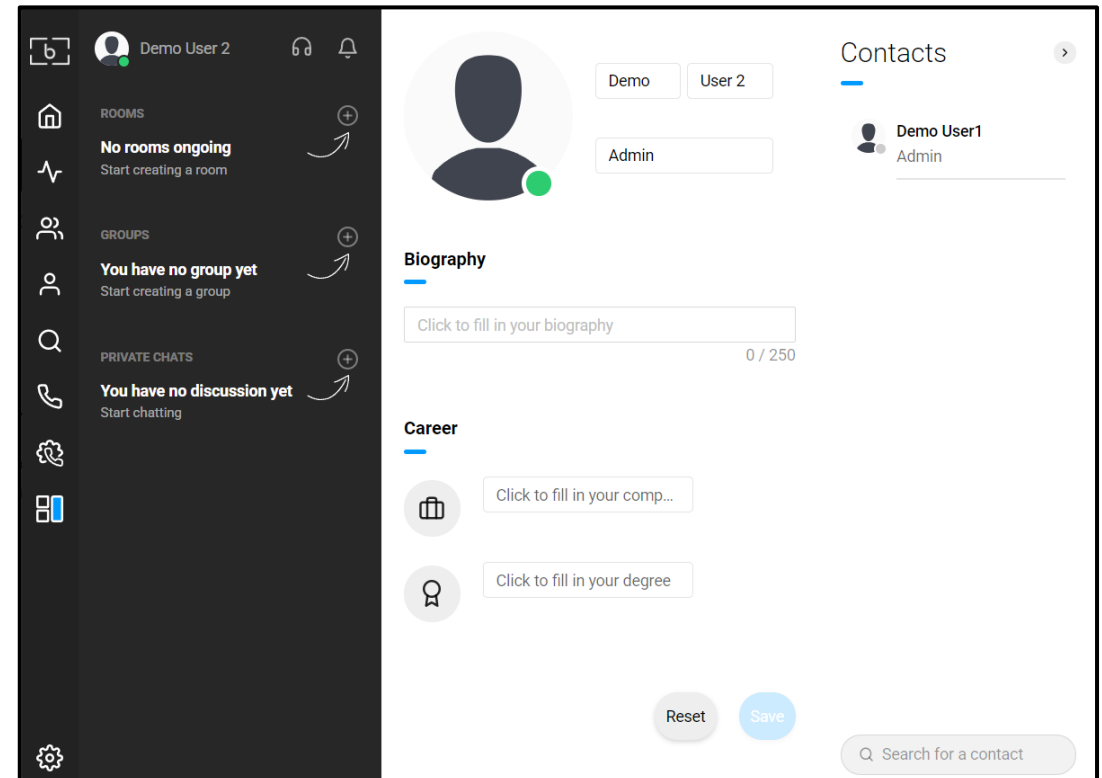
**Demo User 2**  
Admin

**Contacts**

- Demo User1  
Admin

Search for a contact

Fill information as required – mandatory fields apply  
Click **Save** once information is updated



**Demo User 2**  
Admin

**Contacts**

- Demo User1  
Admin

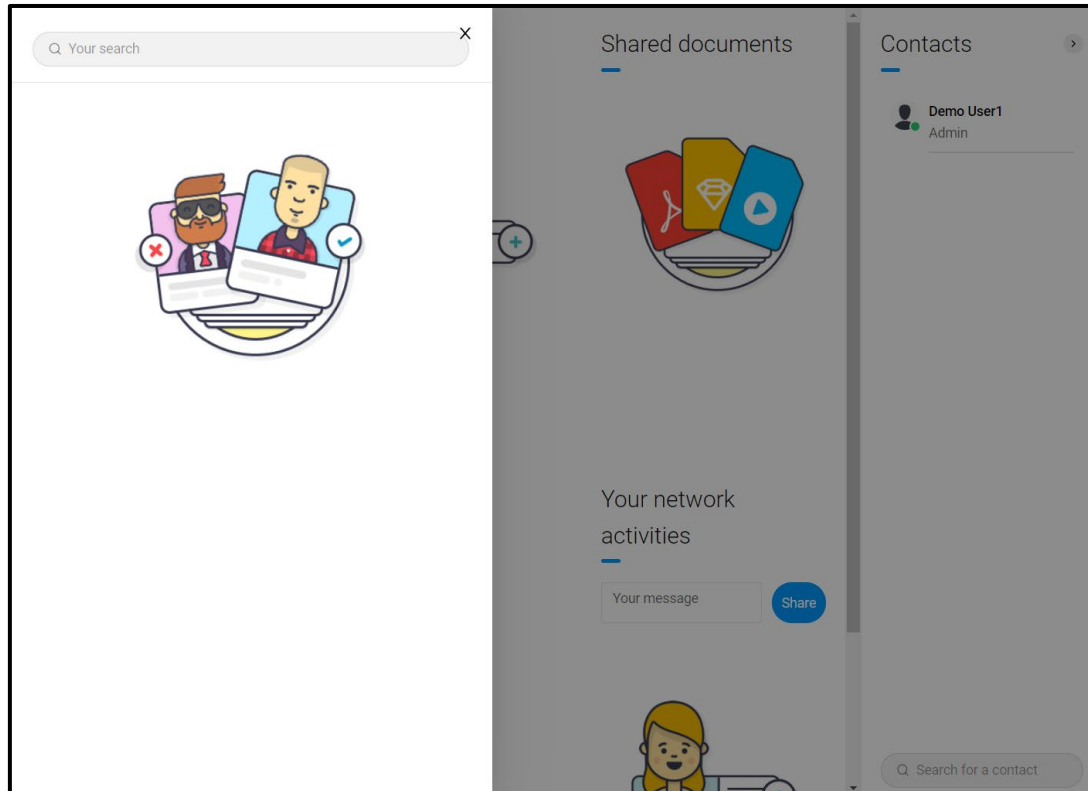
**Biography**  
Click to fill in your biography 0 / 250

**Career**  
Click to fill in your comp...  
Click to fill in your degree

Reset Save

Search for a contact

# Search



## Search

Type the name or last name

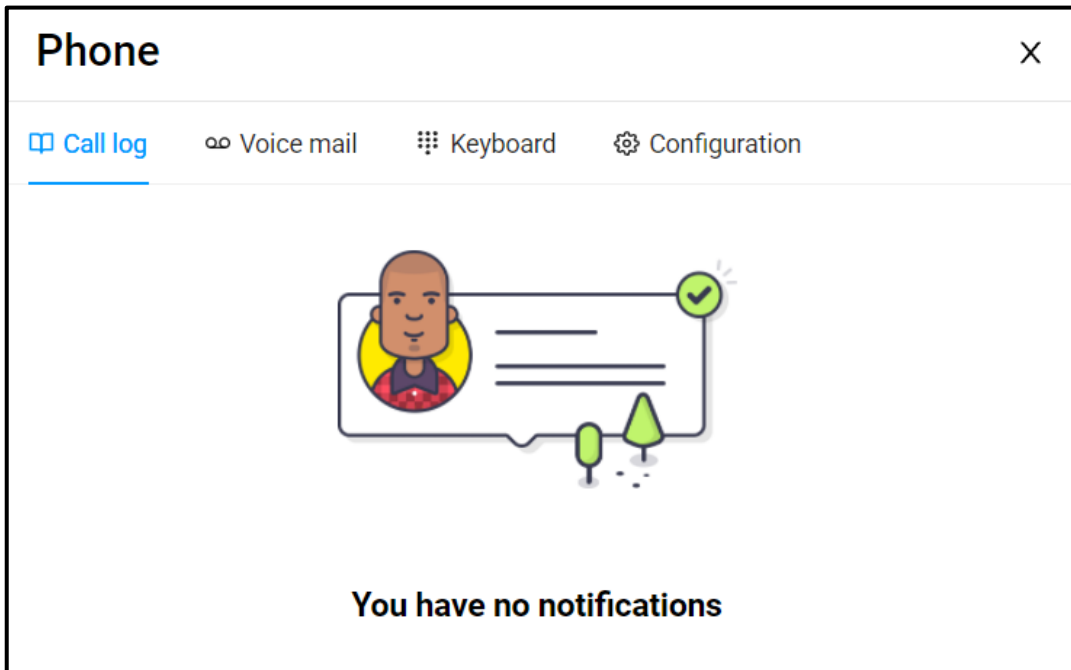
Locate the desired name:

- Click **Connect** for send a contact request **OR**
- Click the name for see profile and if desired, click **Connect** for send a contact request **OR**
- Click on **desired name** for start a Chat with your contact

(Request must be accepted for the person be added to your contact)

# Phone option

## Call / Phone Options



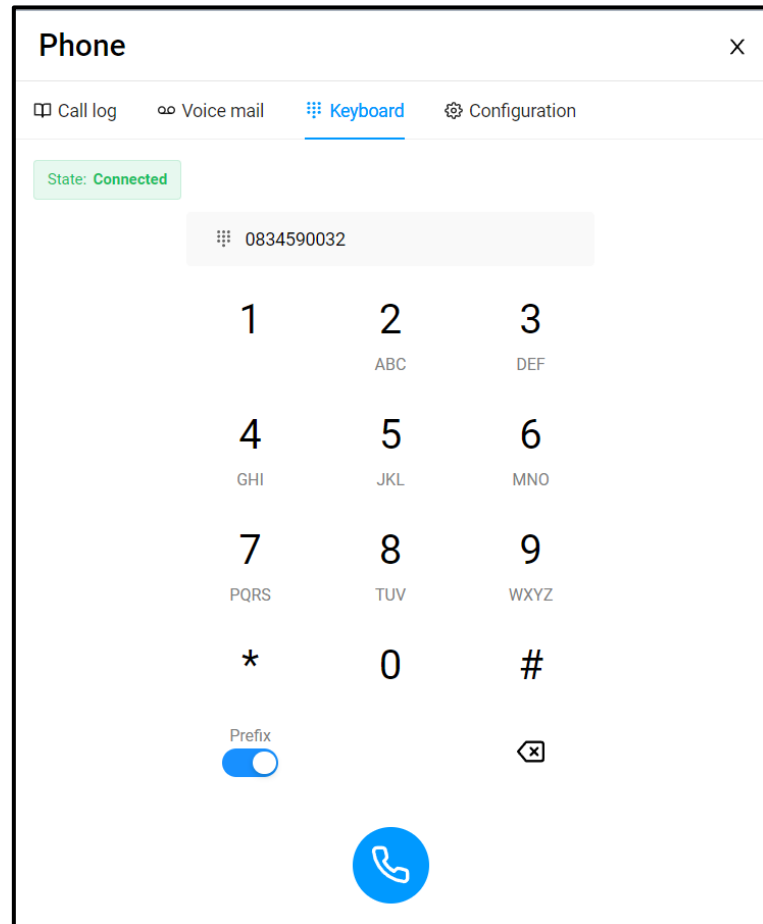
- |                      |   |
|----------------------|---|
| <b>Call log</b>      | Shows latest calls details and an easy Call back  |
| <b>Voice mail</b>    | Shows latest voice mails and options: Play, Download, Call back or Delete                                     |
| <b>Keyboard</b>      | To dial the number to be called<br>( <b>Prefix</b> option not active allow only calls to internal extensions) |
| <b>Configuration</b> | Phone parameters (IP Server, Proxy, Server Port and others)   |

When placing the first call, browser may ask permission to use Microphone – Camera  
Click **Allow** on pop up window

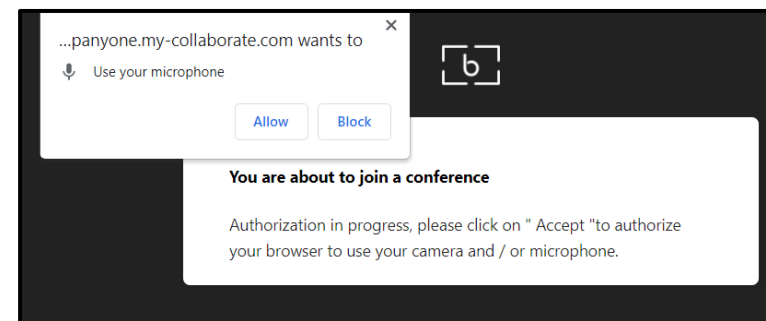
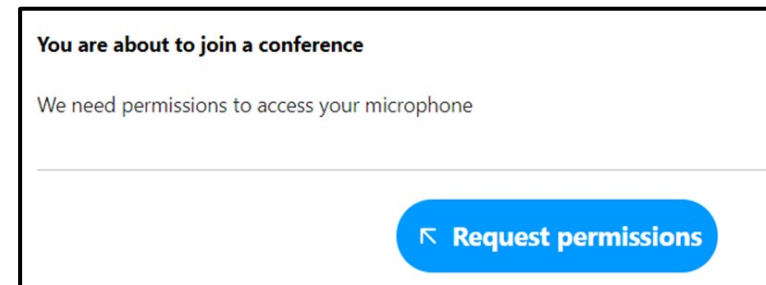
# Making a Call

Dial the called number; 0 for outside line

Click 



When placing the first call, browser may ask permissions  
Click **Request permissions** and **Allow** on pop-up windows





# Making a Call

Microphone and Headphones can be tested  
Click **Join room**


**You are about to join a conference**

SELECT YOUR MICROPHONE

Default - Microphone (High Definition Audio Device) 




SELECT YOUR HEADPHONES

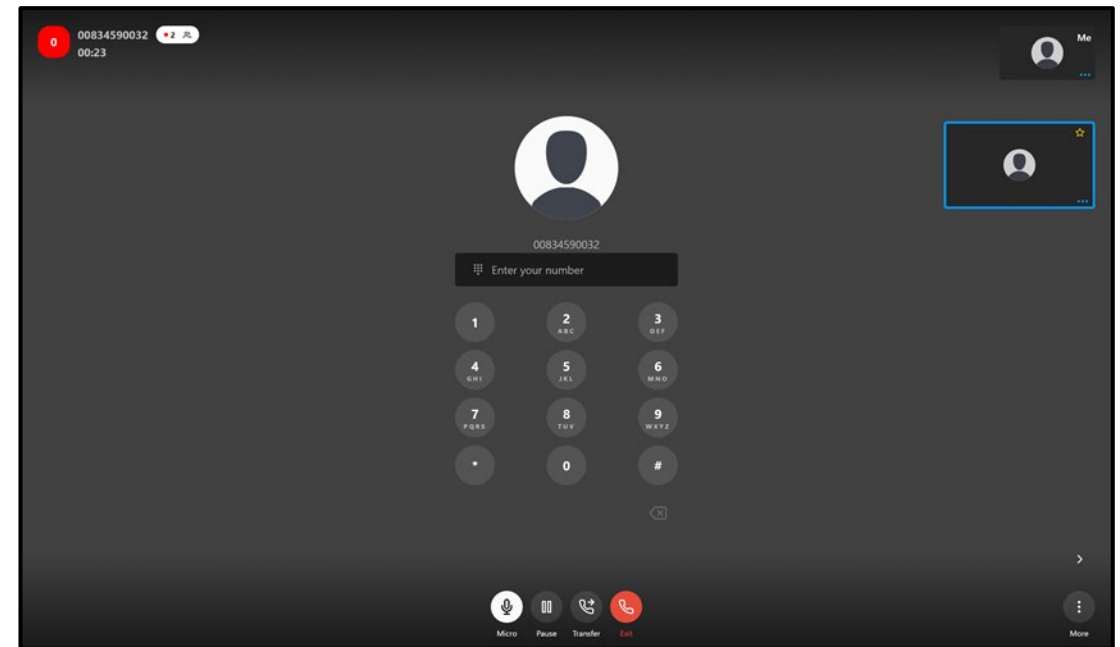
Default - Headphones (High Definition Audio Device) 

Test sound

☒ Skip this test the next time you join a conference

 **Join room**

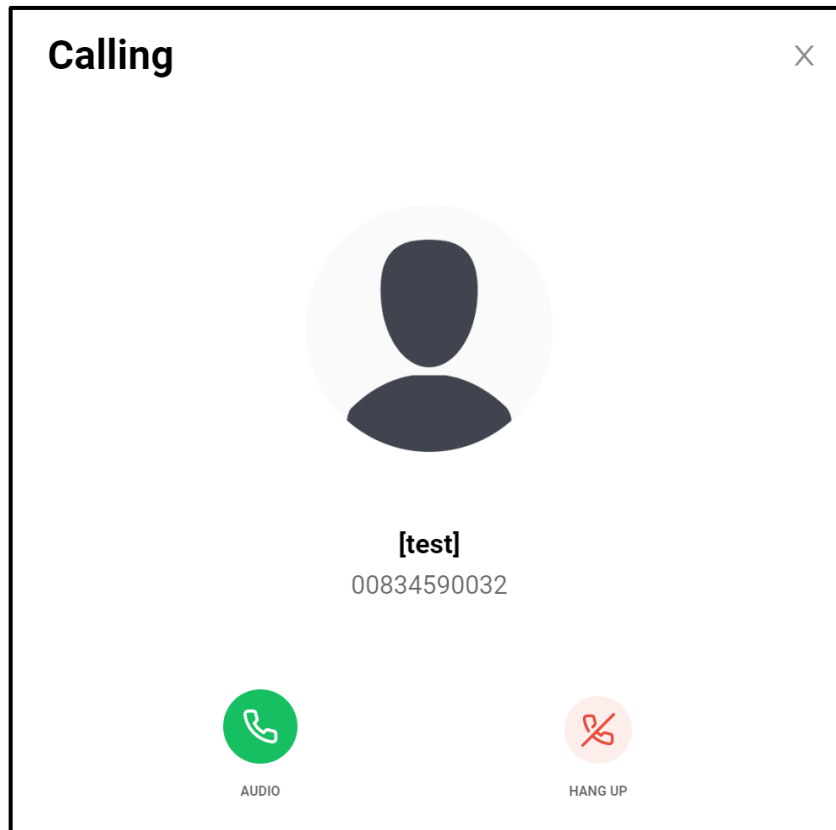
Call in progress  
Call has been successfully completed



# Receiving a Call - External Number

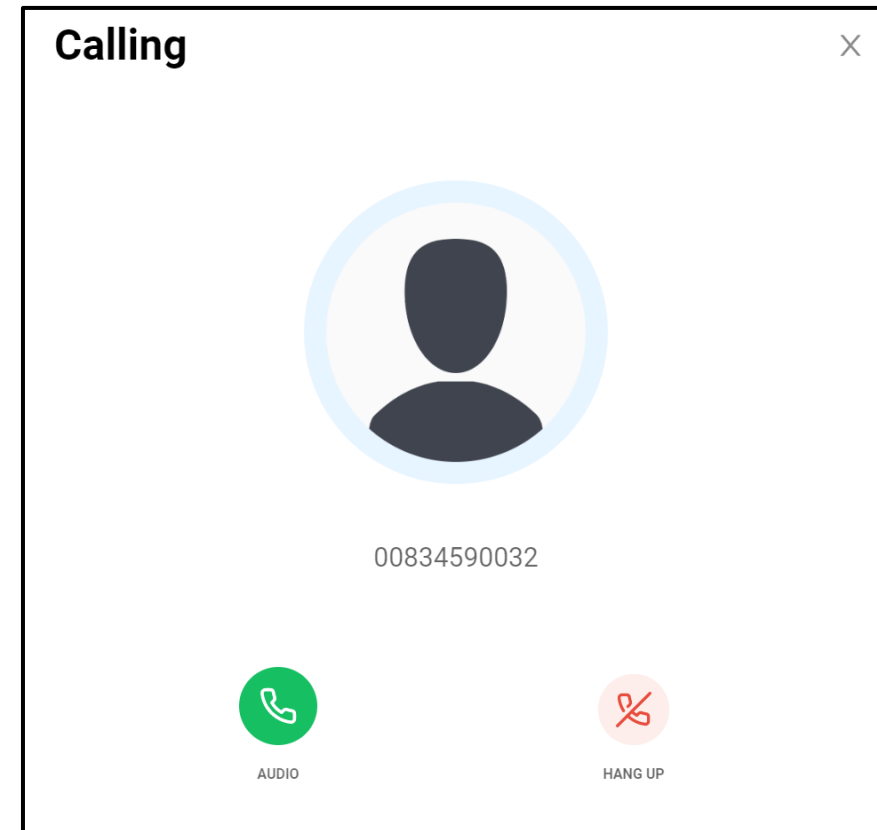
## Group Call:

- [test] is the group name
- Below is the original caller number



## Direct Call:

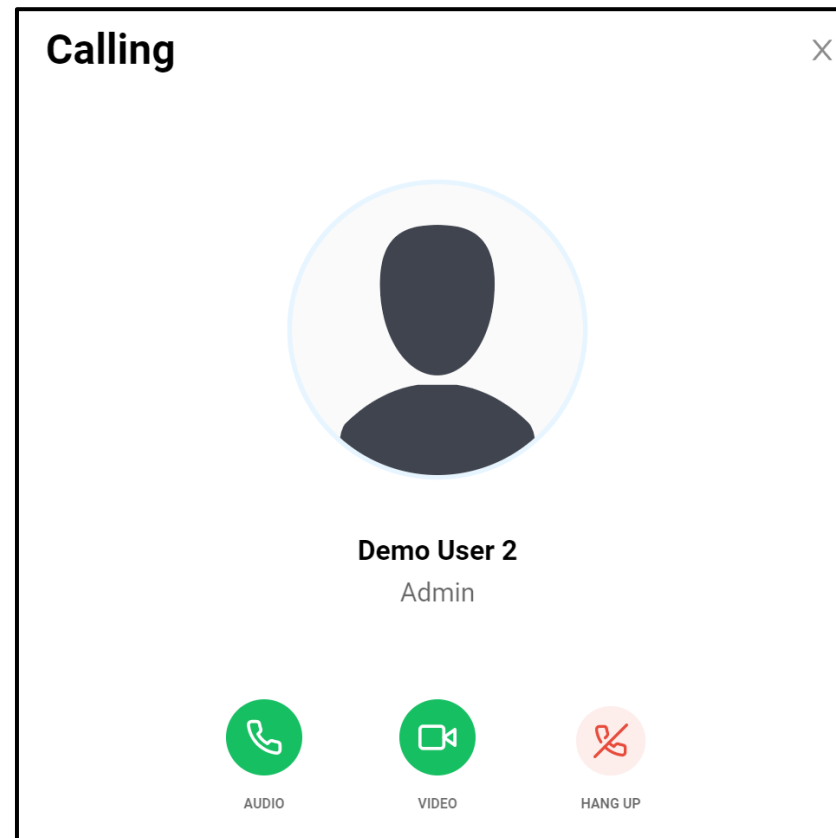
- Caller number presented on the incoming call window





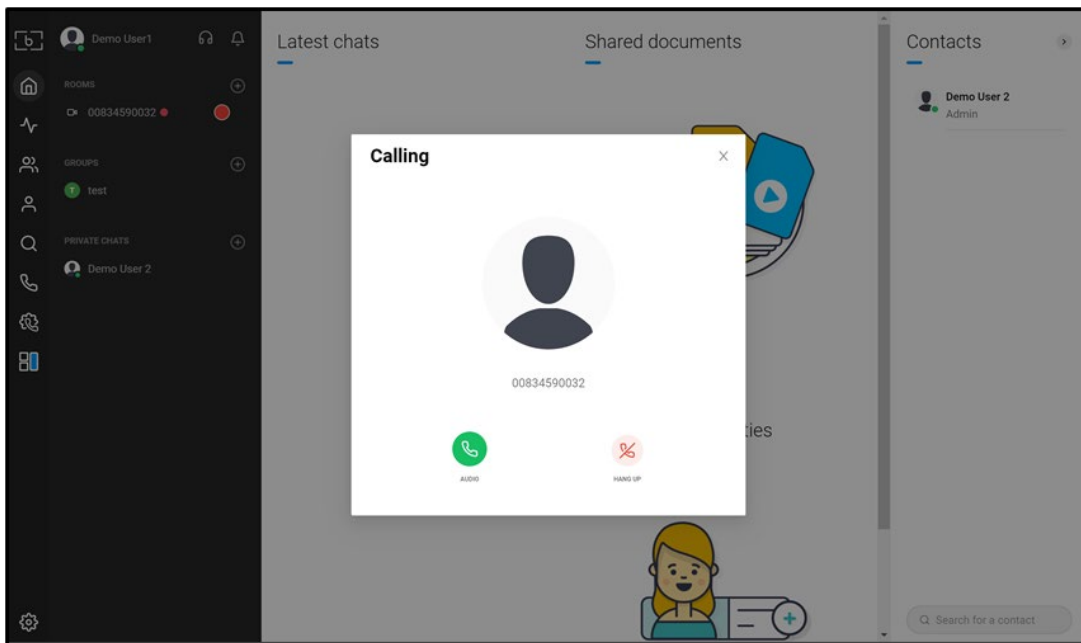
# Receiving a Call - Internal Number

Caller name is one of your contacts  
Click **Audio** or **Video** to answer the call  
or **Hang Up to** decline the call

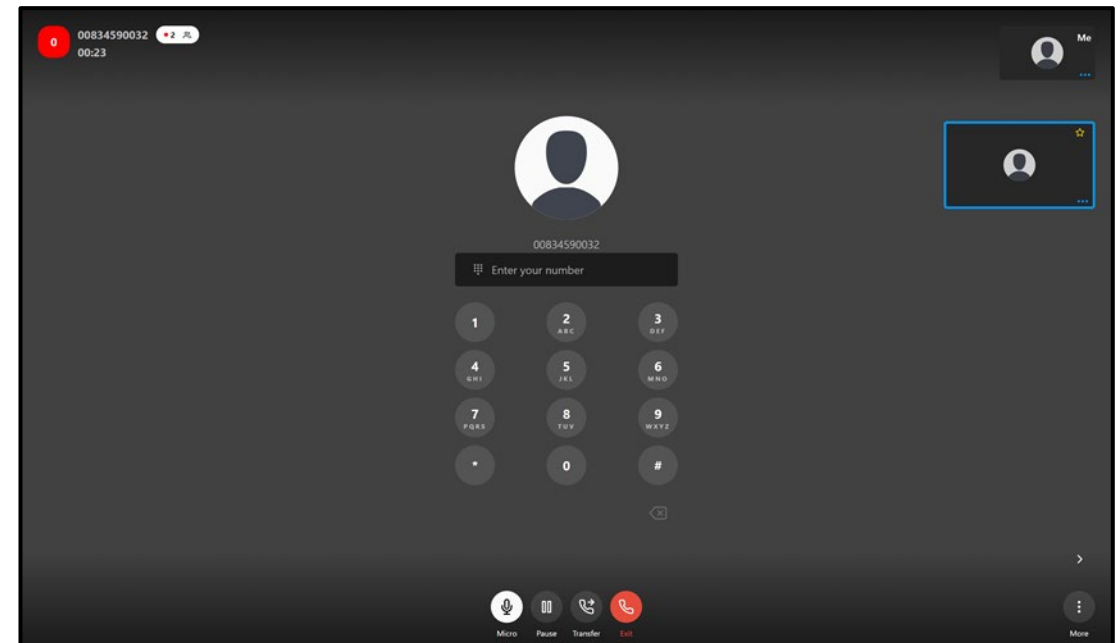


# Forward Calls - Consulted

Incoming call arrives  
(Same method applies when outgoing call is made)  
Answer the call



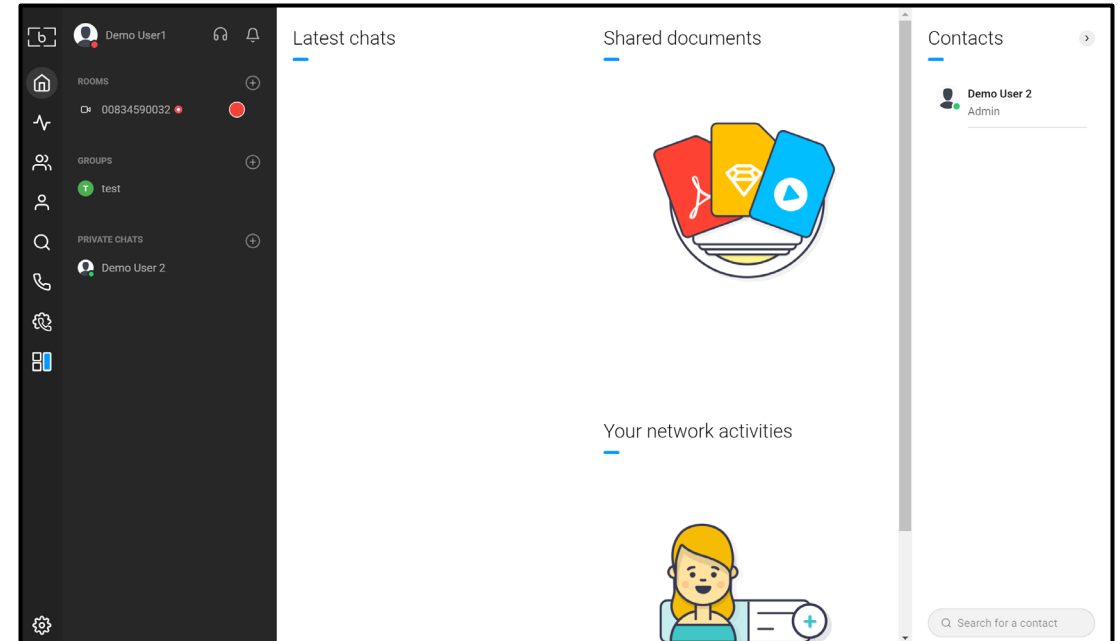
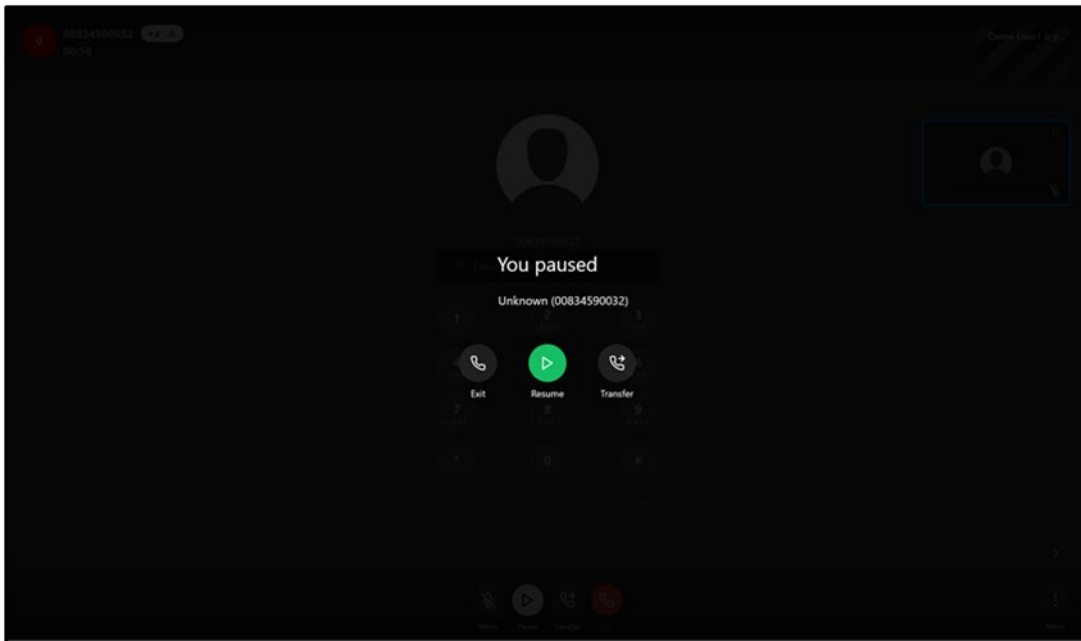
A second Tab/Window open  
Click **Pause**



# Forward Calls - Consulted

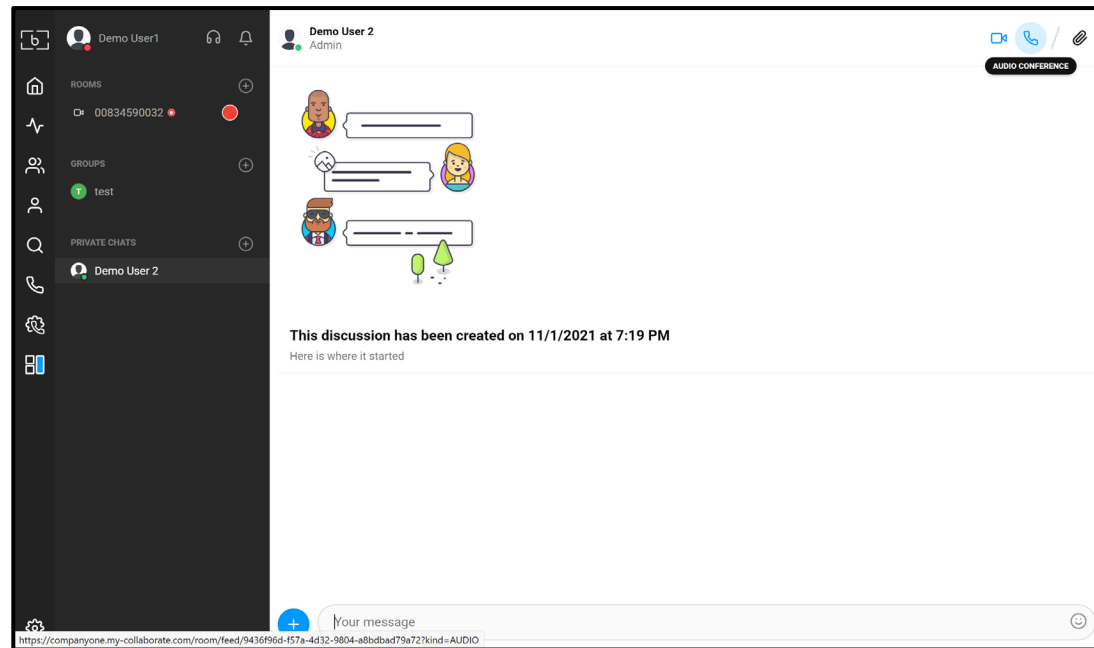
Call is on Hold

In the first Tab/Window locate **the user** the call shall be forwarded to

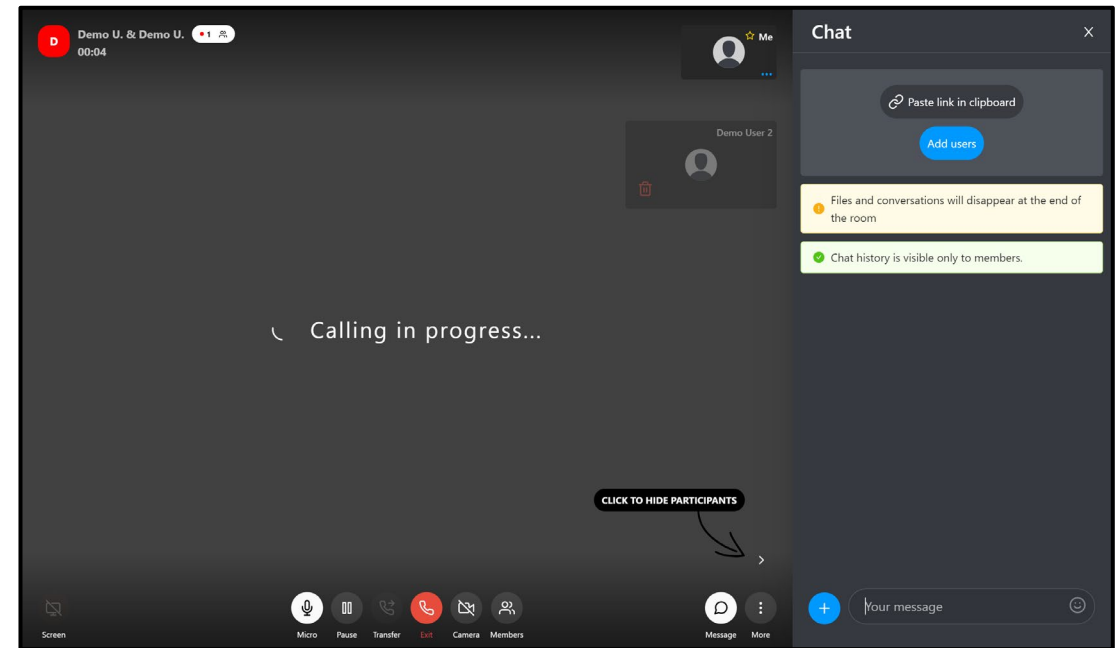


# Forward Calls - Consulted

Click on **the user**  
Click call user either audio or video call

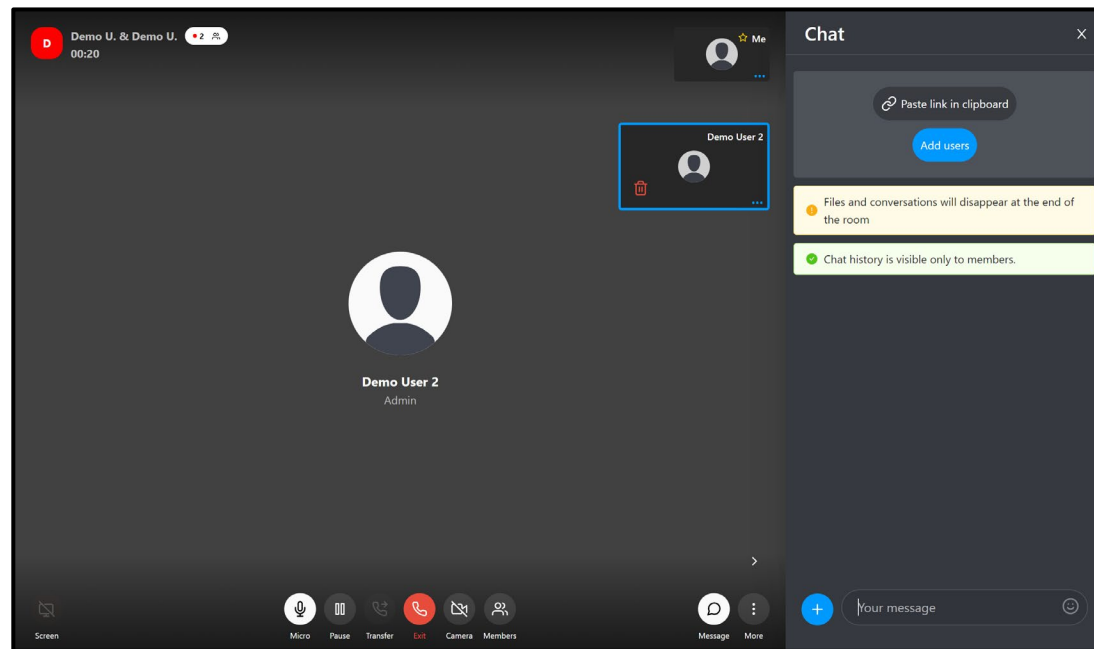


A third Tab/Window open  
Call in progress

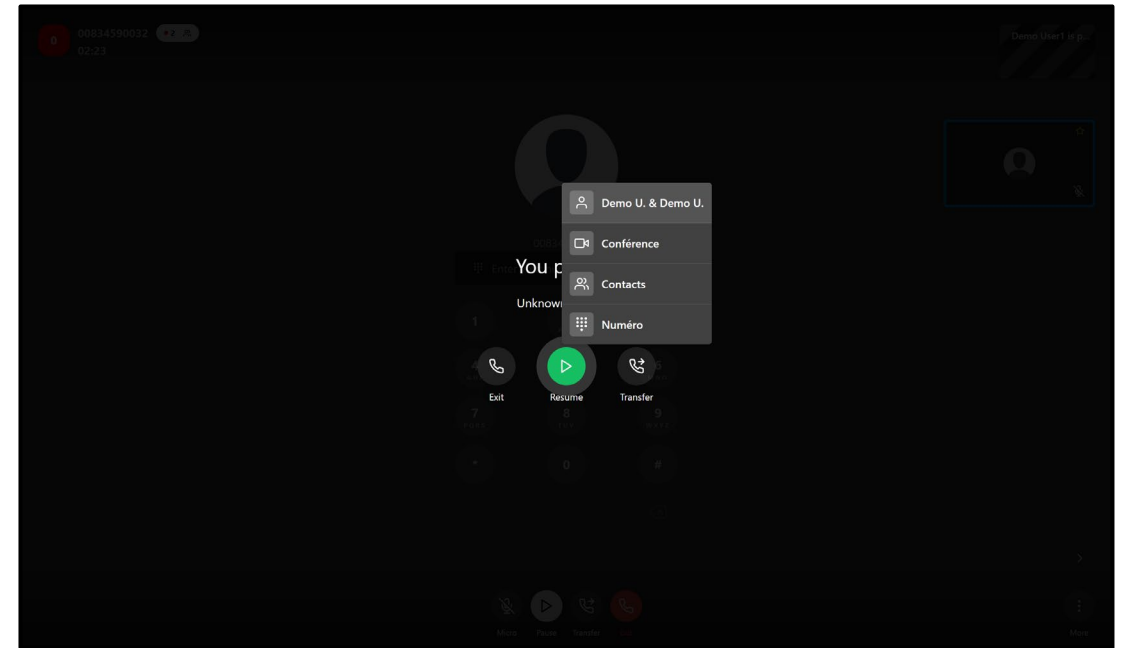


# Forward Calls - Consulted

Call answered  
Consult with **the user** if call can be forwarded

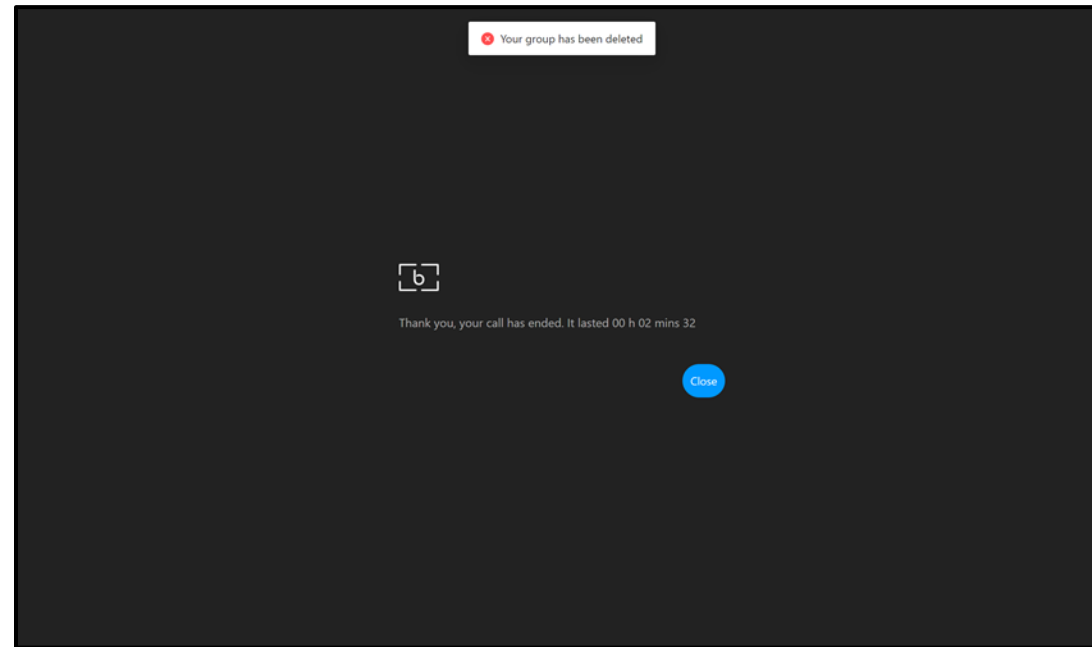


Once **the user** accepts call being forwarded:  
- Go back to second Tab/Window, where call is on hold  
- Hover over transfer button and Click the top option



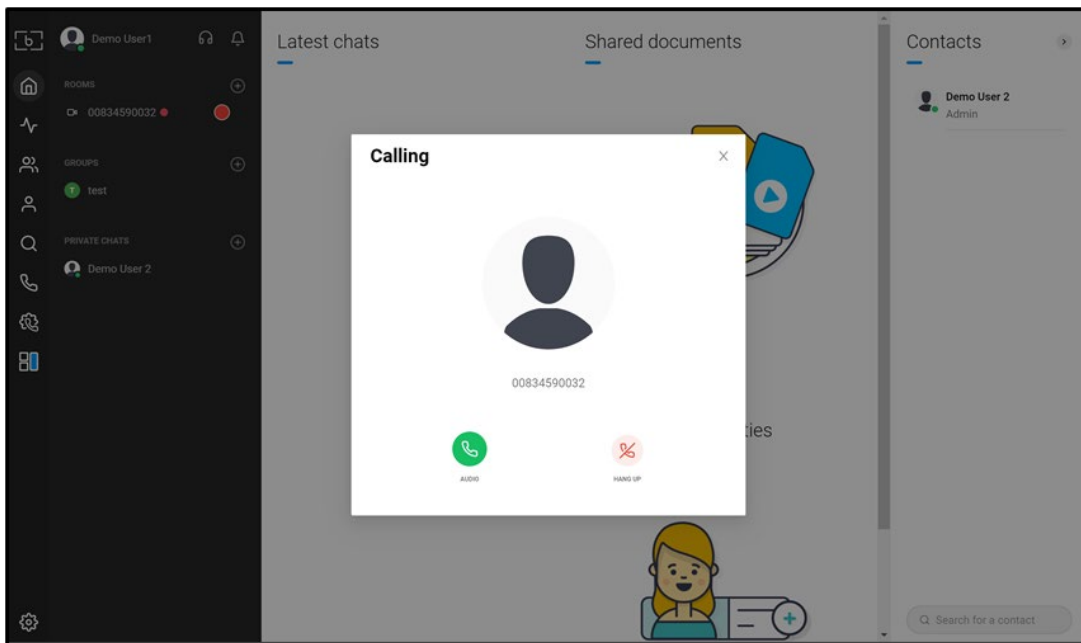
# Forward Calls - Consulted

Incoming call has been forwarded successfully  
Click **Close** (second Tab/Window will close)

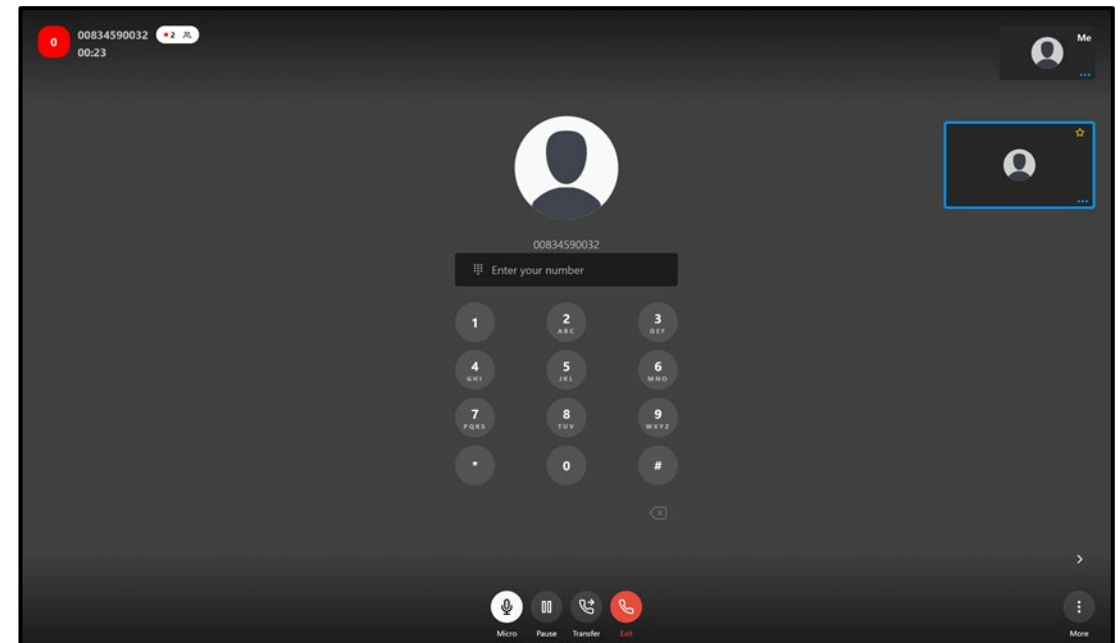


# Forward Calls - Direct

Incoming call arrives  
Answer the call

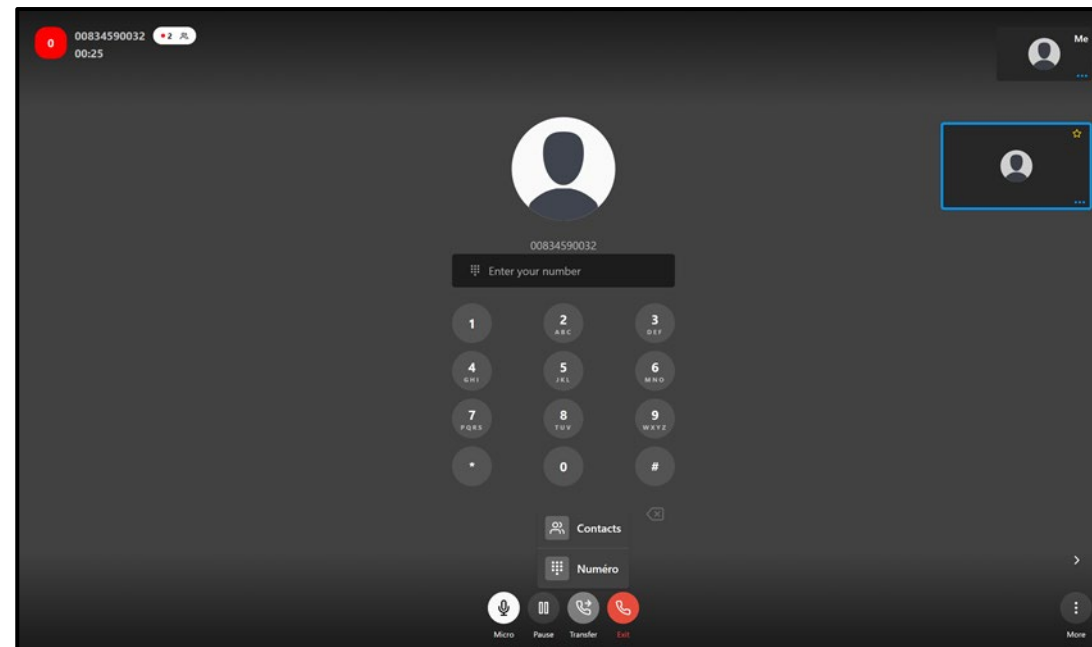


Call Answered  
A second Tab/Window open



# Forward Calls - Direct

Hover over **Transfer** button  
Choose **Contacts** or **Numéro** to select the user or dial  
the number where the call shall be forwarded to



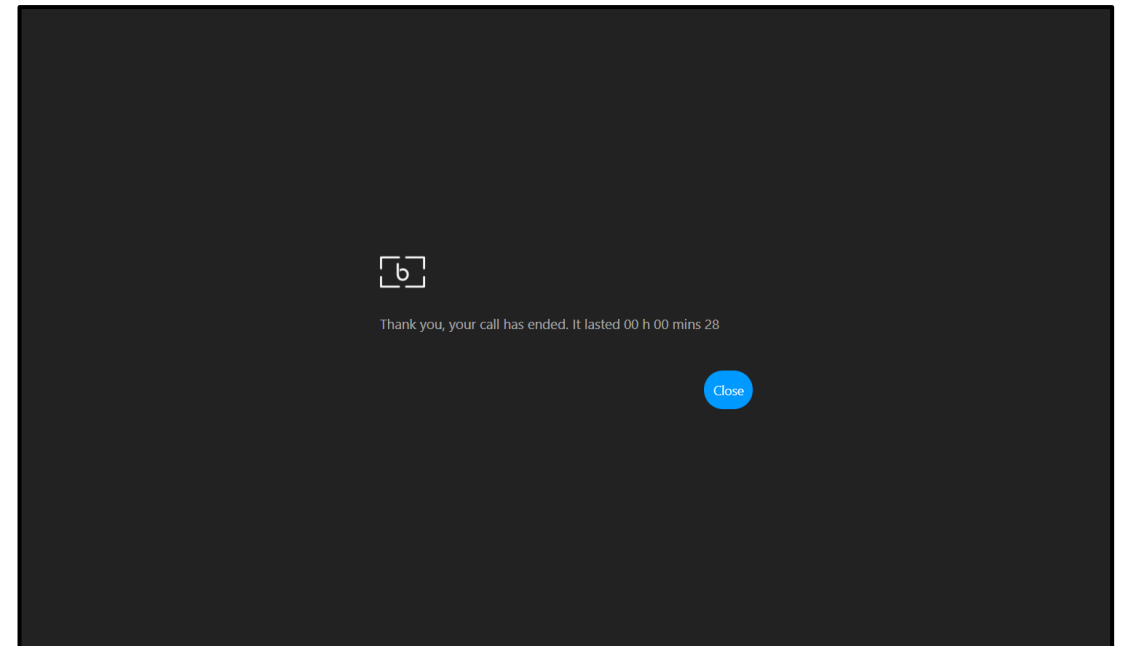
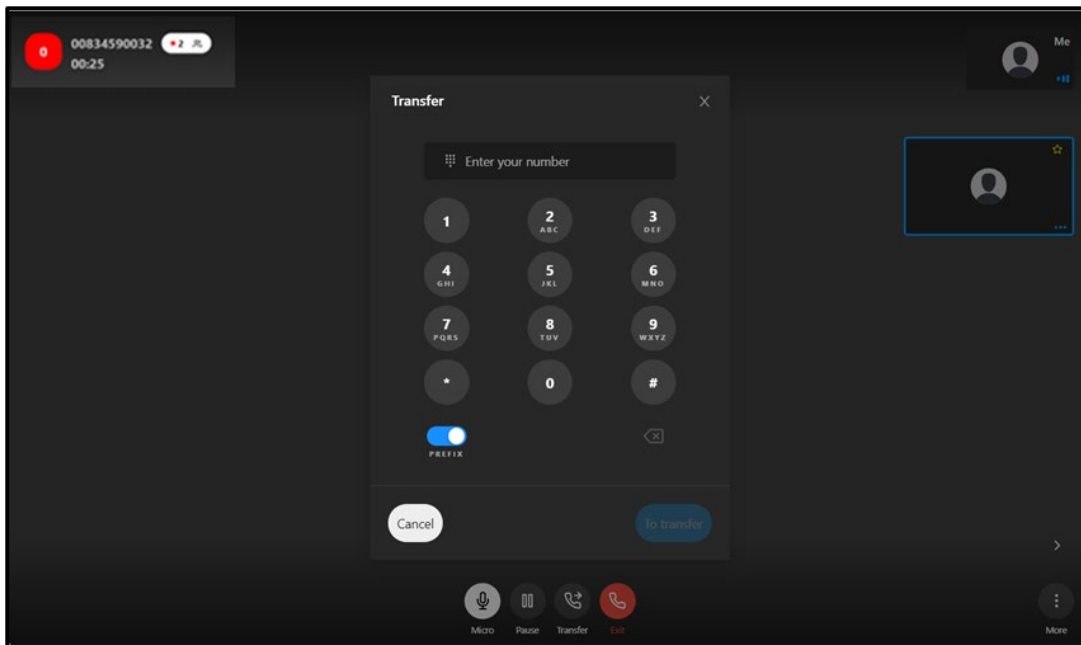


# Forward Calls - Direct

If Click on **Numéro**:

- Dial the external number (0 for outside line) to forward call to
- Click **To transfer**

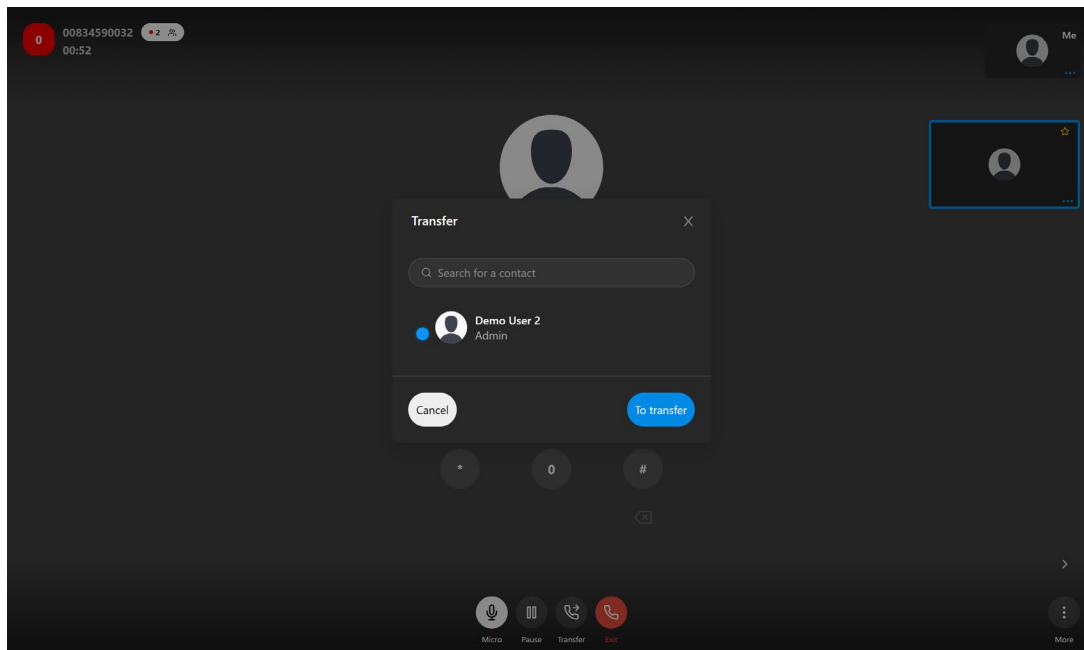
Incoming call has been forwarded successfully  
Click **Close**



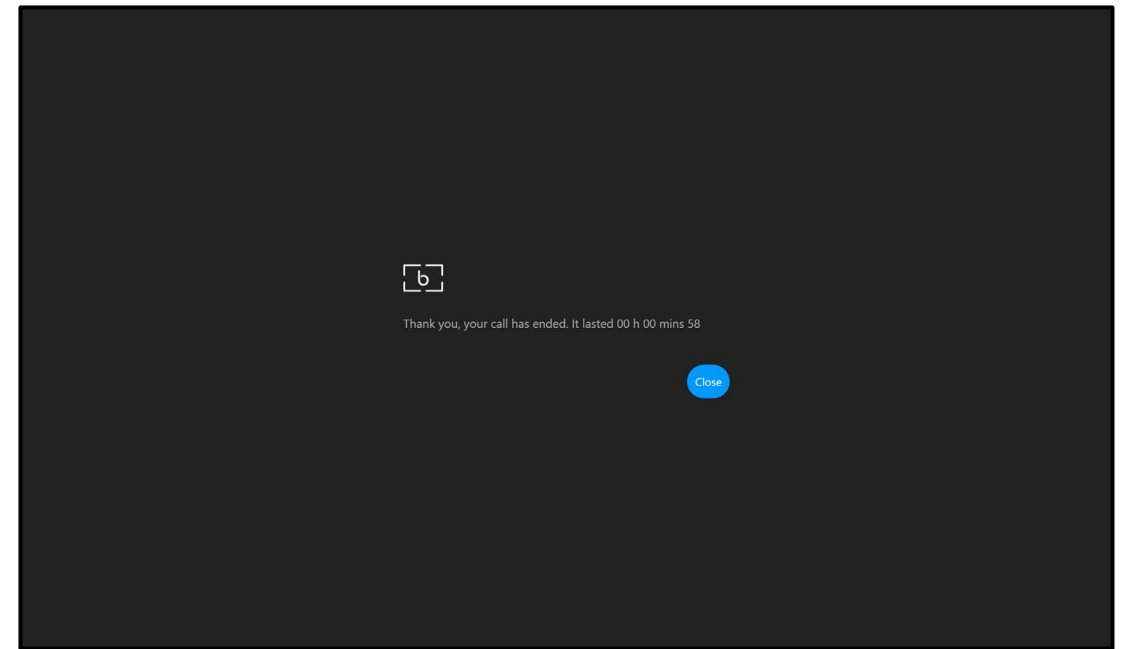
# Forward Calls - Direct

If Click on **Contacts**:

- Choose Contact to forward call to
- Click **To transfer**

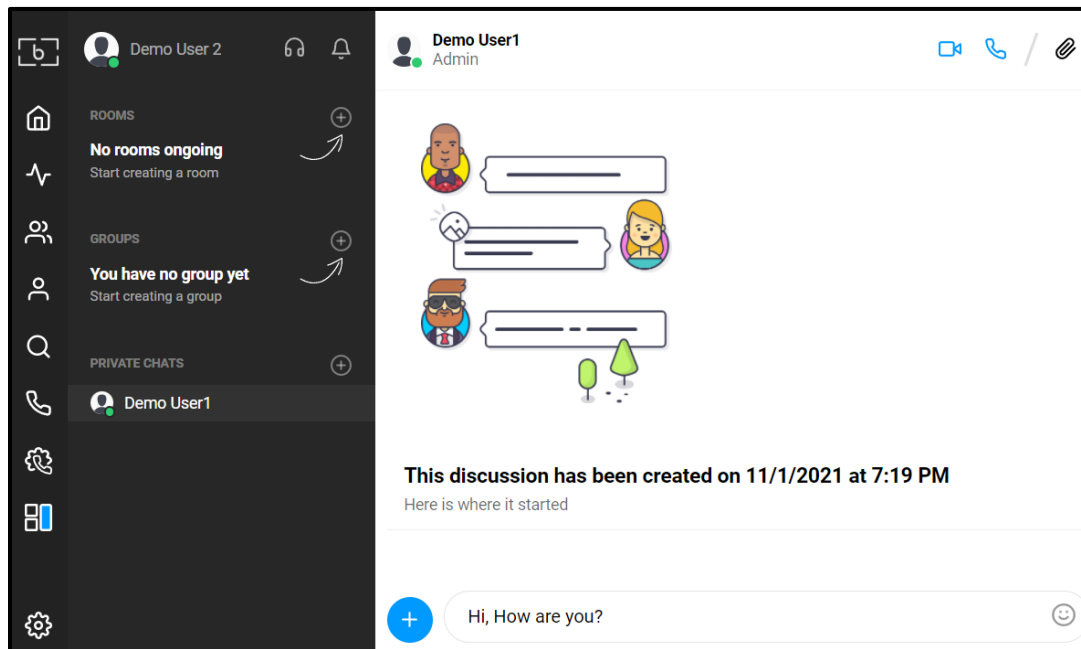


Incoming call has been forwarded successfully  
Click **Close**

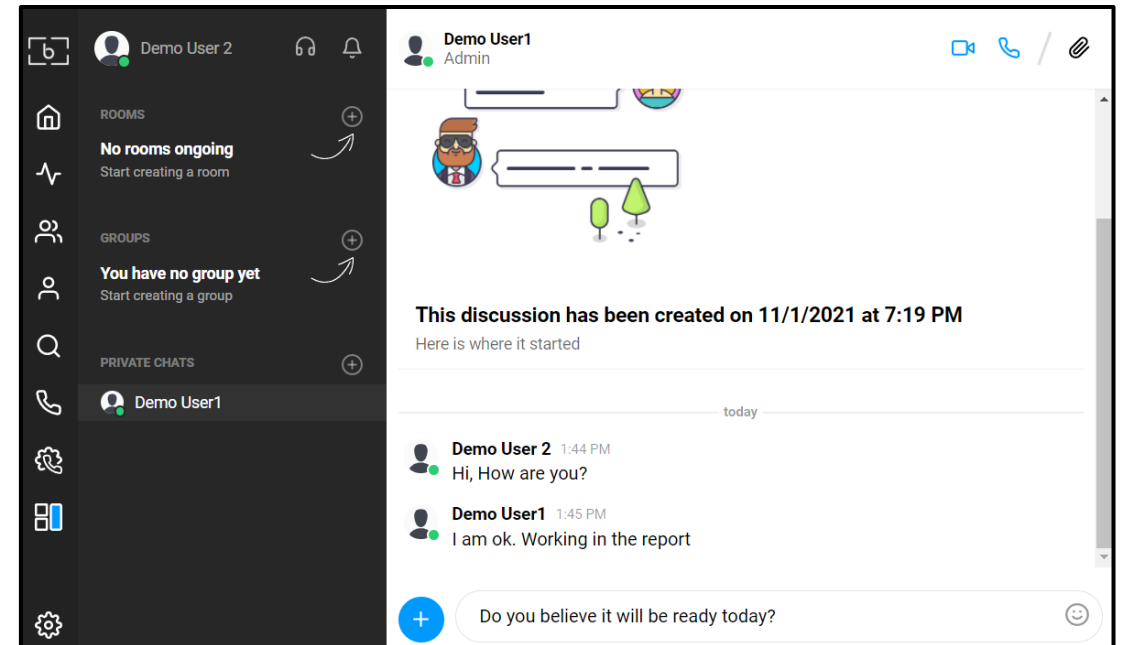


# Chat with a Contact


Choose **Contact** to chat with (from Dashboard–Latest chat, Contacts, Search...)  
Type your message in the chat bar



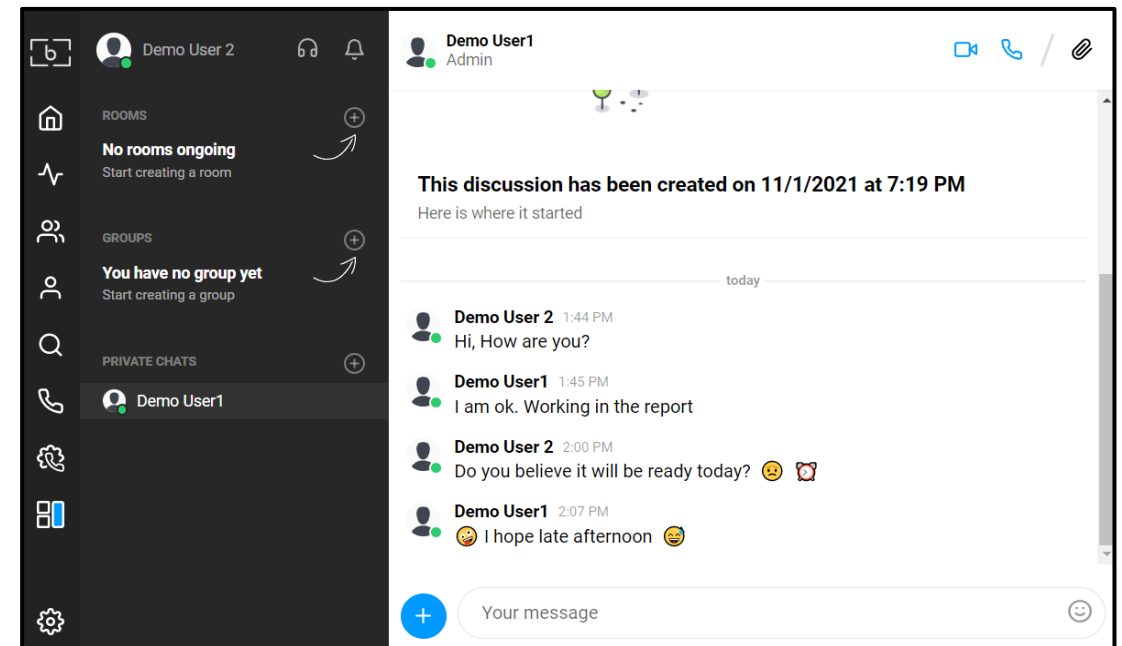
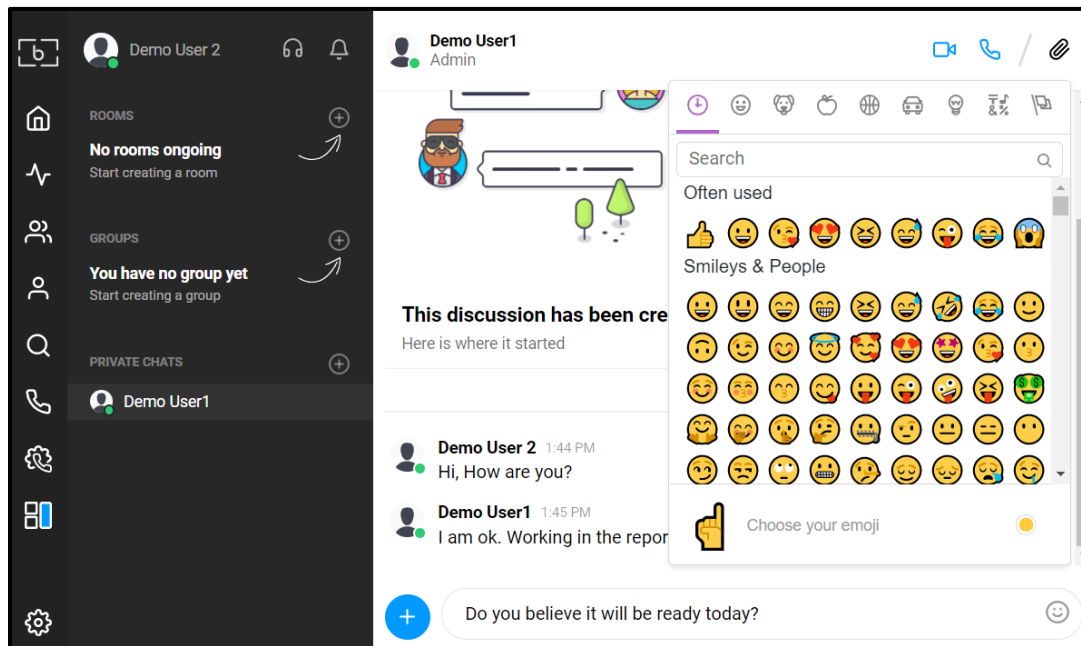
Your message was successfully sent  
You will see your Contact answer in the chat area



# Chat with a Contact – Insert Emoji

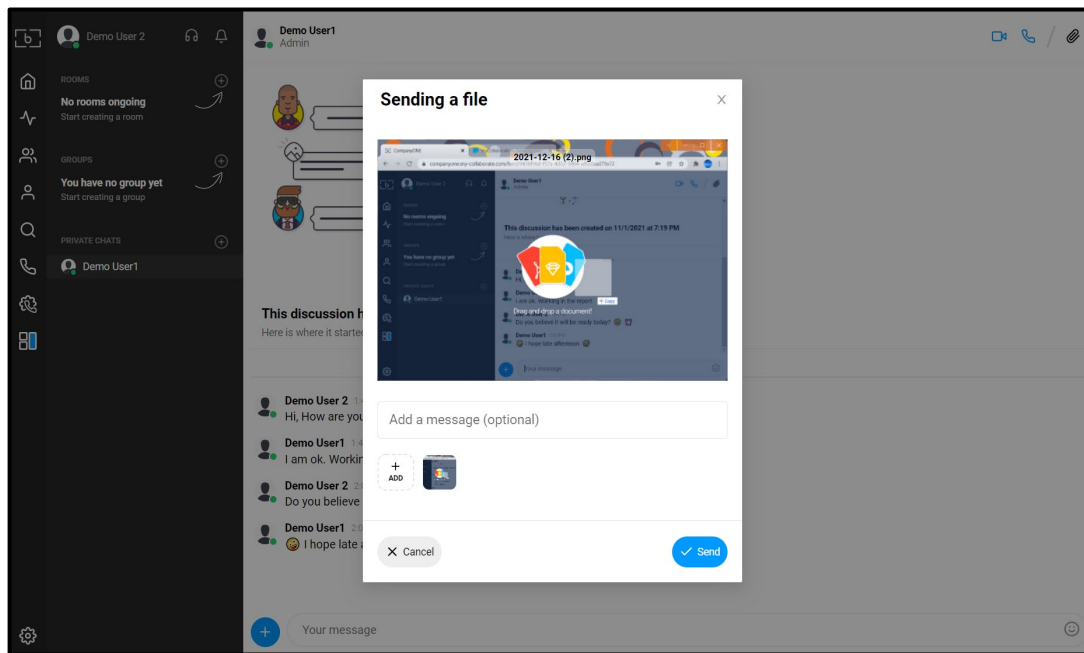
Click the Emoji menu   
Choose Emoji  
Press Enter in your keyboard

Your message with Emoji was successfully sent

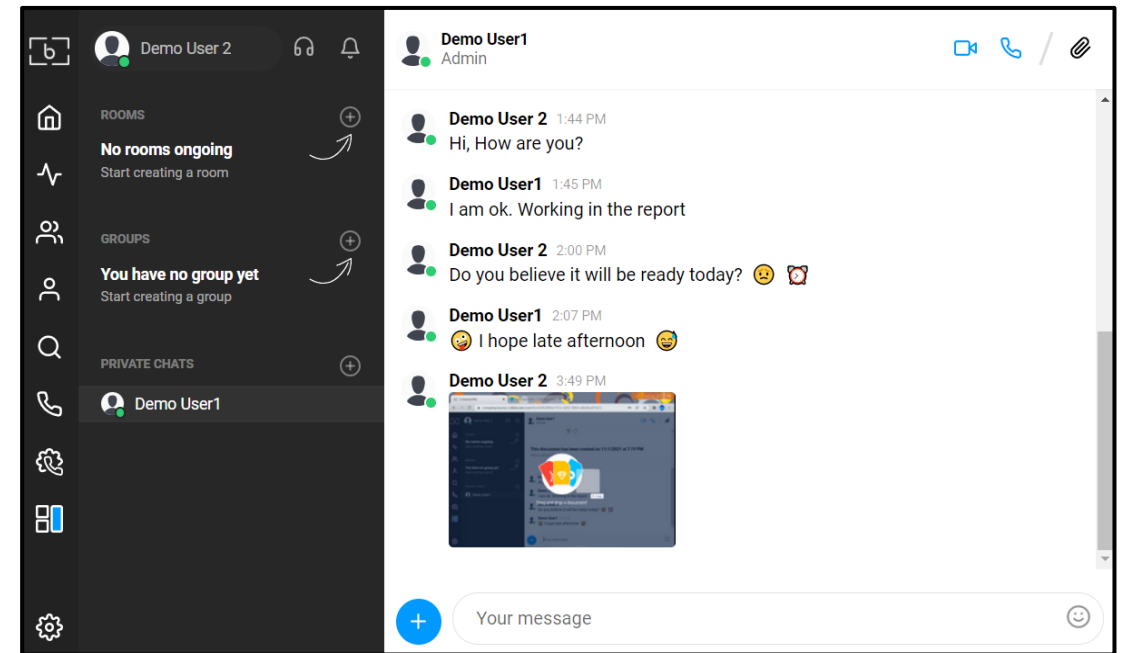


# Chat with a Contact – Insert Files


Choose File to share  
Drag and drop File in the chat  
Click **Send**



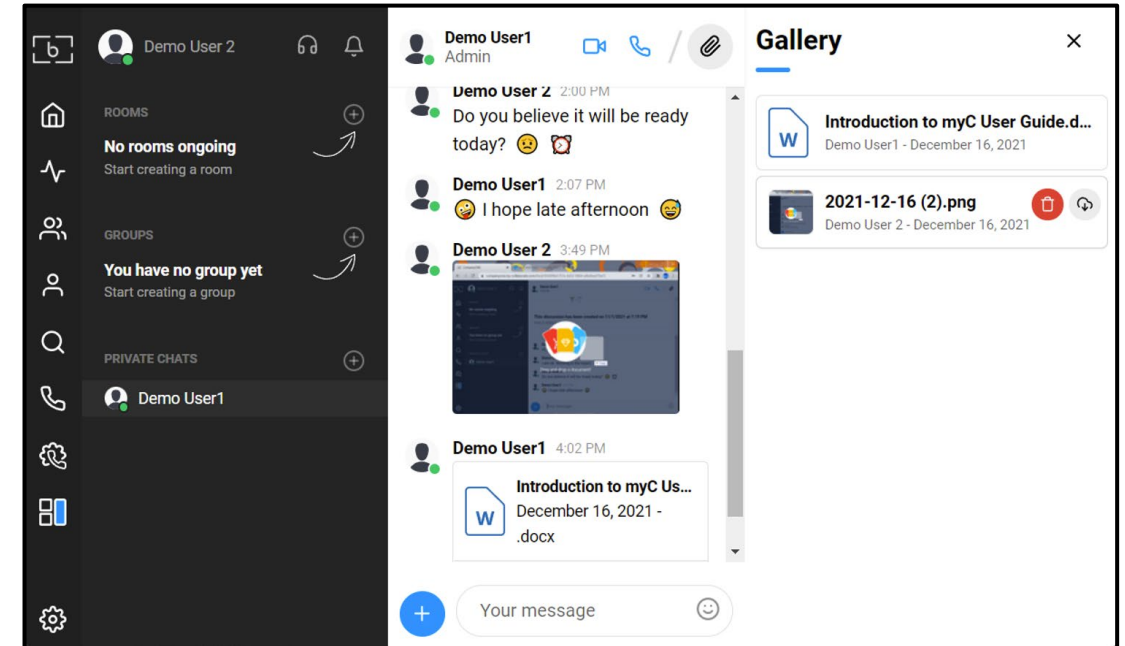
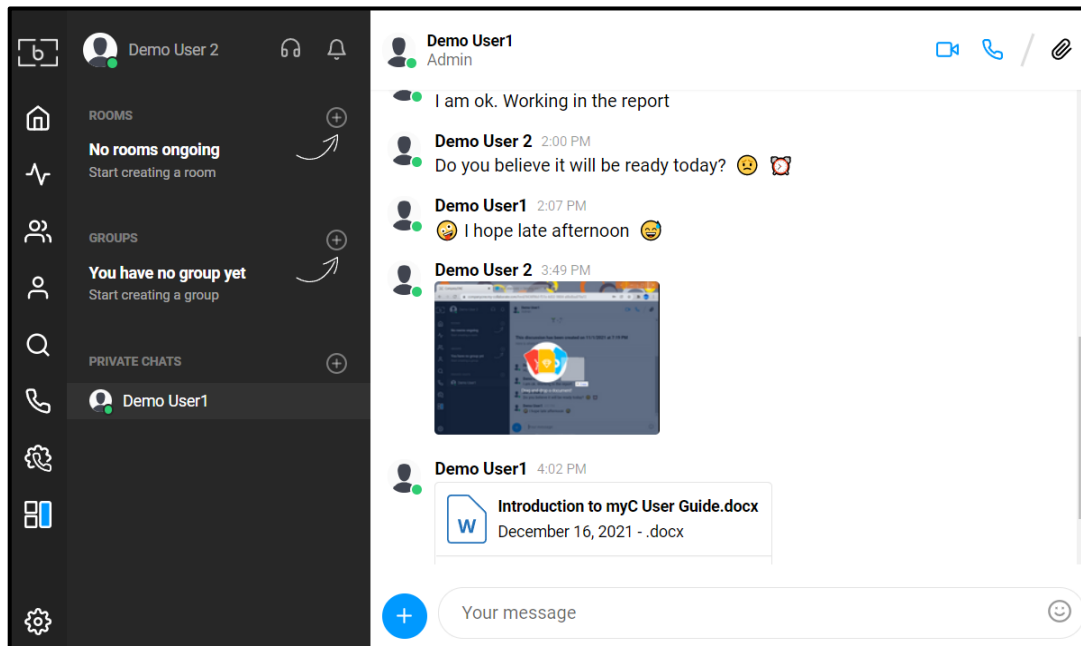
Your file was successfully sent



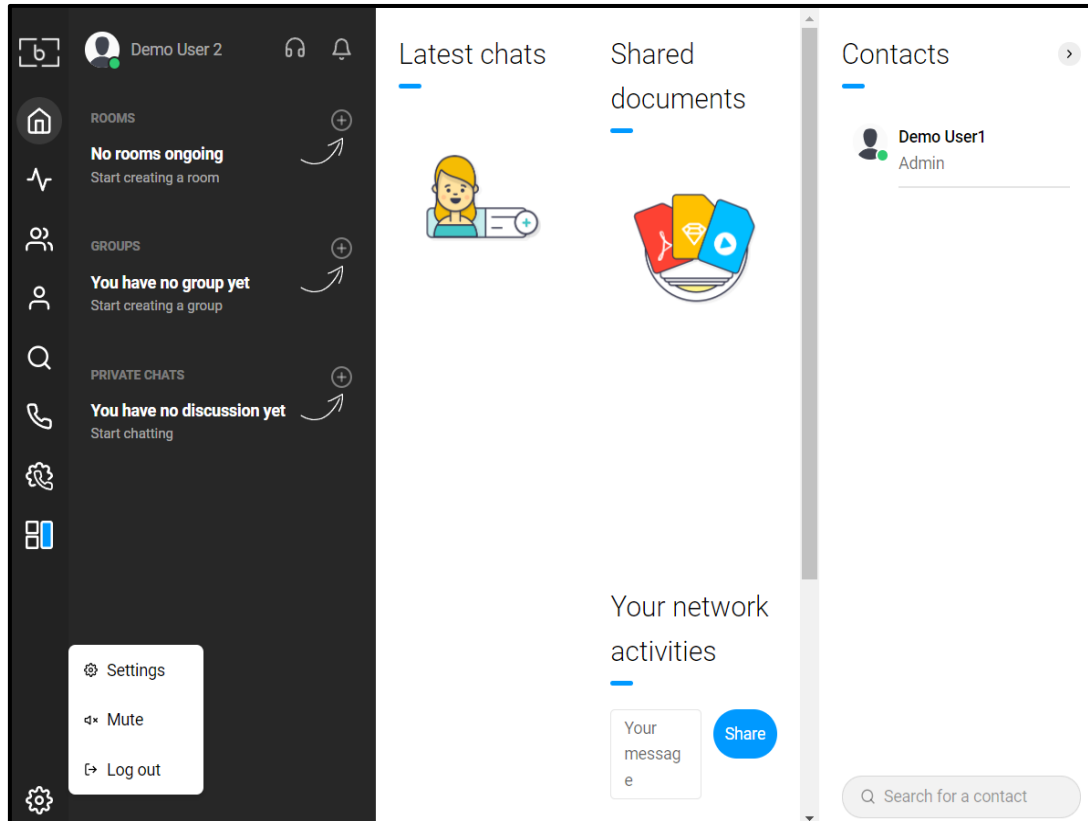
# Chat with a Contact – See Files

Files exchanged are found in Gallery  
Click the Gallery menu 

Choose a File for download or delete it



# Settings



## Settings

### Settings

Show – Update user configurations

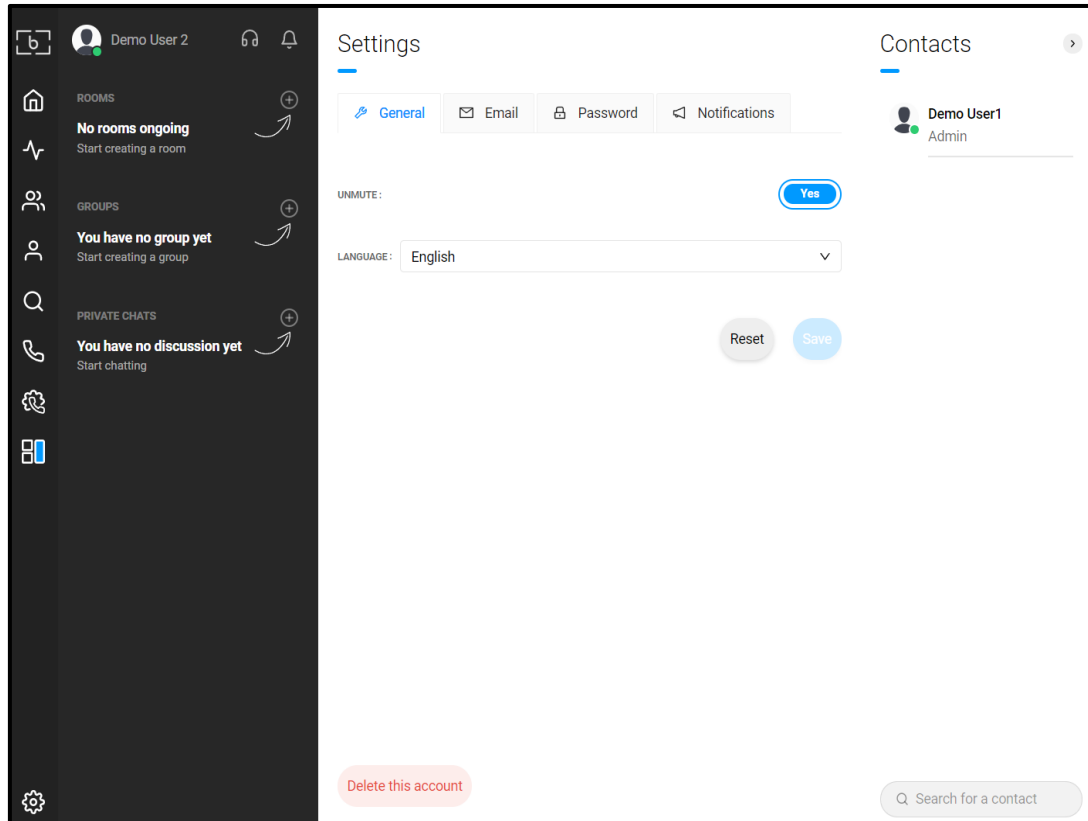
### Mute

Mute / Unmute

### Log out

Log out of user session

# Settings



## Settings

### General

Mute / Unmute  
Modify account language

### Email

Modify email and its  
password or delete account

### Password

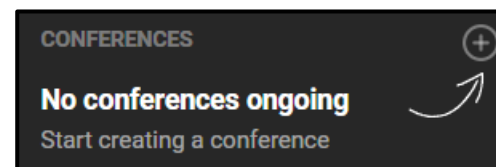
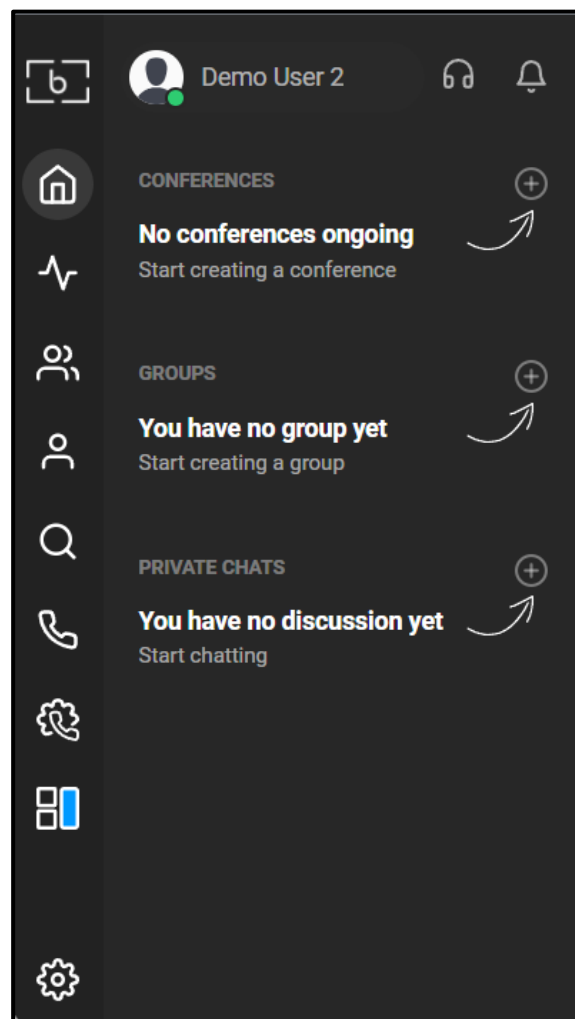
Modify account password or  
delete account

### Notifications

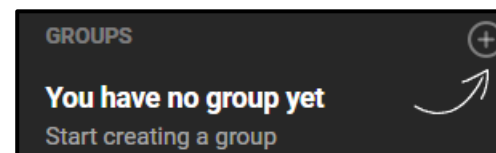
Activate / Disactivate desktop  
notifications



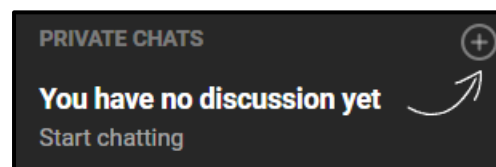
# Centre Navigation Menu Bar



Conferences

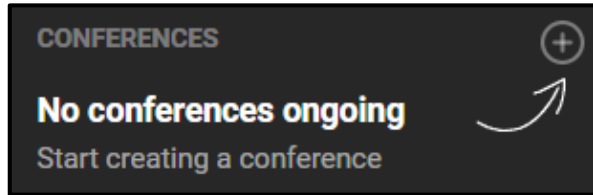


Groups



Private Chats

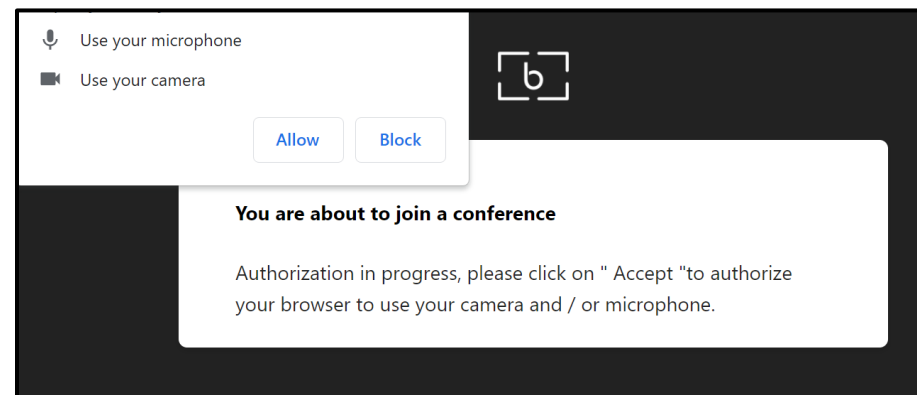
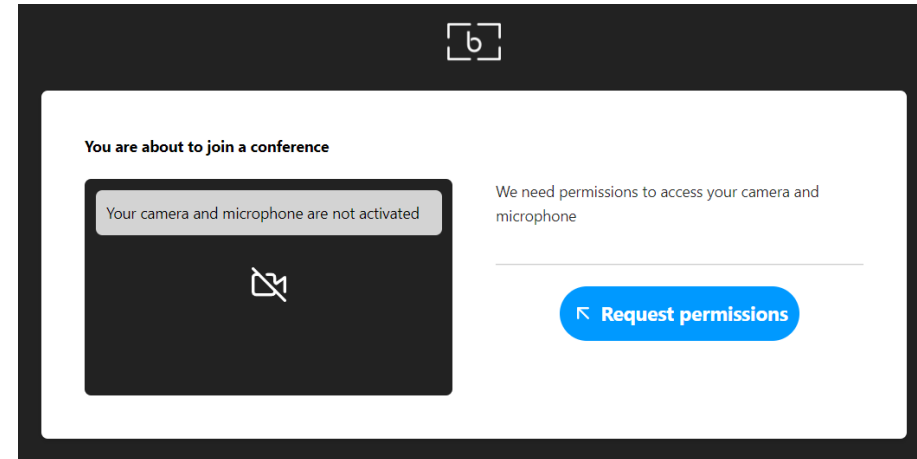
# Conferences



Click  to create a new Conference

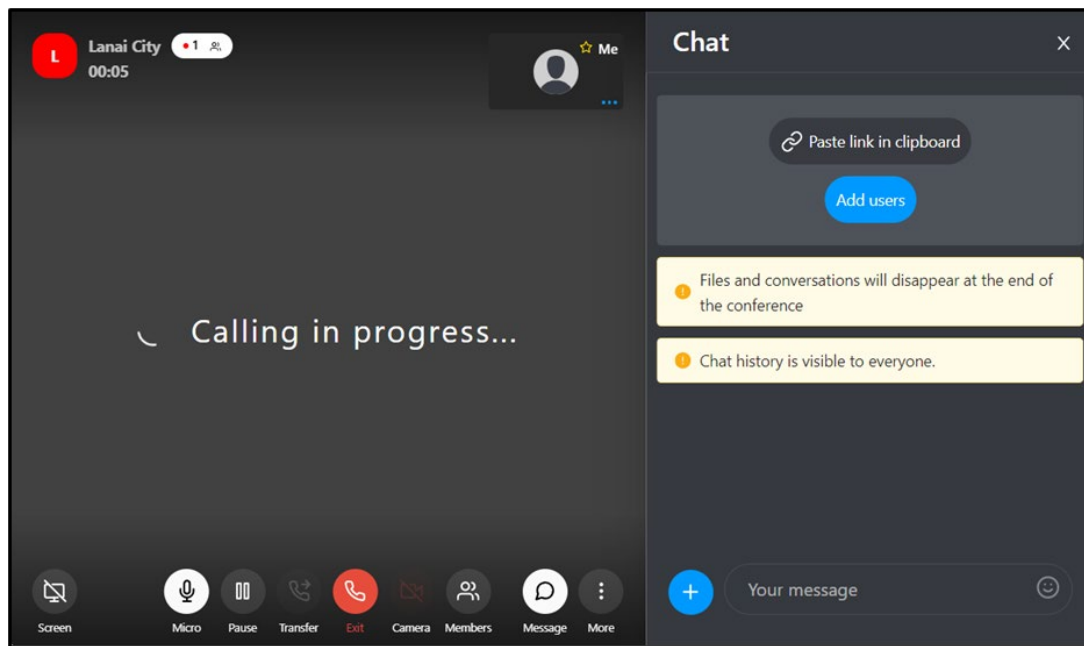
When creating the first Conference, browser may ask permissions

Click **Request Permissions** and **Allow** on pop up windows

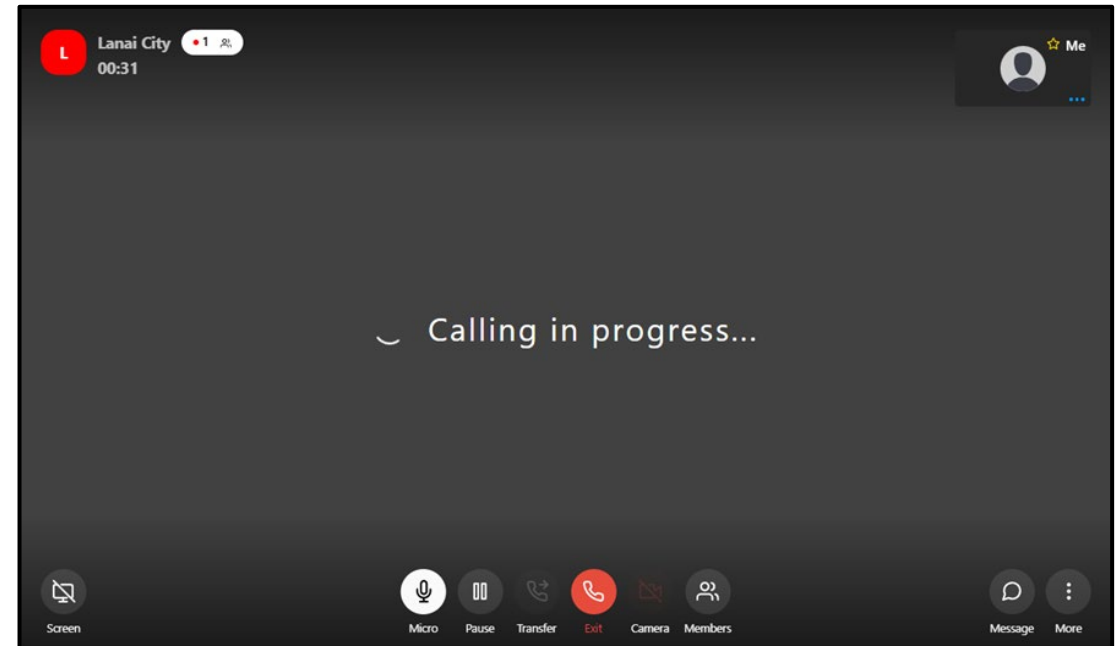


# Conferences

Once in a new Conference you will see this window  
Options are found at the bottom of the screen

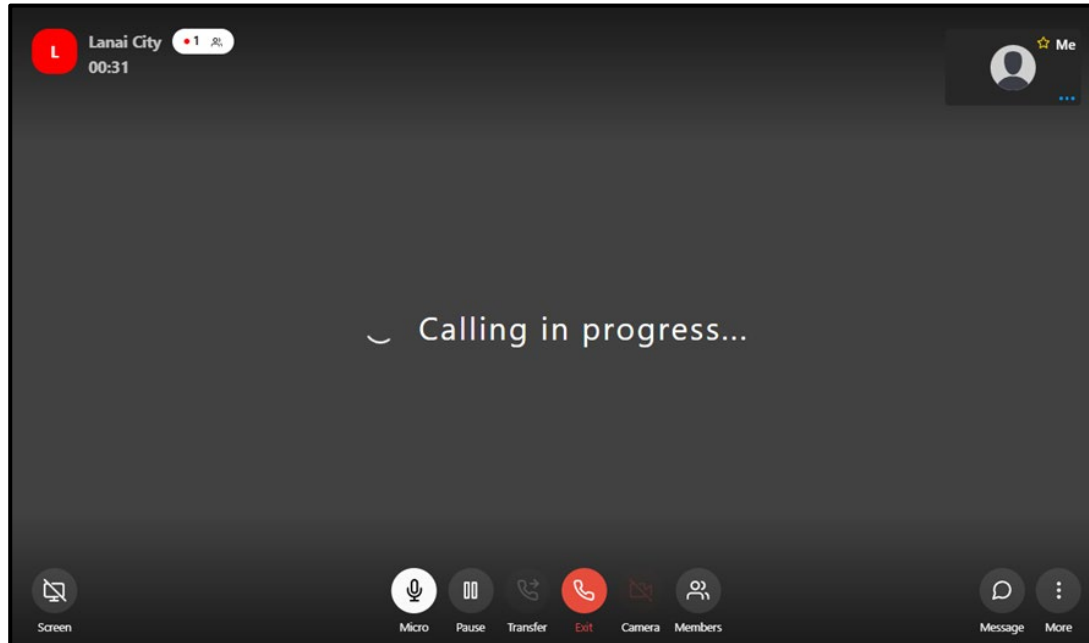


Close the Chat window for have full view



# Conferences – Options

Conference Options:



Screen Share



Mic – Mute / Un-Mute



Pause Call



Transfer



Exit / Hang Up button



Camera – Enable / Disable



Members – To add a member to a conference



Message – Chat

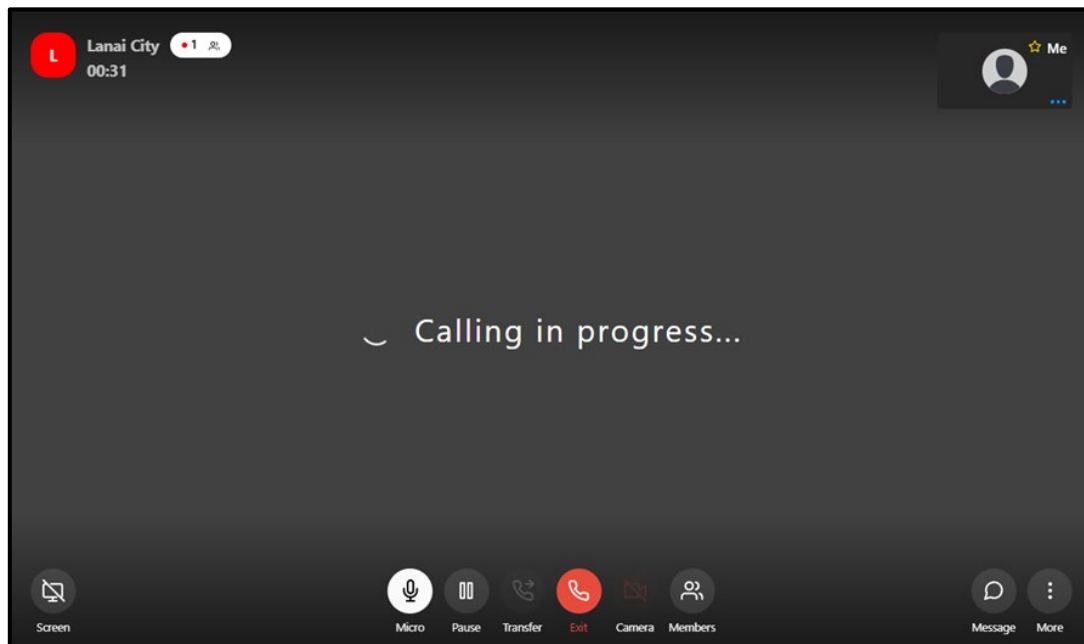


More

# Conferences – Members

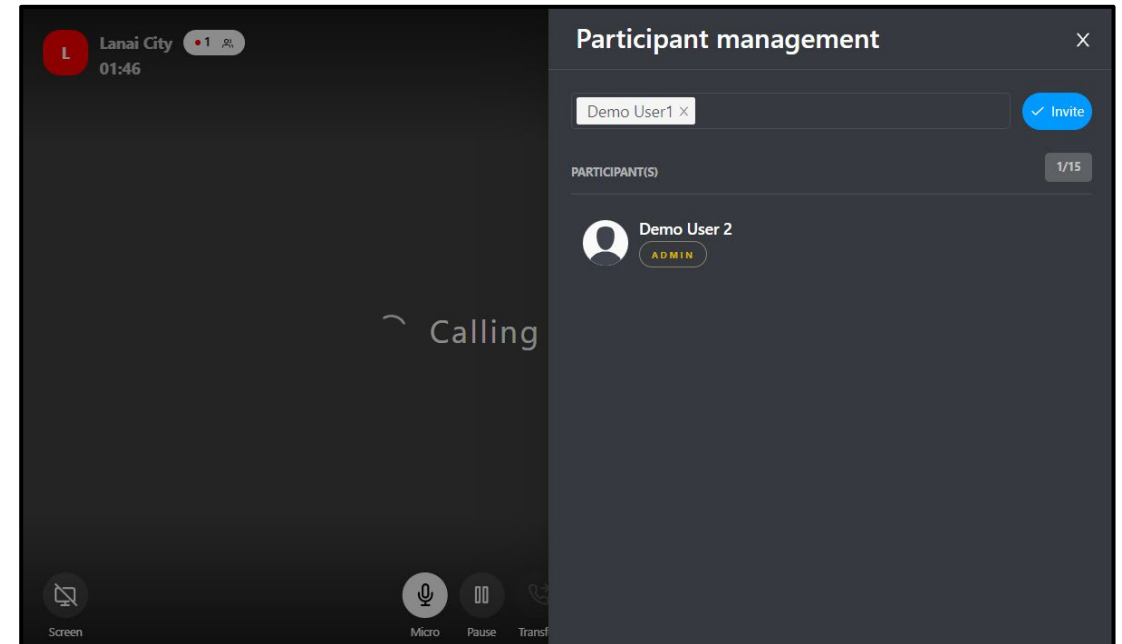
Click **Members**

Type the name of the team member to be added to the Conference in the pop-up window



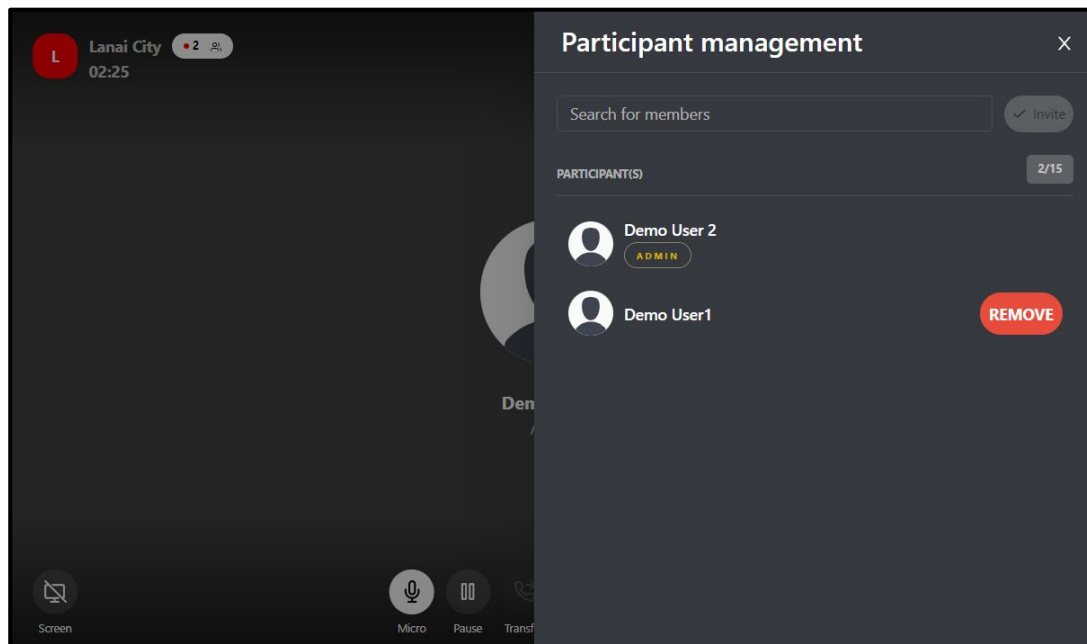
Once team member has been located, click on the **name** of chosen member

Click **Invite**

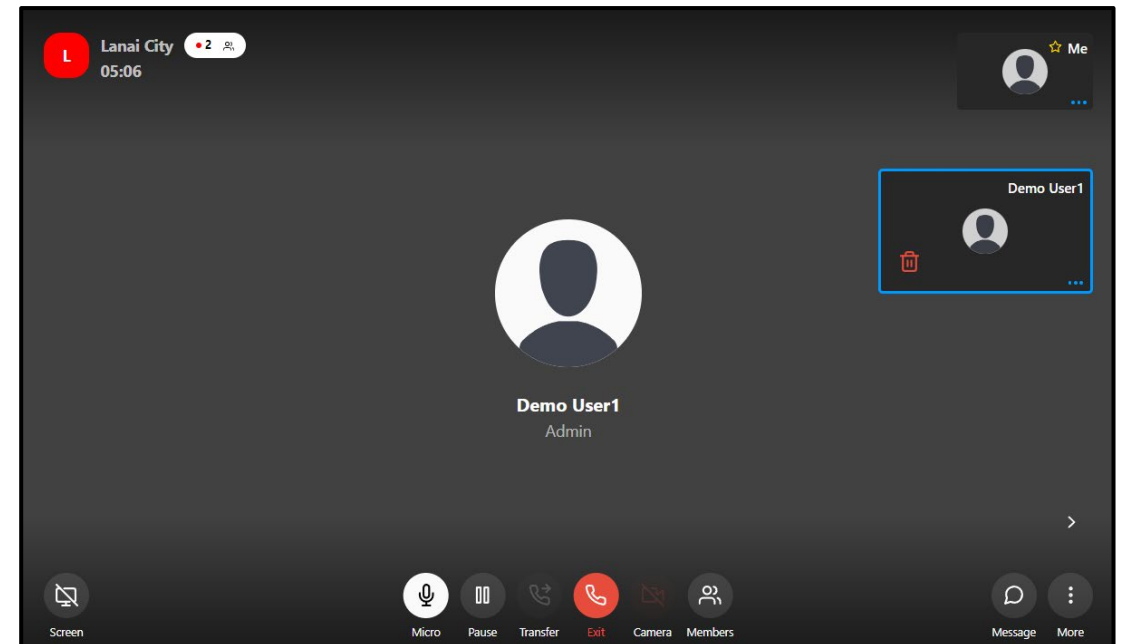


# Conferences – Members

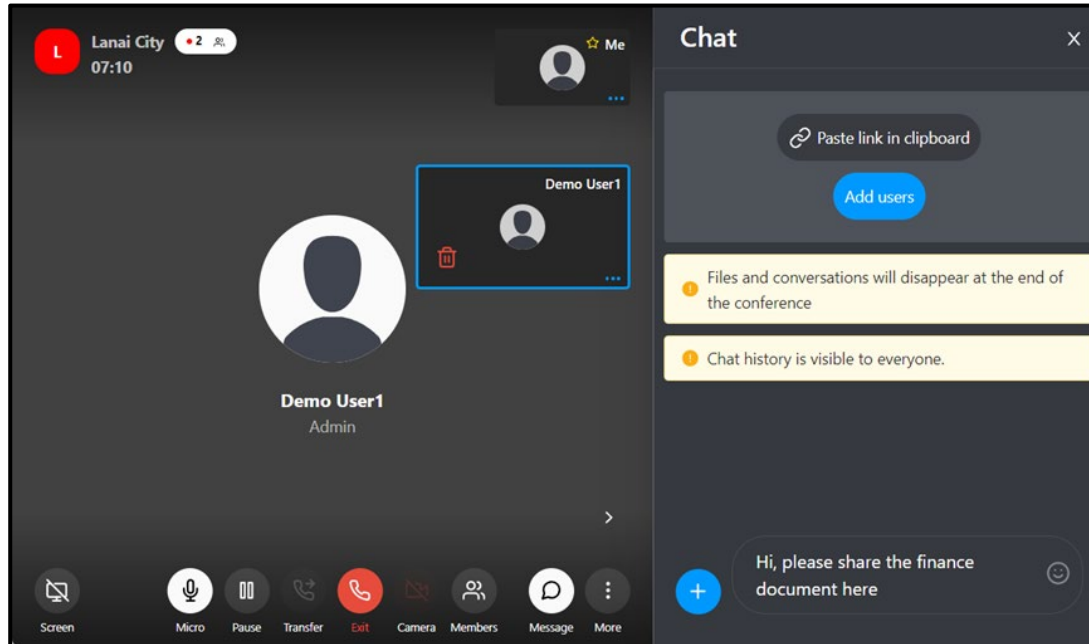
Chosen team member is notified and can join the Conference  
Add or Remove participants as you need



Close the Participant Management window for have a full view  
Participants could be seeing and listen

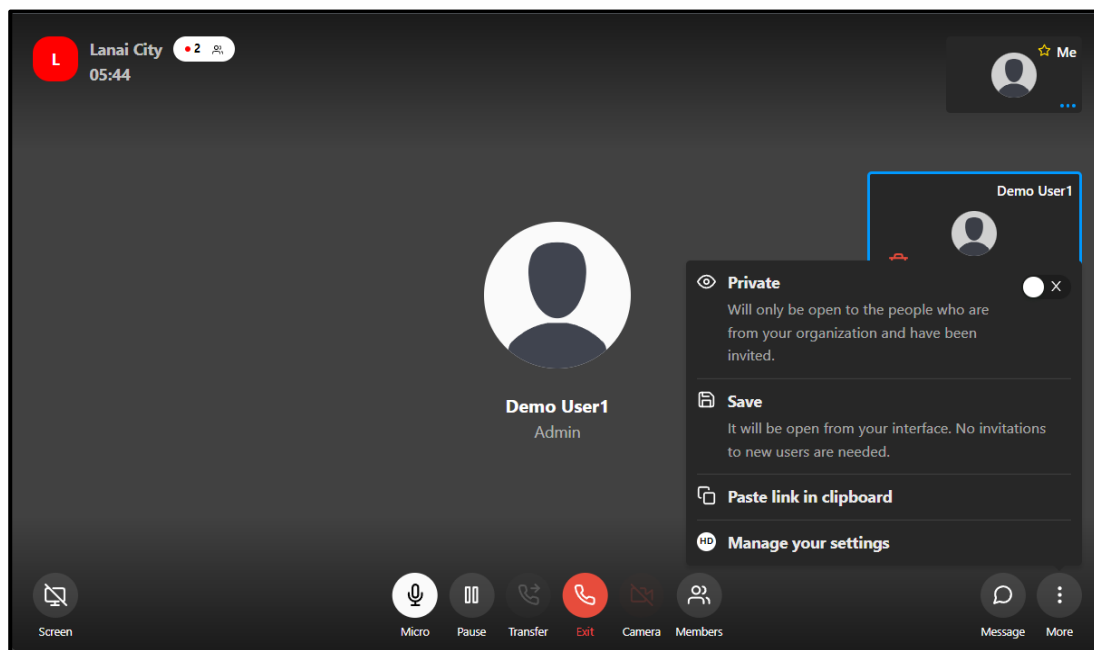


# Conferences – Message



Click **Message** for start a chat and share documents or links with Participants

# Conferences – More



Click **More** for access more options:

**Private** – make the Conference private. Only team members can be invited and no external guests

**Save** – To save a Conference for a future use

**Paste link to clipboard** – by clicking here you can paste the link to the Conference to share with external guests

**Manage your settings** – to adjust parameters for camera and sound settings



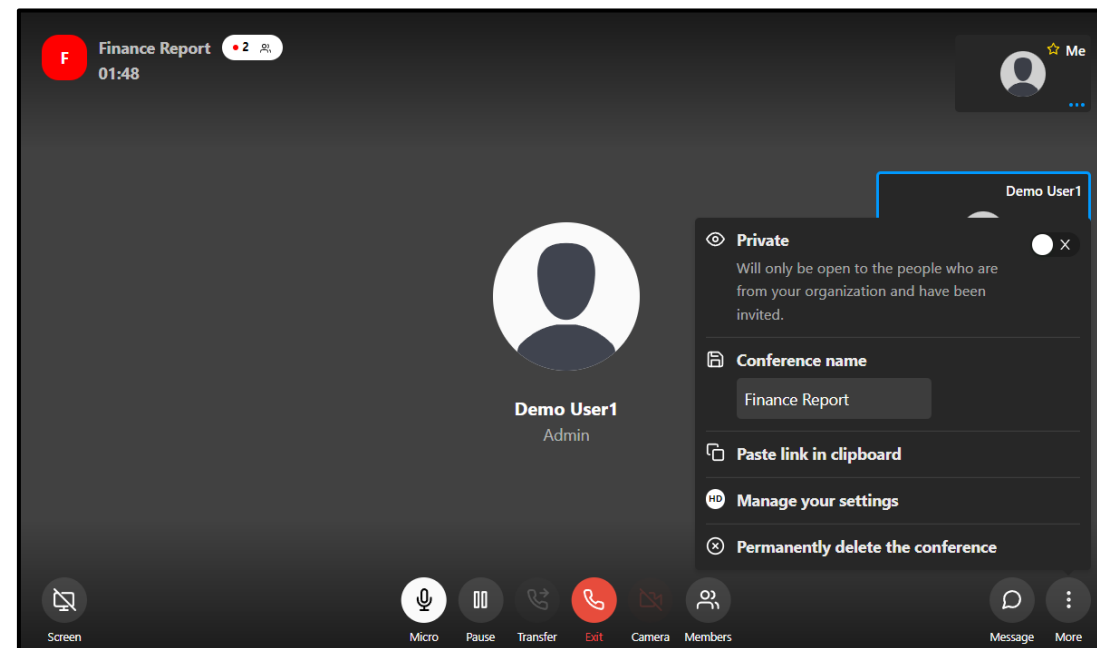
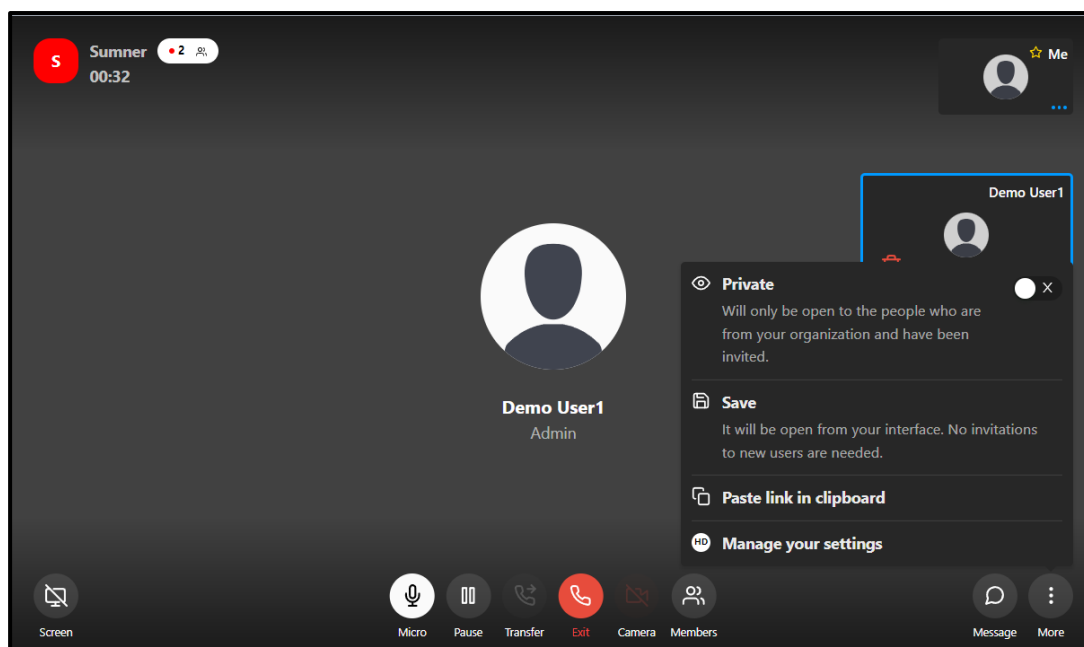
# Conferences – More – Save

Click **Save**

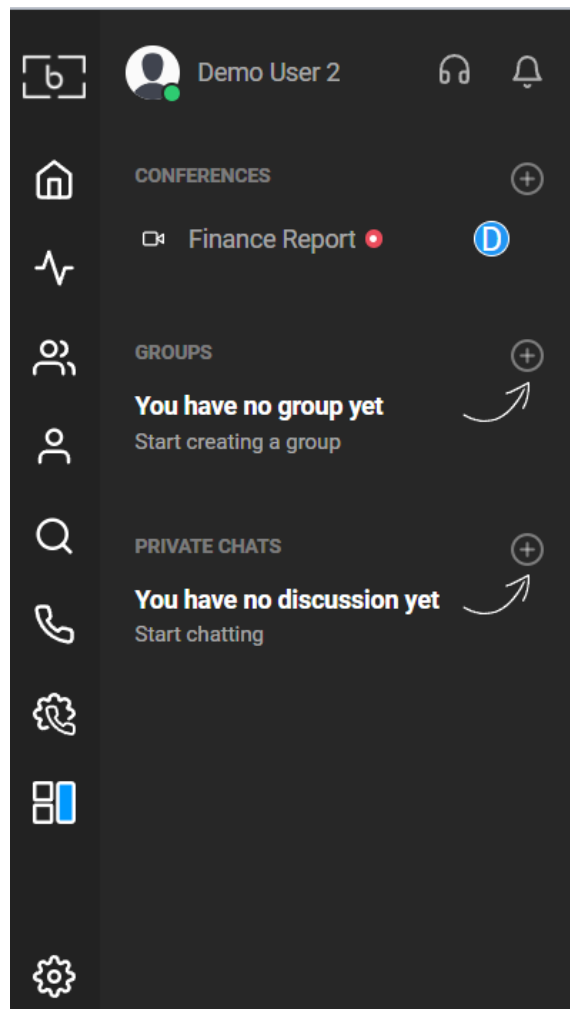
Type the chosen Conference name for future use

Click outside the 'box' to save name

The Conference's name (up-left corner) will be updated



# Conferences – More – Save



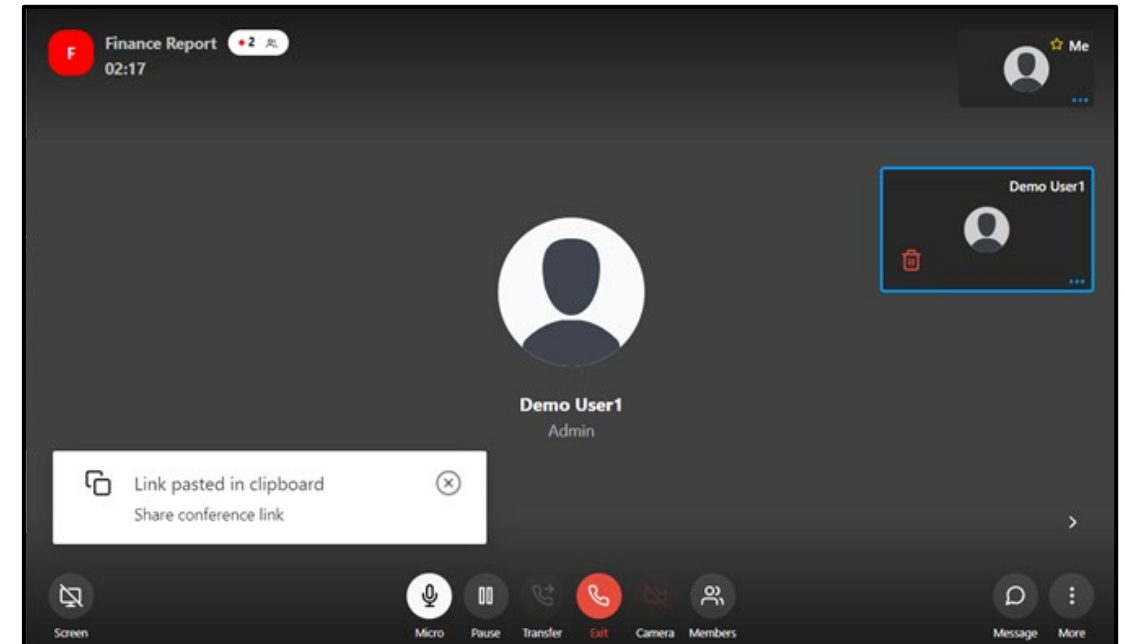
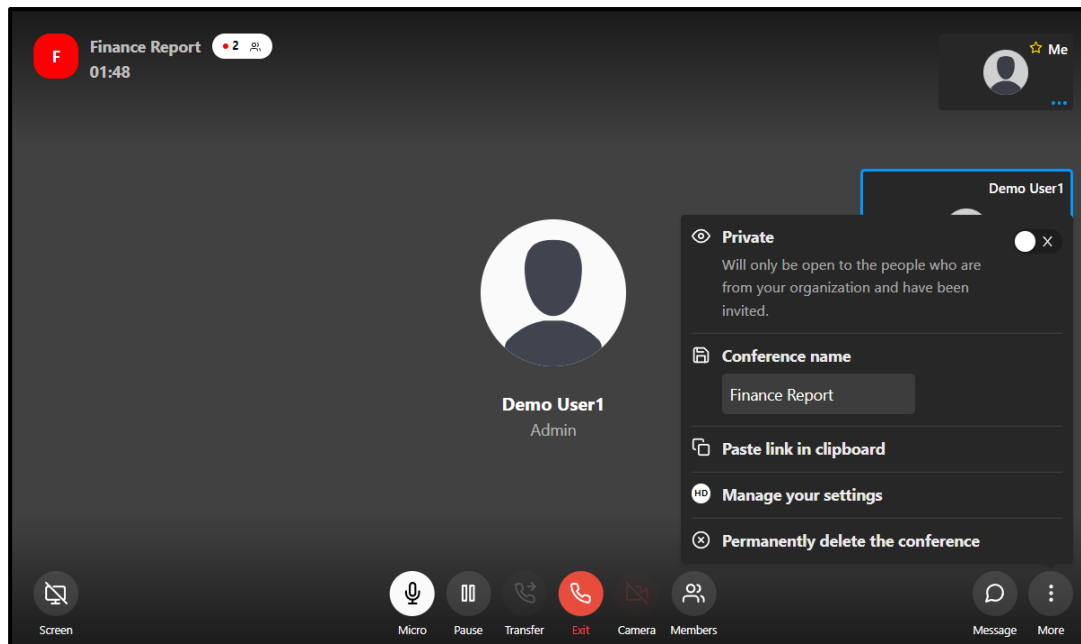
When Room has been created it can be found in the main page as shown

The D in circle shows user which name starts with D is already in the Room

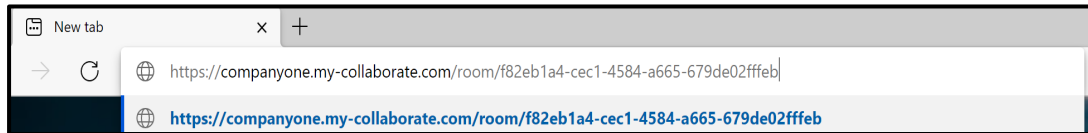
# Conferences – More – Paste Link

Click **Paste link in clipboard**

Share the link with External Guests, e.g., by email, chat or meeting invite



# Conferences – Guest Access



External guest pastes link in preferred browser for have access to the Conference

Hello,

Demo User2 has invited you to join the room "Give Room a name"

John

Smith

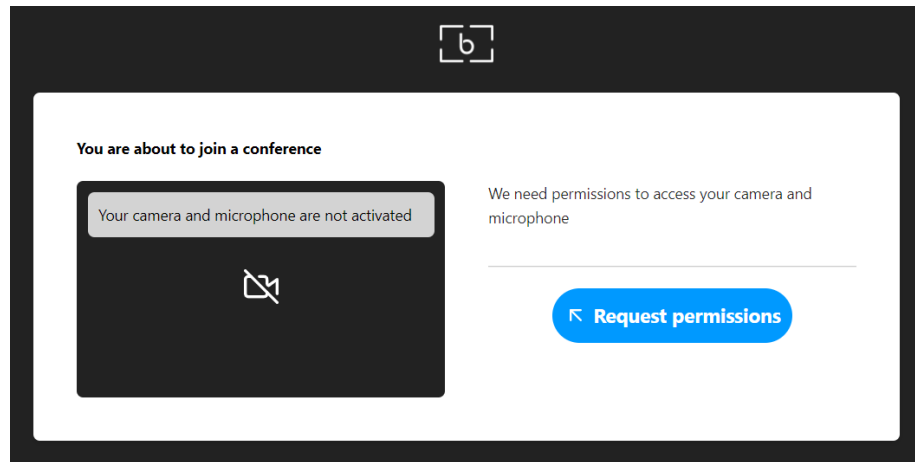
Join the room as a guest

Welcome page open

Type your name and last name

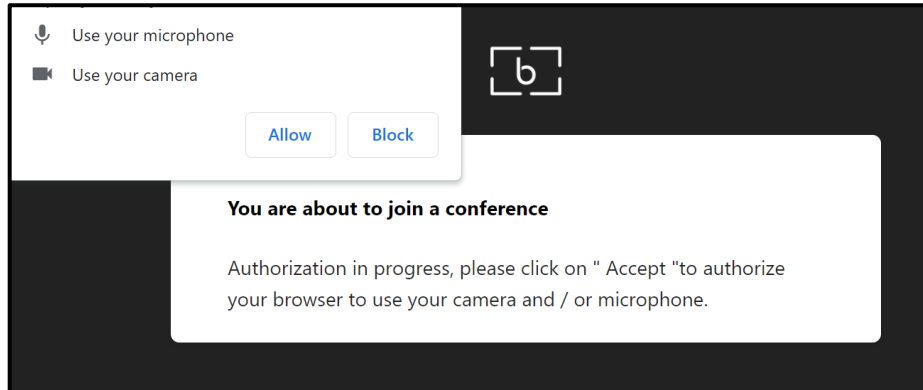
Click **Join conference as a guest**

# Conferences – Guest Access



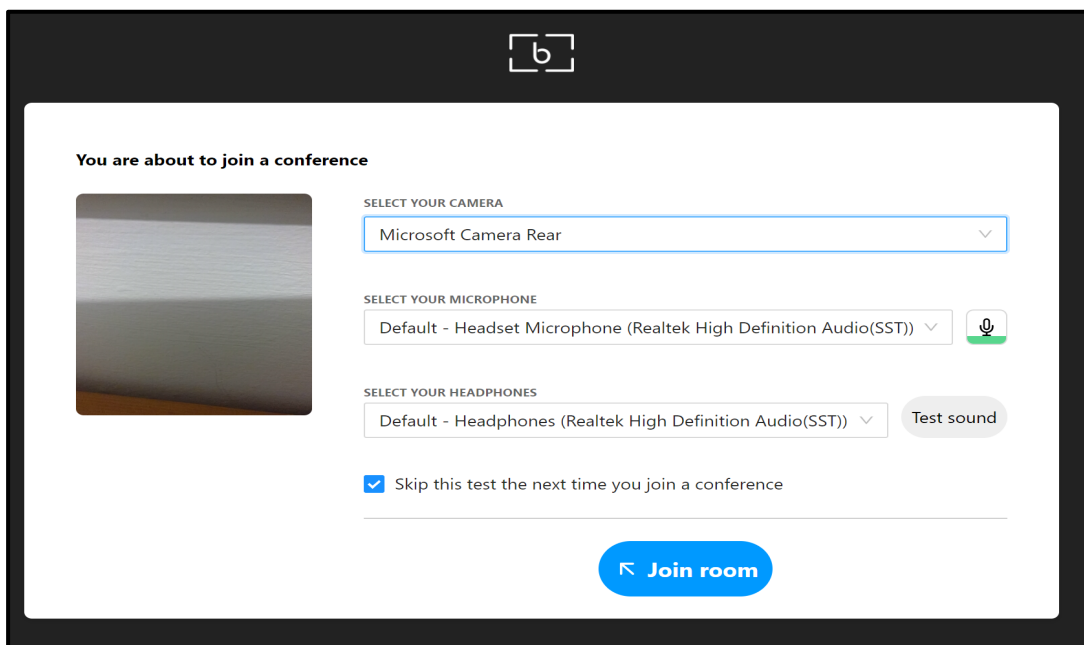
Guest's browser seeks permission to use Camera and Microphone

Guest allows these settings (click **Request Permissions** and **Allow** on pop-up windows)



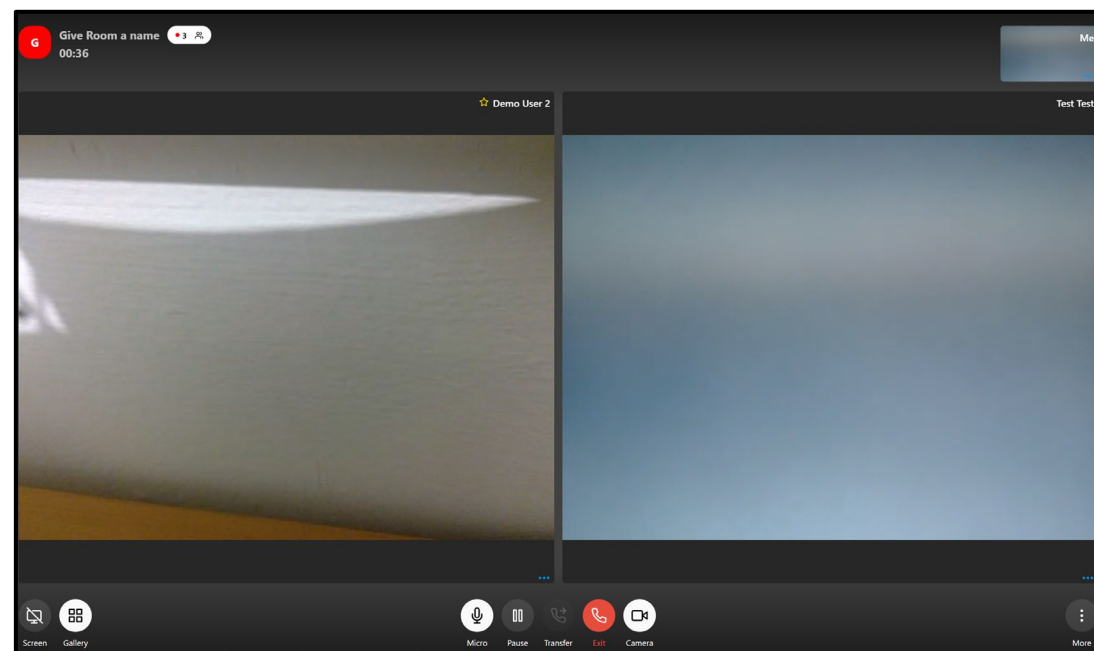
# Conferences – Guest Access

Guest is asked to confirm settings are correct  
Guest joins the Conference (Click **Join Conference**)  
Participants' names are visible in correspondent window

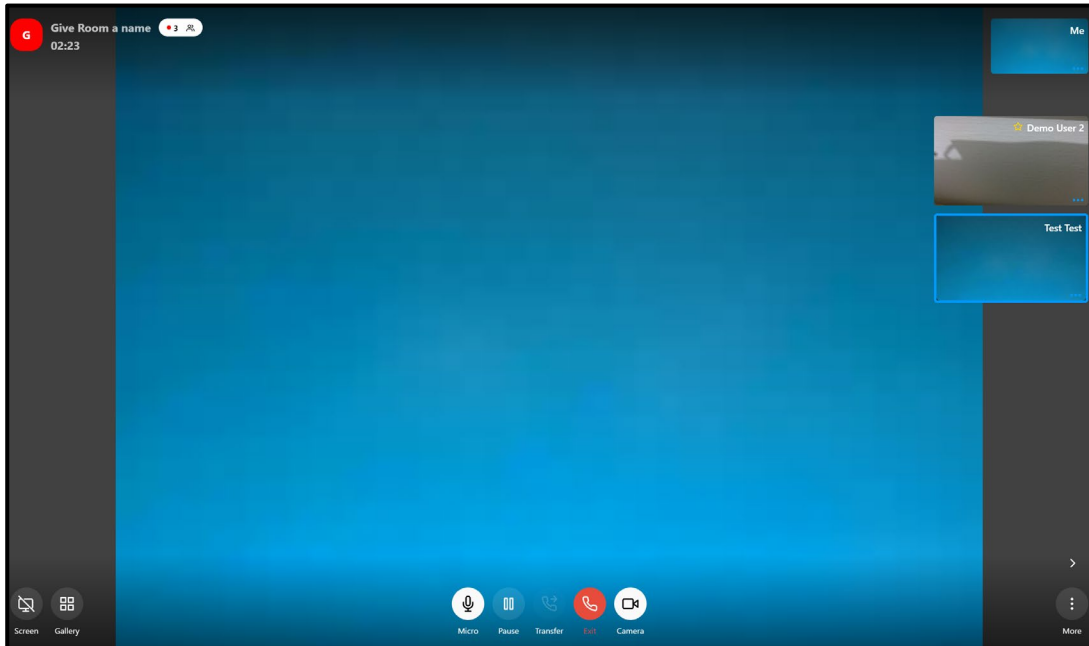


The screenshot shows a 'Join room' interface with a dark header containing a logo. The main content area is white and titled 'You are about to join a conference'. It features a camera preview on the left and three selection menus on the right: 'SELECT YOUR CAMERA' (Microsoft Camera Rear), 'SELECT YOUR MICROPHONE' (Default - Headset Microphone (Realtek High Definition Audio(SST))), and 'SELECT YOUR HEADPHONES' (Default - Headphones (Realtek High Definition Audio(SST))). A 'Test sound' button is next to the headphones menu. A checkbox 'Skip this test the next time you join a conference' is checked. At the bottom is a blue 'Join room' button.

When more than two participants are in a Conference  
new button appears – Gallery  
Toggle **Gallery** button to change view



# Conferences – Guest Access

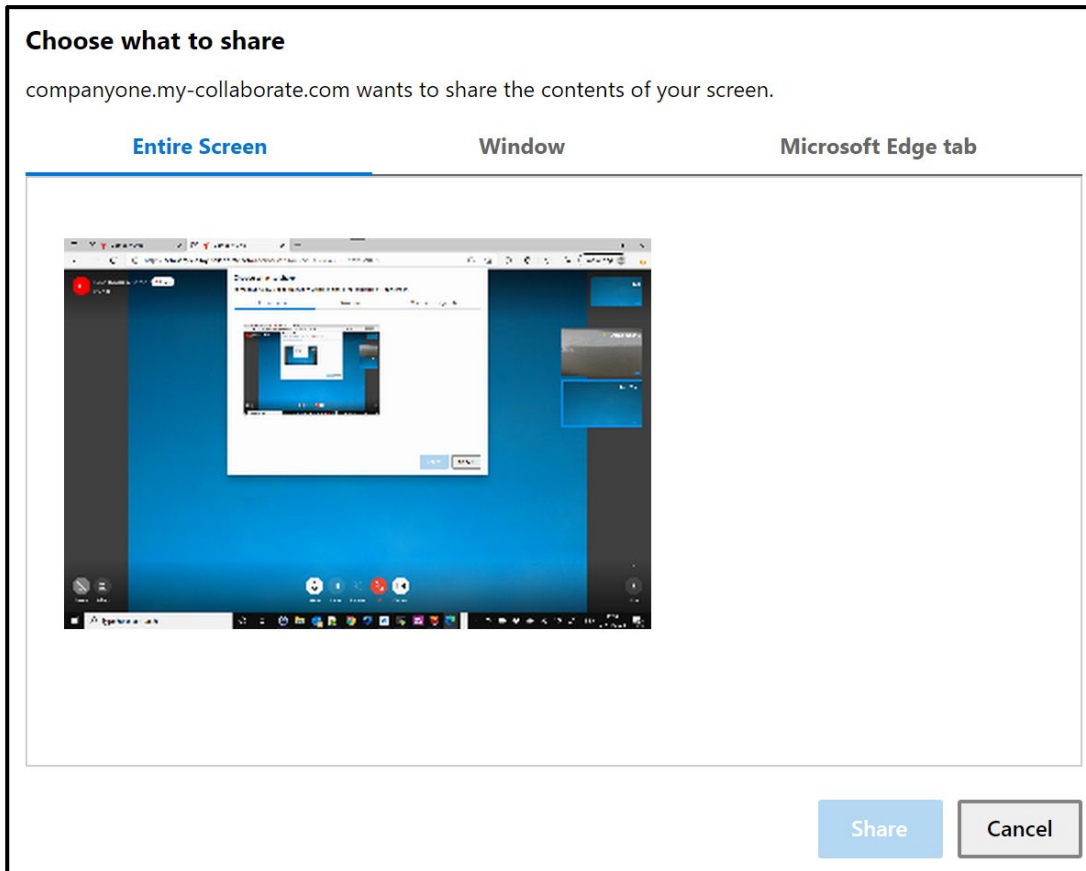


**Gallery** button has been pressed once, view has changed

All meeting participants are found on the right side of the screen

Click individual participant window to see it large in the centre of the screen

# Conferences – Screen Share



Click **Screen** button in the bottom left corner of the Conference window to share a screen

Pop up window appears with 3 options

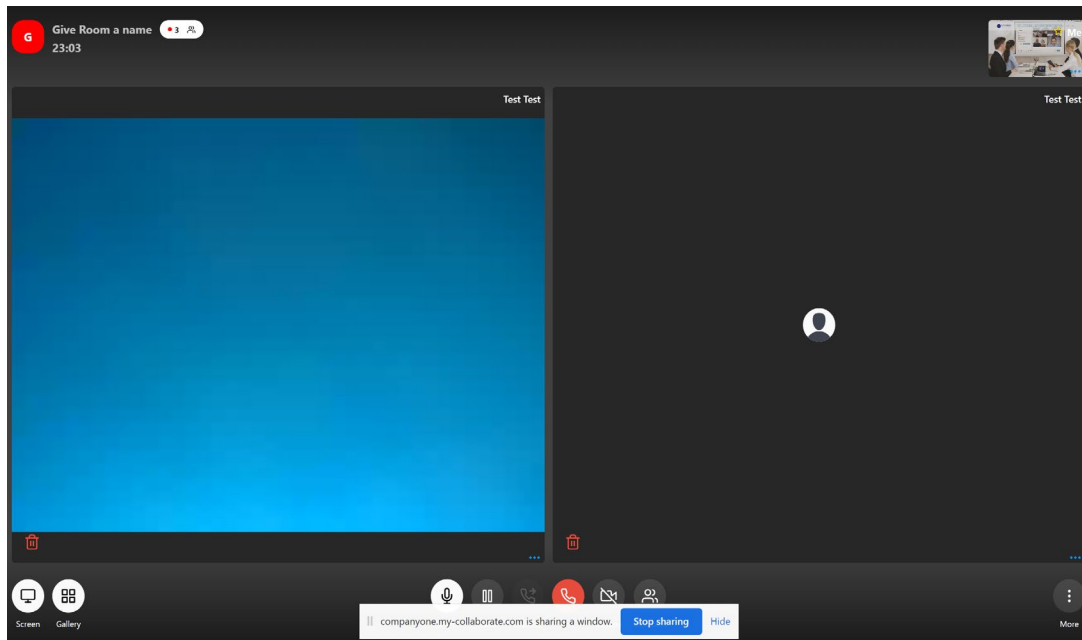
Choose most appropriate option

Click **Share**

The screen chosen screen will be share with all participants



# Conferences – Screen Share



## View of user who is sharing the screen

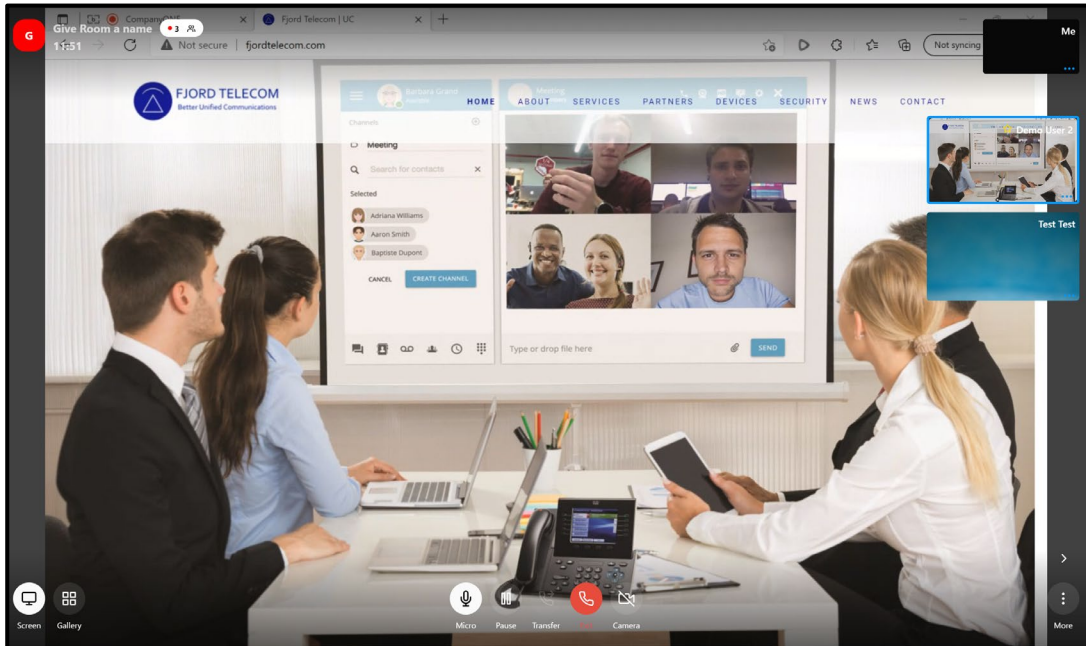
Once screen is shared a pop-up window is show at the bottom of the screen

To stop Screen Share:

Click **Stop sharing** in pop-up window **OR**

Click the **Screen** button in the bottom left corner

# Conferences – Screen Share



**View of Conference participants who are viewing the Shared screen**

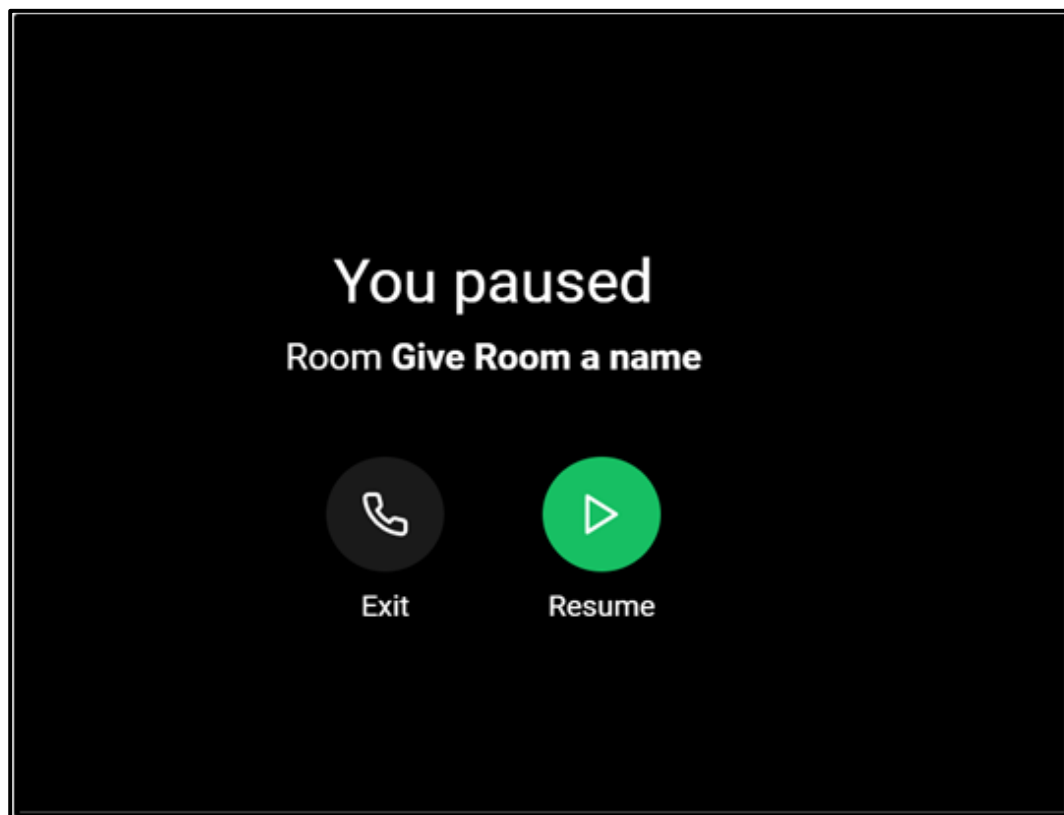
Click **Gallery** button for view the shared screen in biggest format

Click **Gallery** so all small participants windows are on the right of the screen.

In shown example the participant that is Sharing the screen is showing a website.

Any documents can be shared within meeting

# Conferences – Pause



Click **Pause** button in the bottom centre of the Conference window to pause the Conference/Call

Imagen shows view of participant's screen who paused the Conference/Call

Click **Resume** for re-join the Conference

# Conferences – Pause

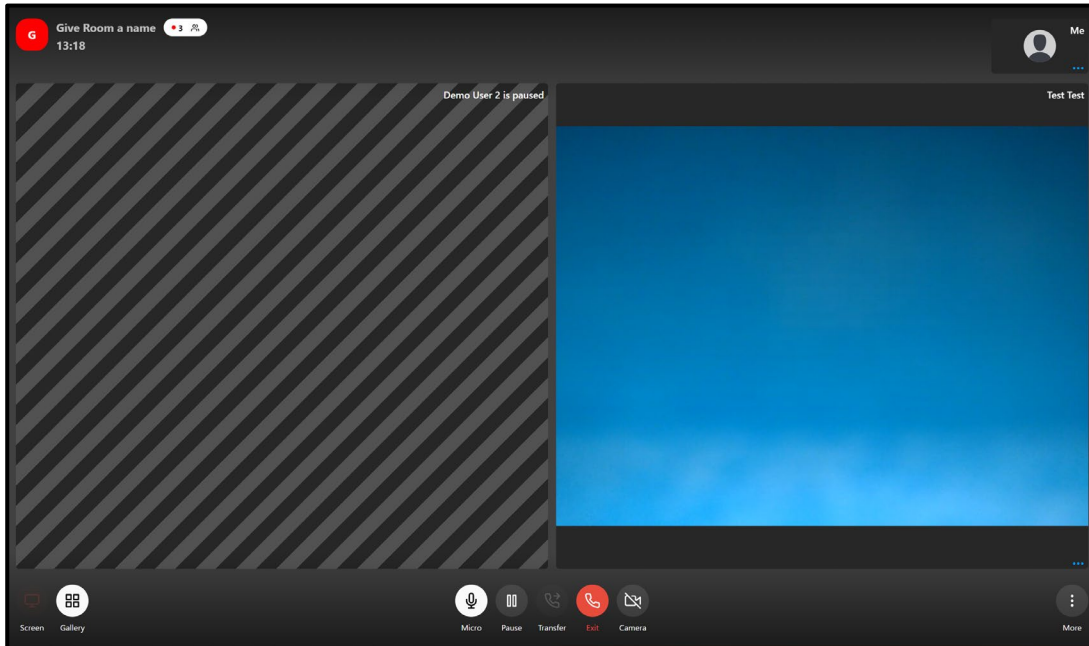
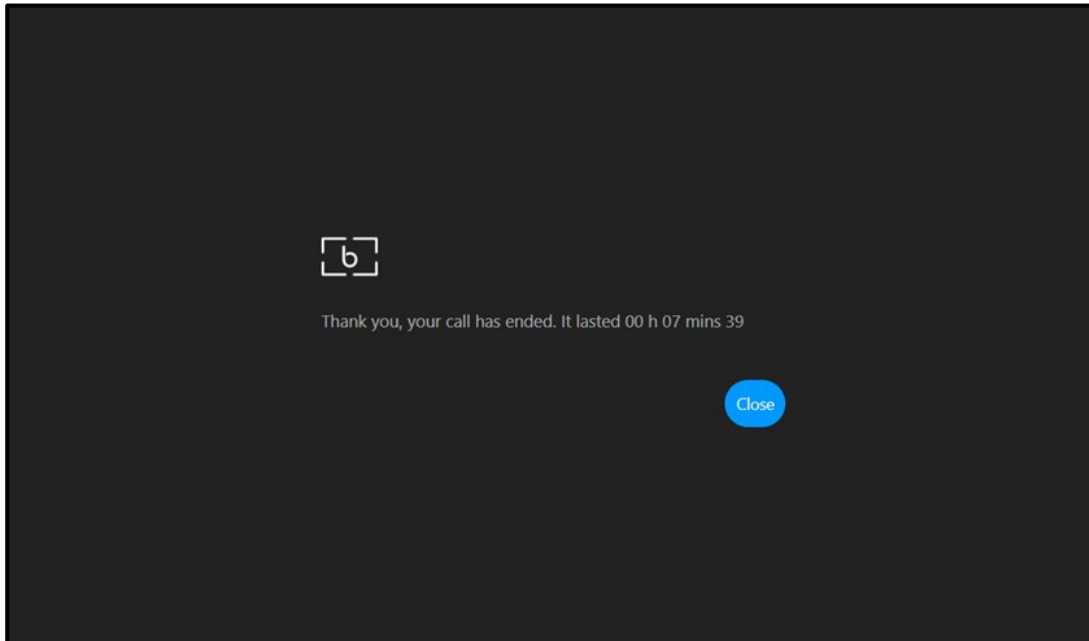


Imagen shows view of the other members of the Conference/Call while one participant has pressed the Pause button

Paused user is detected by the lines crossing the screen

# Conferences – Exit

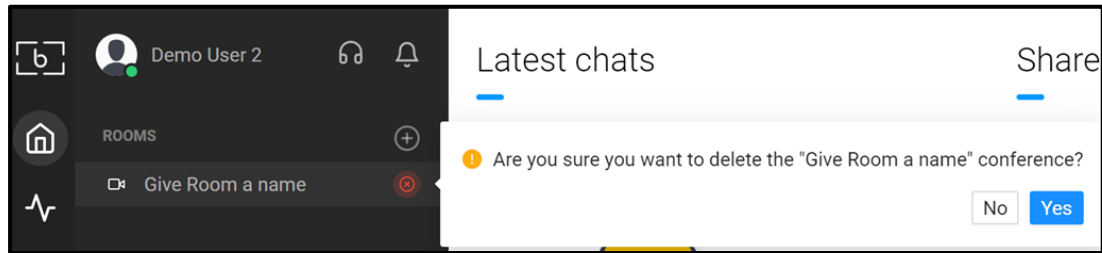
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Click **Exit** to leave the Conference

A summary of the Conference's time will be show

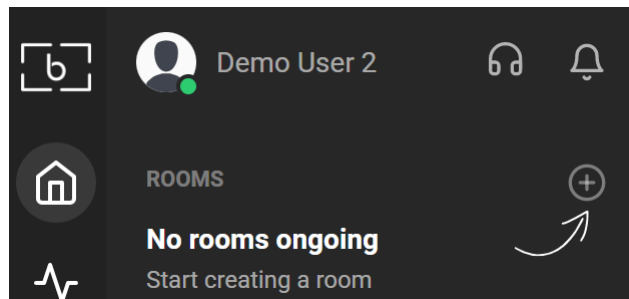
# Remove Saved Conference



In the main page hover above the name of the Conference to be remove

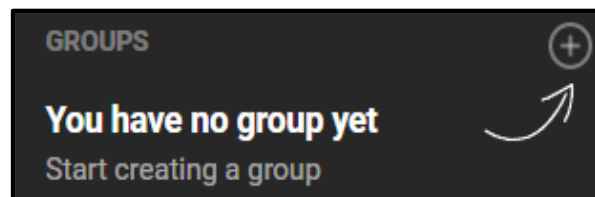
Click the pop-up icon 

Click **Yes** in the pop-up window to confirm the Conference removal

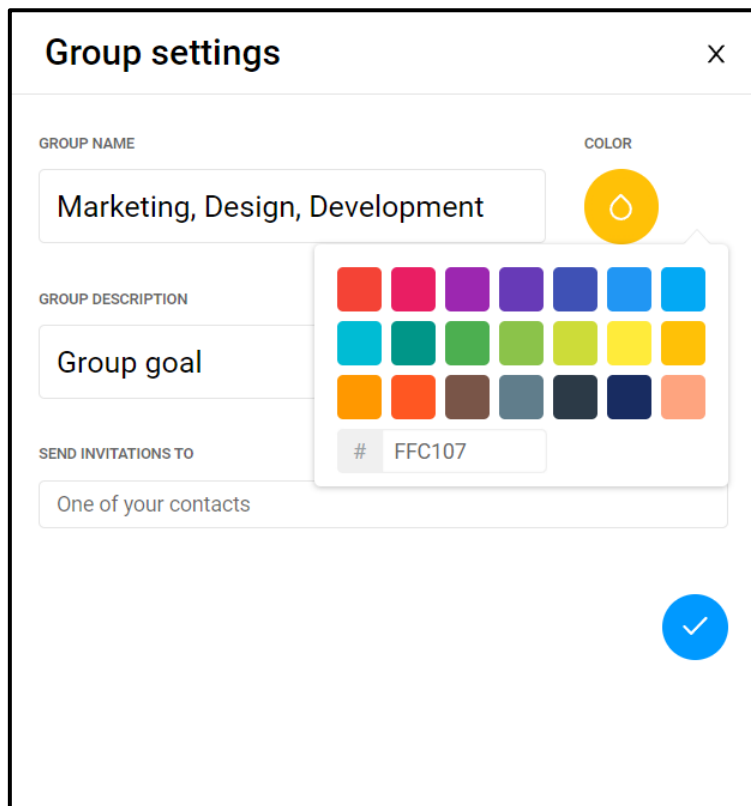


Conference has been successfully removed

# Groups – Create New Group



Click  to create a new Group



Type the desired **Group Name** and **Group Description**

Choose group colouring

# Groups – Create New Group


Group settings

×

GROUP NAME

Marketing, Design, Development

COLOR




GROUP DESCRIPTION

Group goal

SEND INVITATIONS TO

Demo User1 ×



When typing the name of the Contact to invite,  
a list will open

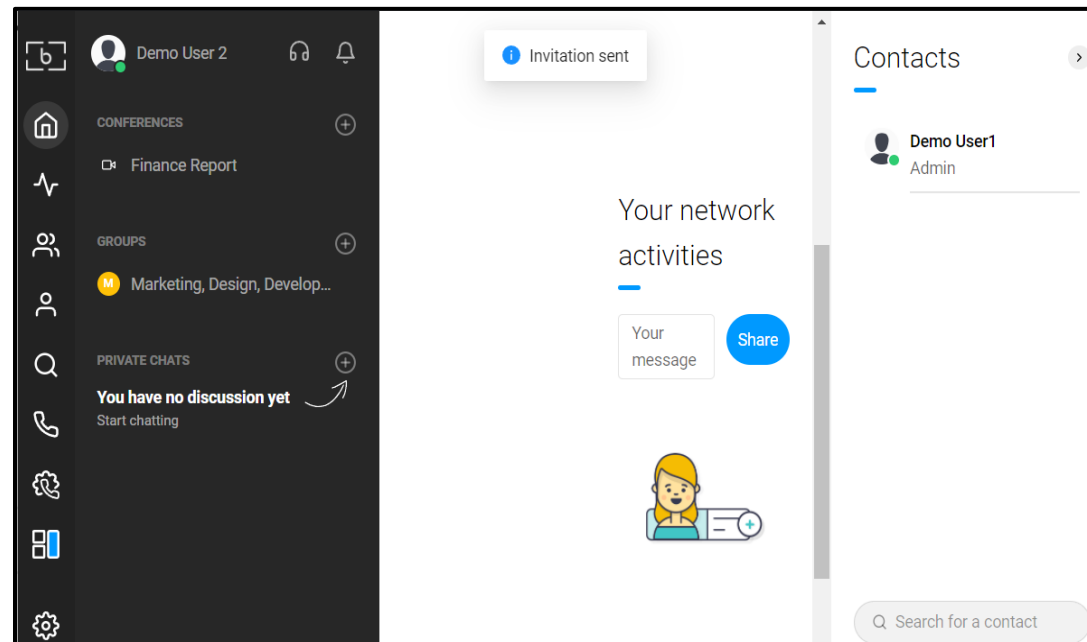
Select the name of the Contact

Click 

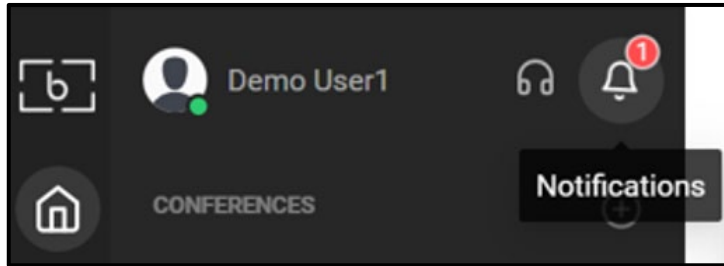


# Groups – Create New Group

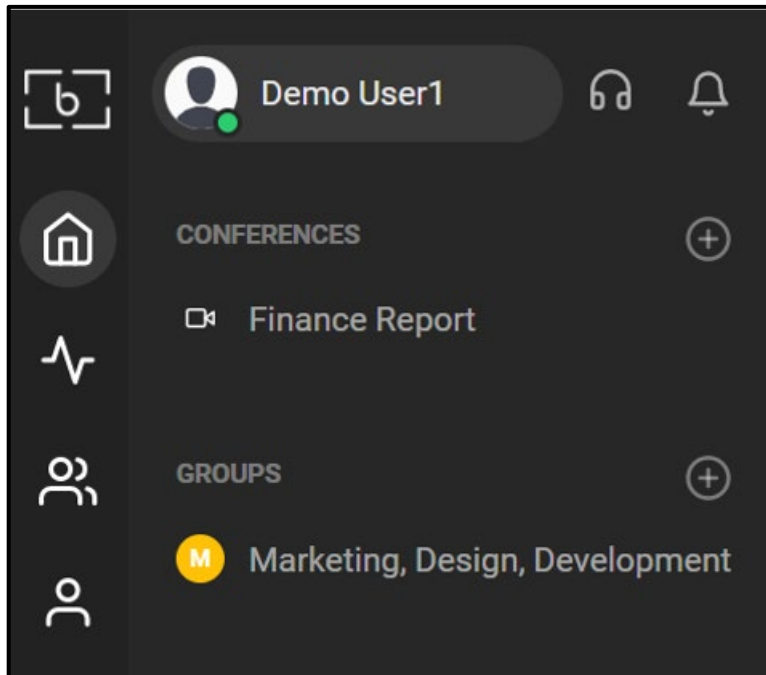
Group successfully created  
Invitation sent to participants



# Groups – Create New Group



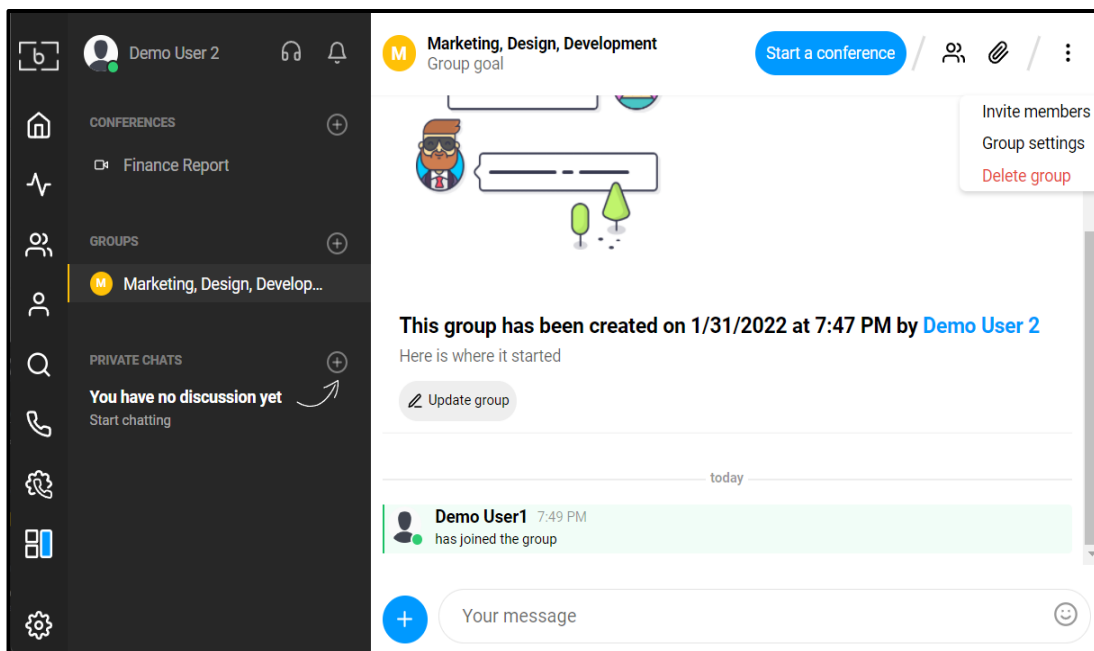
Invited members will receive notification



Invited member accepted the invitation

Access to the Group has been granted

# Groups – Settings



Click in the name of the Group

Group chat window will be displayed

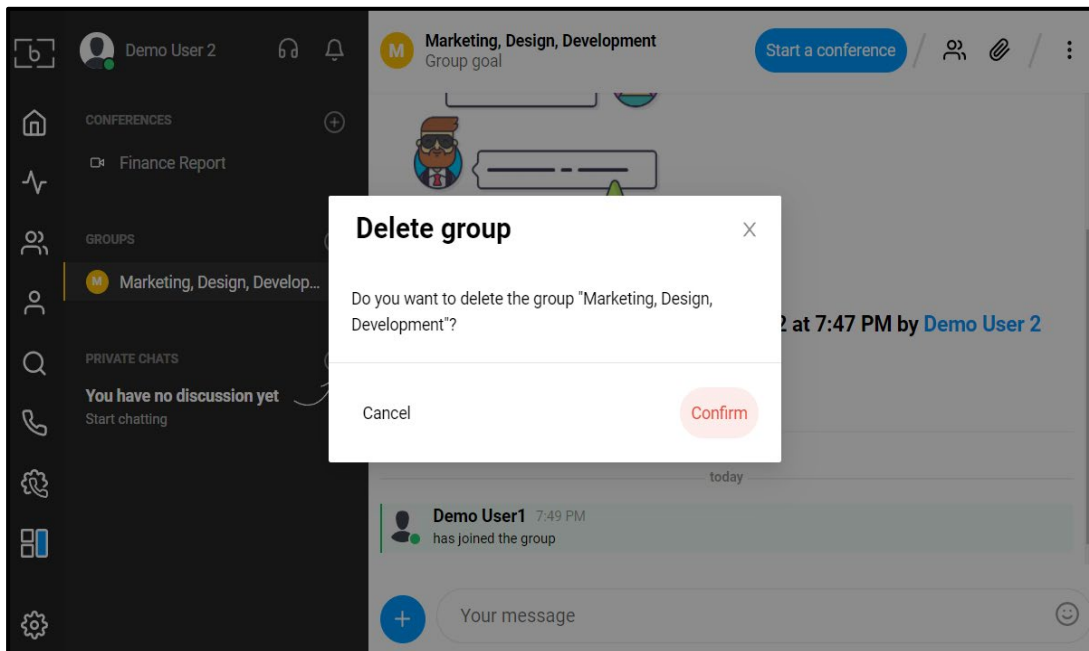
Group menu located on the top

Click 

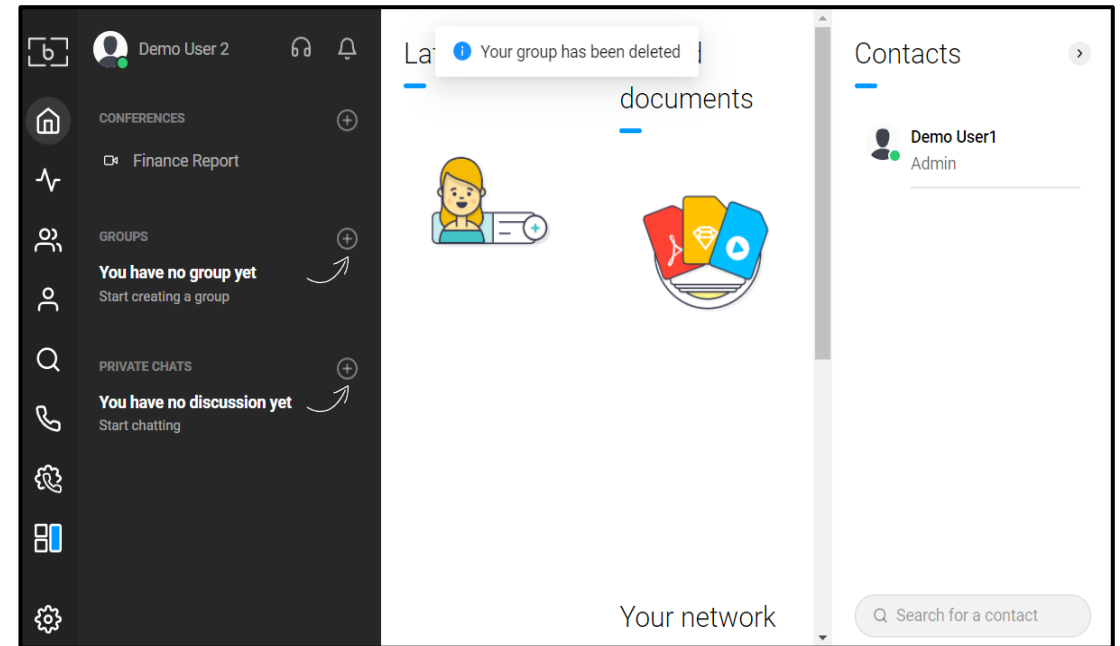
Settings will be displayed

# Groups – Settings

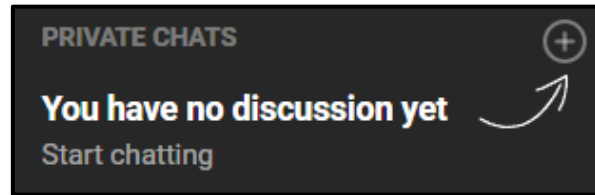
Only group Administrator can delete a group  
Click **Delete Group**  
Click **Confirm** in pop-up window



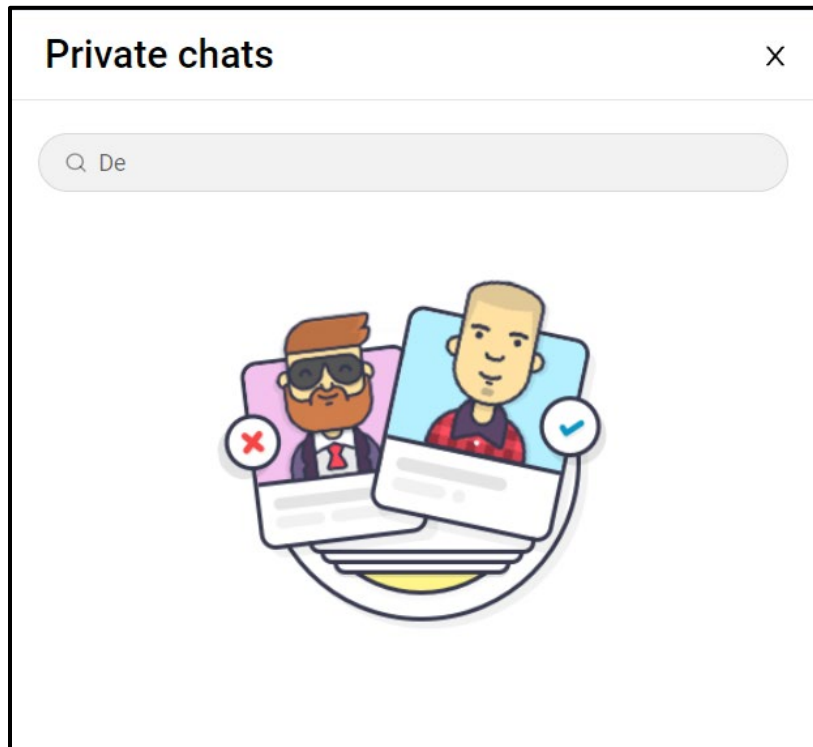
Group successfully deleted



# Private Chat



Click  to create a new Private Chat

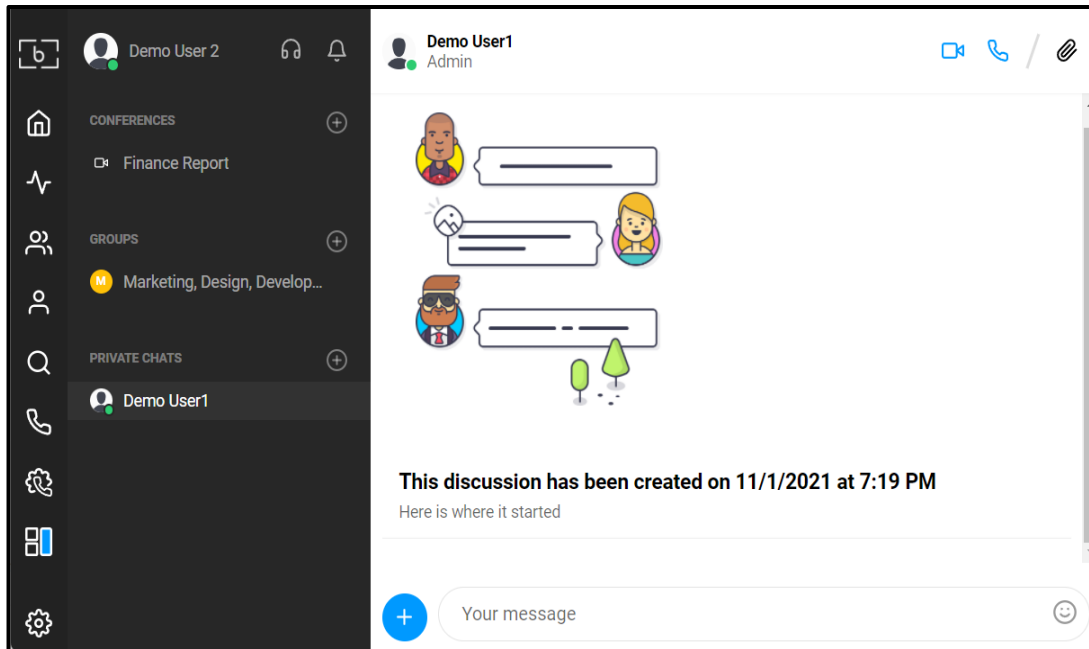


Type the name of the Contact to invite in the pop-up window

When typing a list will open, select the desired contact

Chat window will open automatically

# Private Chat



New chat window opens

Type message at the bottom of the screen

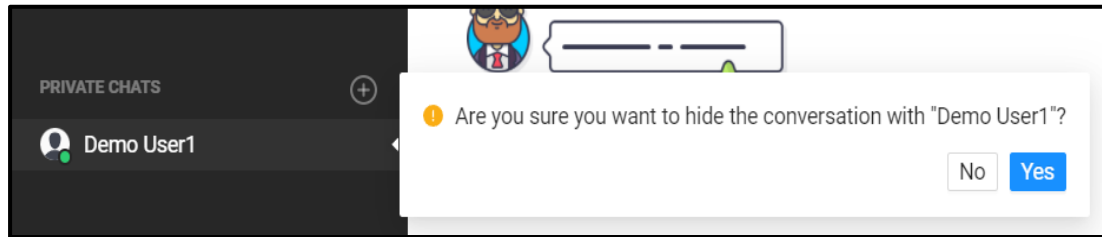
Presence of Contact is visible (dot in colour)




Chat options located top right (Video Conference, Audio Conference, Galleries)

Chat options are the same that the ones presented in the section Chat with a Contact (Slide 27)

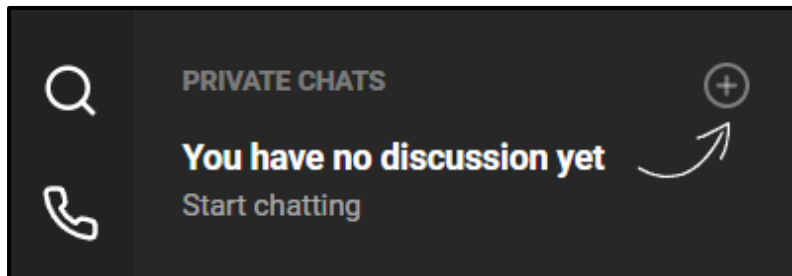
# Private Chat – Hide Chat



In the main page hover above the name of the Chat to be hide

Click the pop-up icon 

Click **Yes** in the pop-up window to confirm the Hide of the chat



Private Chat has been successfully hidden

When a Private Chat is started with the same Contact the hided chat will be un-hidden

For more information visit our web site  
or send us an email

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Fjord Telecom

<https://fjordtelecom.com>

+353 1 529 0900

hello@fjordtelecom.com