QUICK GUIDE MYDSTNY WEBPHONE

GET ACCESS TO THE PBX DIRECTLY ON THE WEB

MyDstny is our new omnichannel platform where you can access much of what Dstny has to offer. First up is our webphone – a softphone on the web.

SYSTEM REQUIREMENTS

These are the minimum requirements for our webphone:

PC	Windows 7*
Mac	OS X 10.11 El Capitan
Google Chrome	90.0.4430
Firefox	Firefox 74

Will not be updated after January 15 2023.
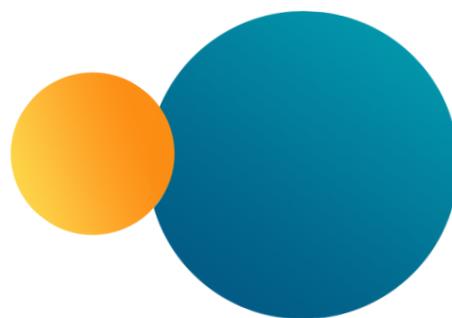
LOG IN

You can reach the webphone at the address **my.dstny.se**. You should have received your credentials from our Partner Business Support.
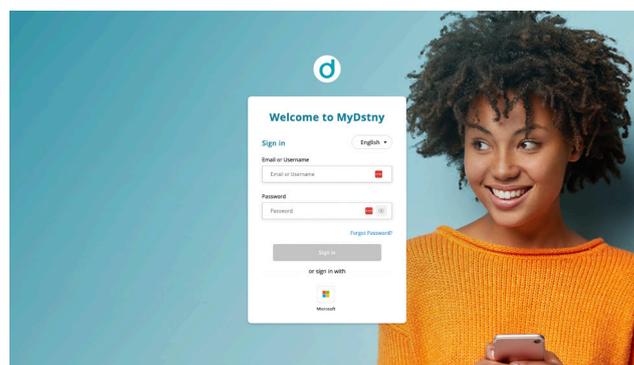
INTERFACE OVERVIEW
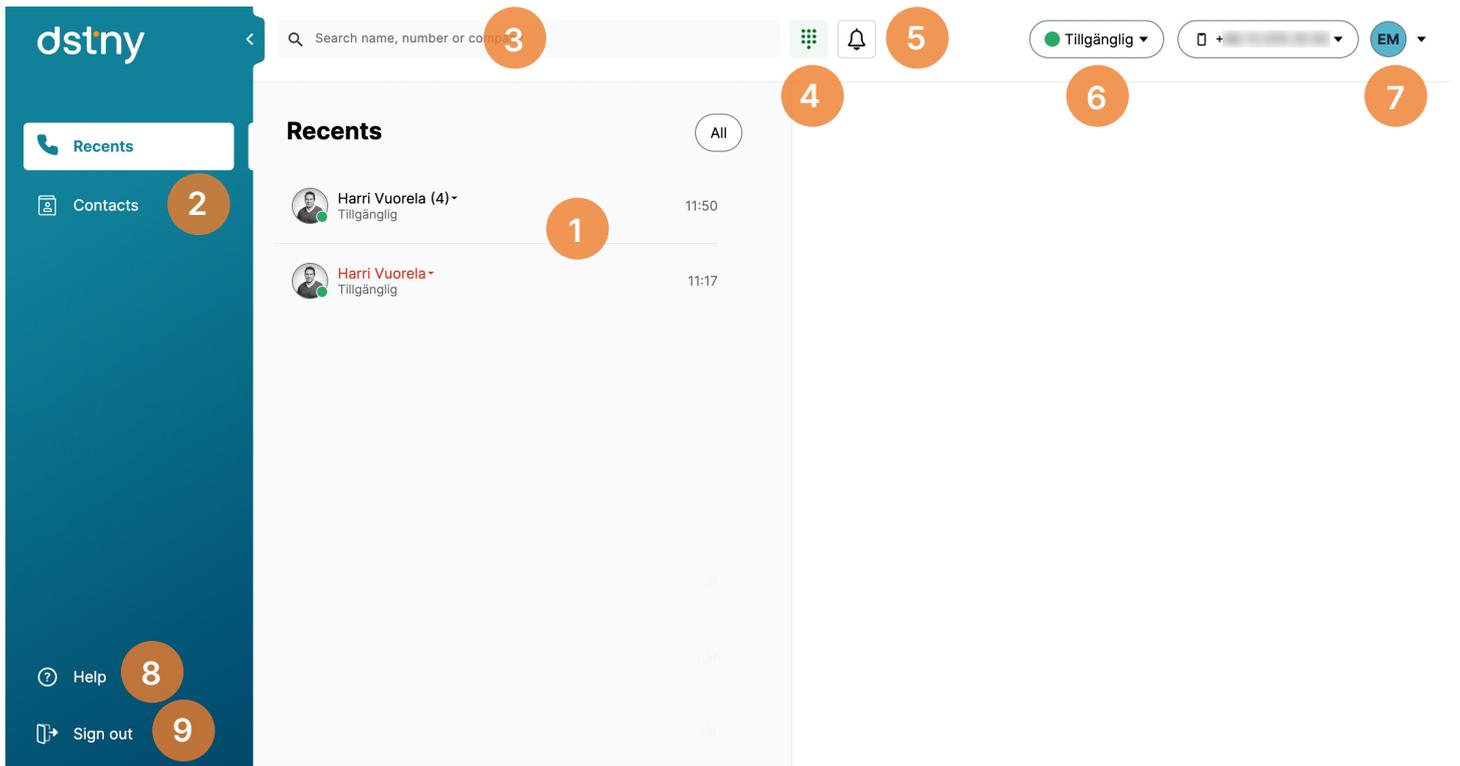
1. Call history
2. Contacts
3. Search field
4. Keypad
5. Notifications
6. Referral status
7. Profile
8. Help
9. Log out

CALL HISTORY
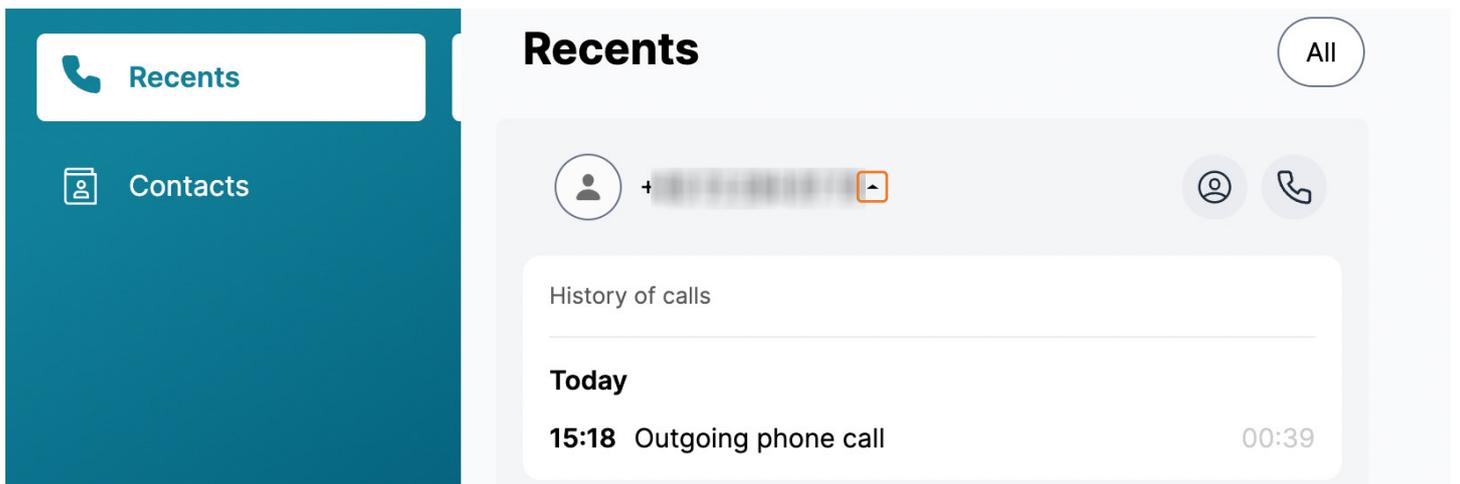
Under the tab **Recents** to the left, you can see all your calls. They are ranked chronologically and displays the following:

- The caller's first name and last name when recognized by the address book. Dialer number when it is not recognized by the address book.
- Expandable information about the caller when you click the arrow, when recognized by the address book.
- Date and time of the call.
- The duration of the call.

CONTACTS
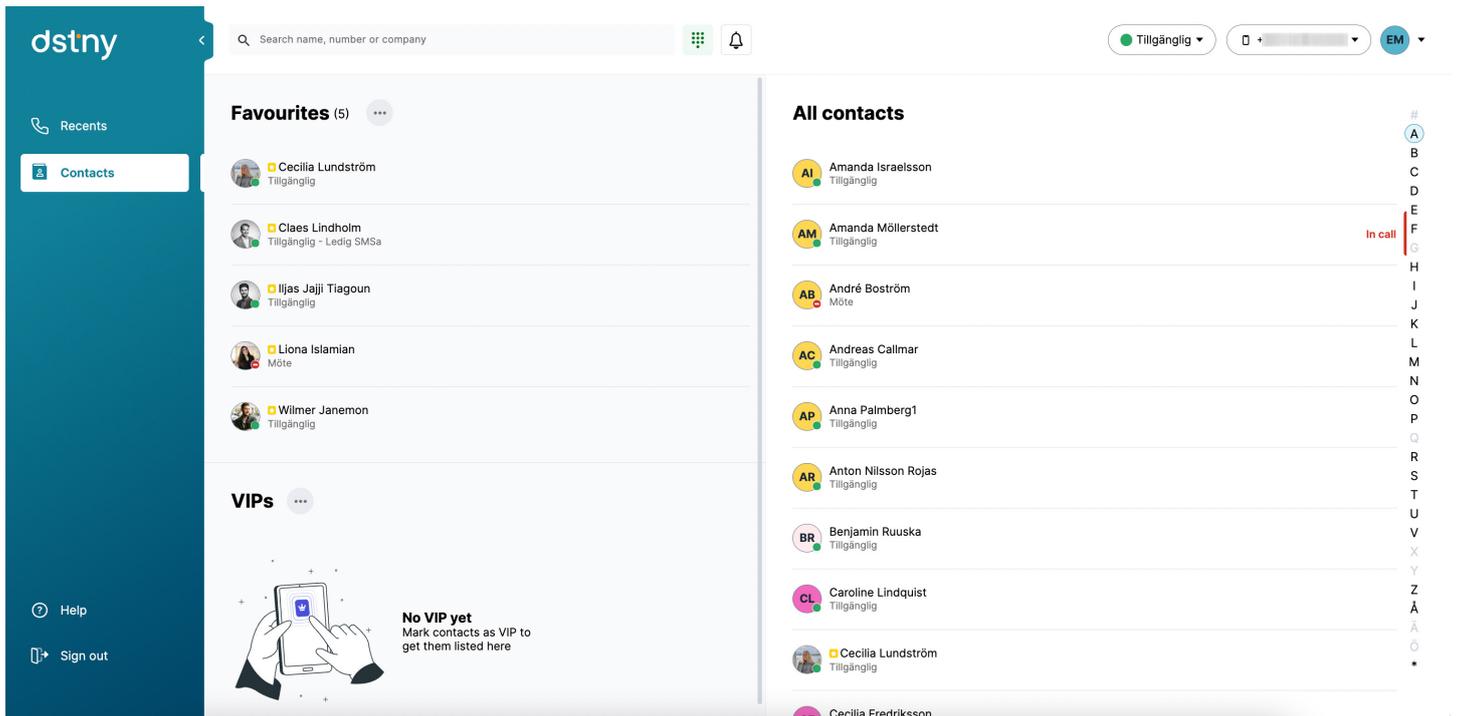
Under the **Contacts** tab to the left, you can see all your contacts. They appear as follows:
* On the right side: The entire company directory. This list is managed by your administrator.
* On the left side: Groups managed by you or the administrator. For example: VIP, Favorites, etc.

CONTACT CARD, FAVOURITES AND VIP'S

Click on a contact to open its contact card. Here you can see name, company, line status, reference and notes.

Here you can also sort the contact into a group. By clicking on the **star**, the contact is added to your Favorites. Clicking **VIP** adds the contact to your VIP contact group. You can also call directly by clicking on the selected field on the desired number.
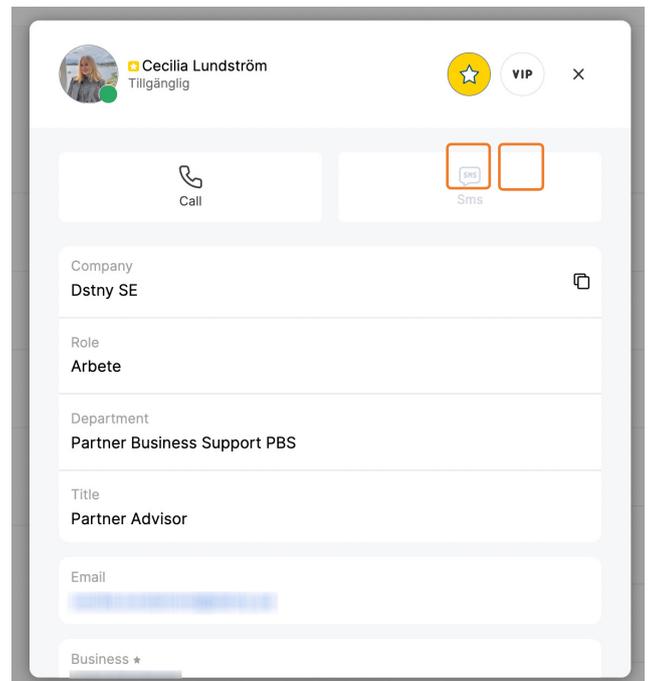
KEYPAD

The keypad has two main functions:
- Enter a number, using the mouse or by typing the number, to initiate a call immediately.
- Enter a DTMF code when prompted to select a menu suggestion in a call. For example. "for English, press 1".
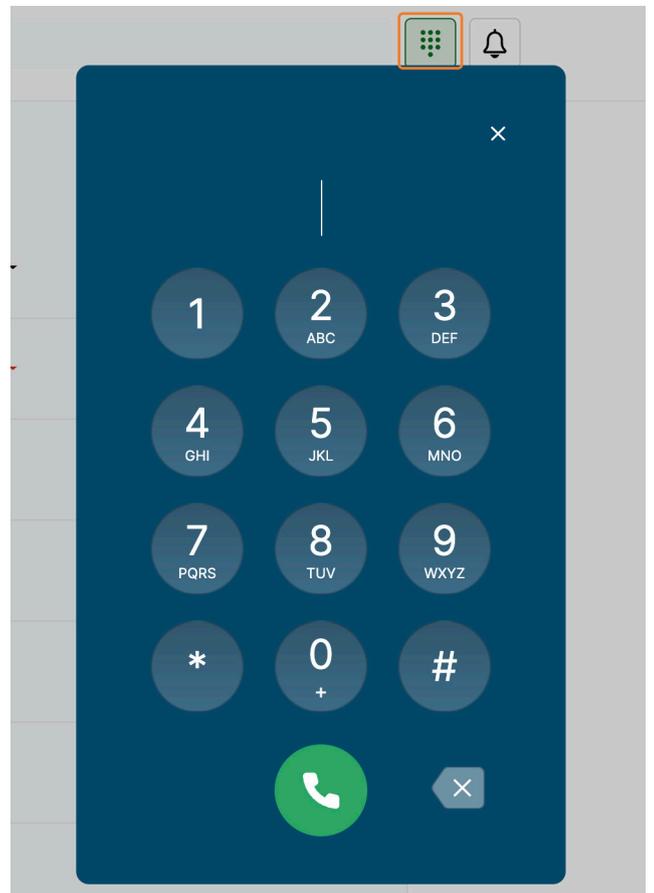
NOTIFICATIONS

Notifications inform the user immediately if someone has tried to reach you and you were unable to answer the call. A red dot will then appear on the clock. After clicking on the notification icon, the red dot will disappear. You can see:

- Who tried to reach you
- Time and date for the call
- Which line the call was made to
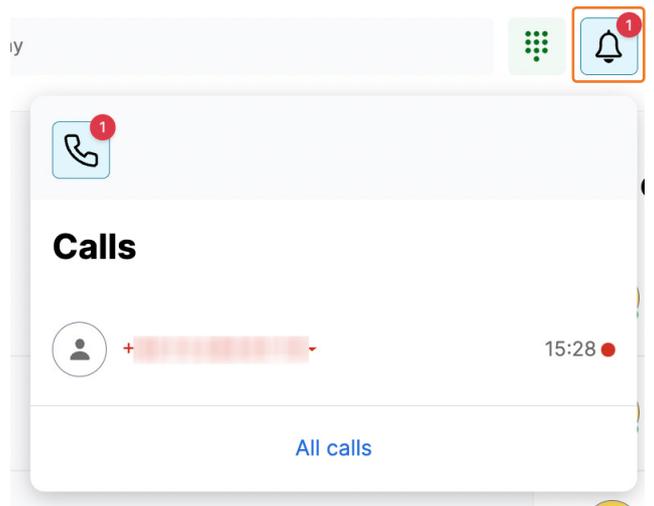
REFERRAL STATUS

Select the desired status from the drop-down menu and confirm. It will always be visible to you. The status is also shared with colleagues, so they know whether you are available for calls or not depending on your choice.

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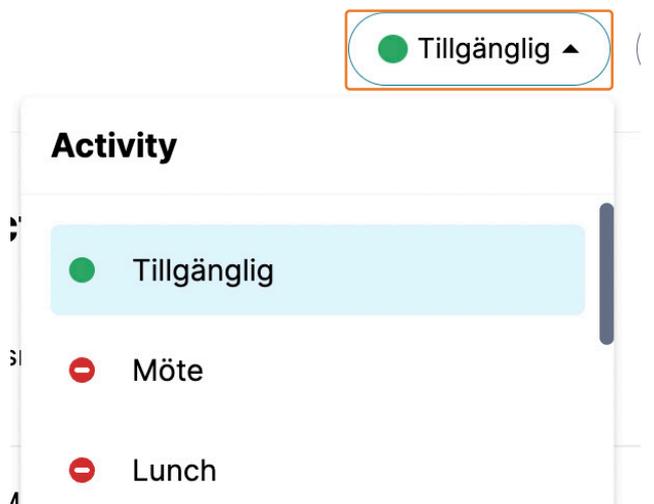
MY PROFILE

Clicking on your avatar in the top right will generate a pop-up menu that displays personal information about you. Here you can also write free text and share the note with your colleagues.
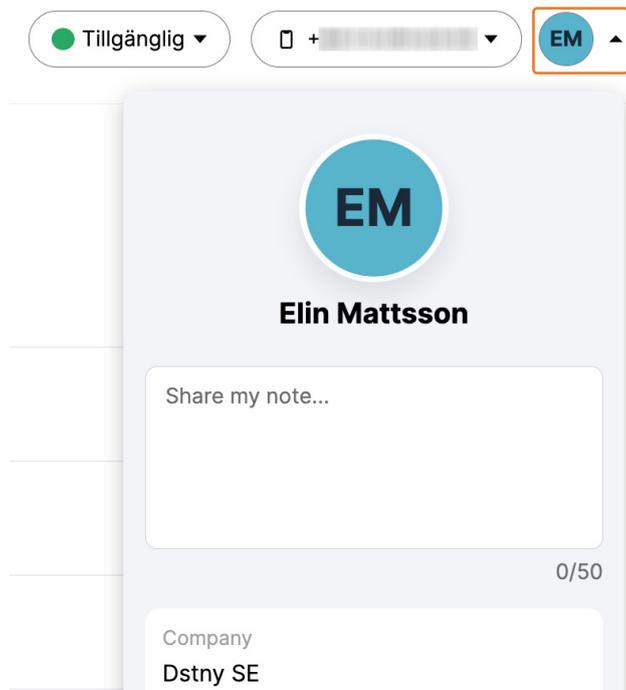
SIGN OUT

To log out of the webphone completely, press **Sign out** in the menu on the left.
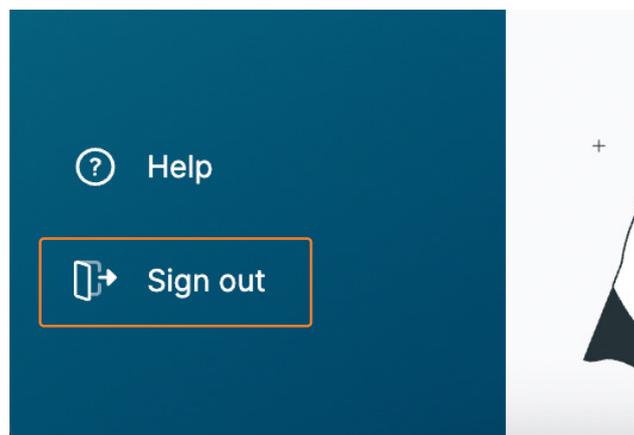
ANSWER A CALL

Click on the **green icon** to answer the incoming call.

MAKE A CALL

To make a call to a contact, press **Call** on the desired contact. It is also possible to call from a contact card.

To make a call using a name or number search, enter all or part of the contact's name in the search field or number in the search field, then press the **Call icon** on the person that appears.
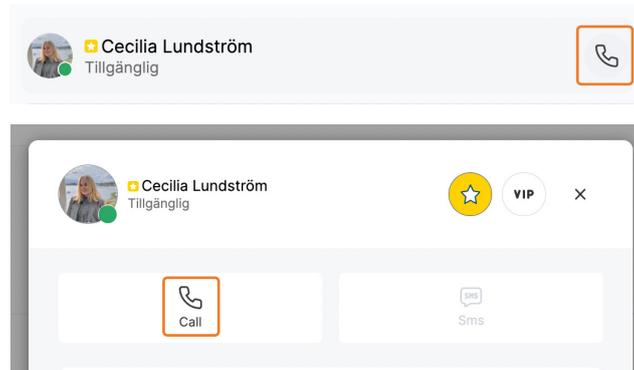
SOUND SETTINGS
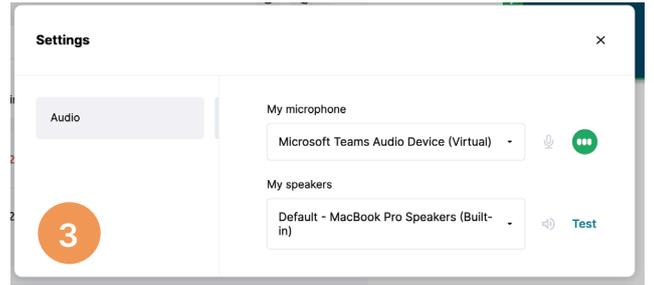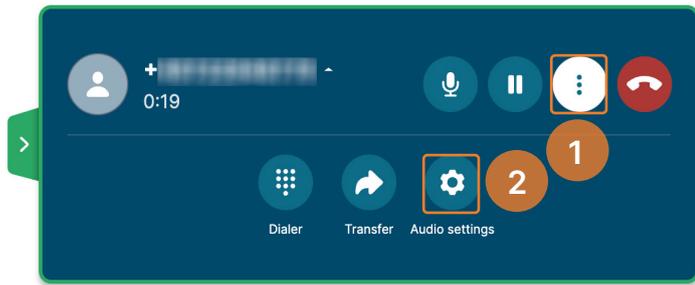
During an ongoing call, it is possible to adjust the speakers and the microphone according to your specific needs.
1. Click on "**...**".
2. Choose **Audio settings**.
3. In the new box, you can select the source for speakers and microphone. However, the sound settings may be affected by default settings or personal settings in your browser.

MUTE THE MICROPHONE

You can mute your microphone by pressing the **Microphone button**.
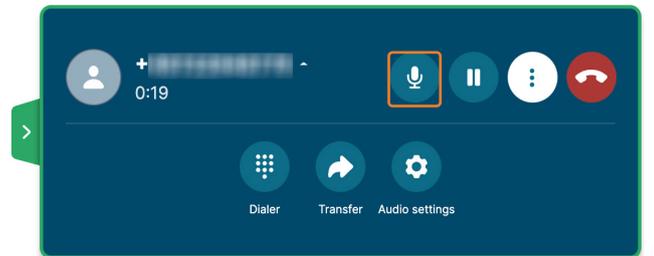
PARK A CALL

Click the **Pause button** or make a new call using the main window.

If you make a new call, the ongoing call is automatically put on hold. The held party will hear paused music, spoken waiting information in your local or another prompt depending on the configuration in the system.

If you answer a second incoming call, the first call is automatically put on hold.
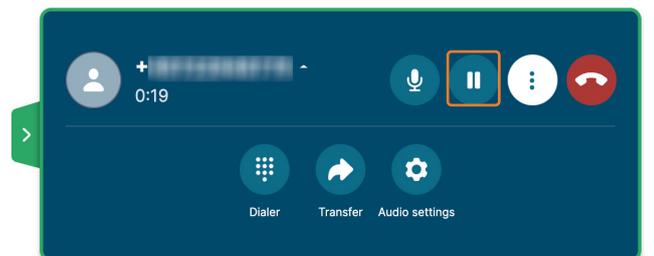
RESUME A CALL

Click the **Resume Call button**. If another call is active, pressing Resume Call will automatically put the active call on hold.

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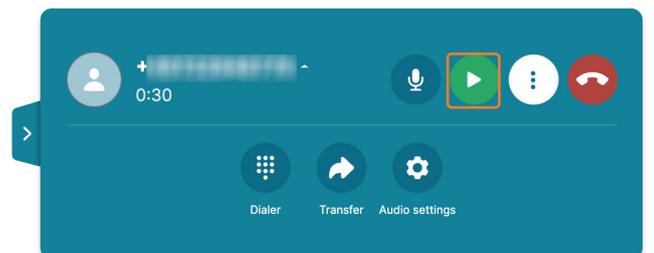
TRANSFER A CALL DIRECTLY
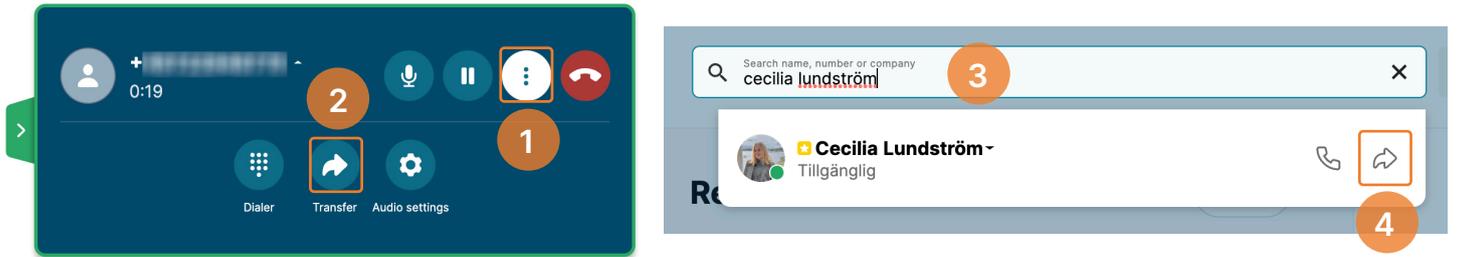
1. During an ongoing call, click "**...**" in the caller widget.
2. Press **Transfer**.
3. Search for the contact or dial the number to which you want to transfer the call.
4. Click the **arrow** in the contact options to transfer the call.

TRANSFER AND ANNOUNCE A CALL
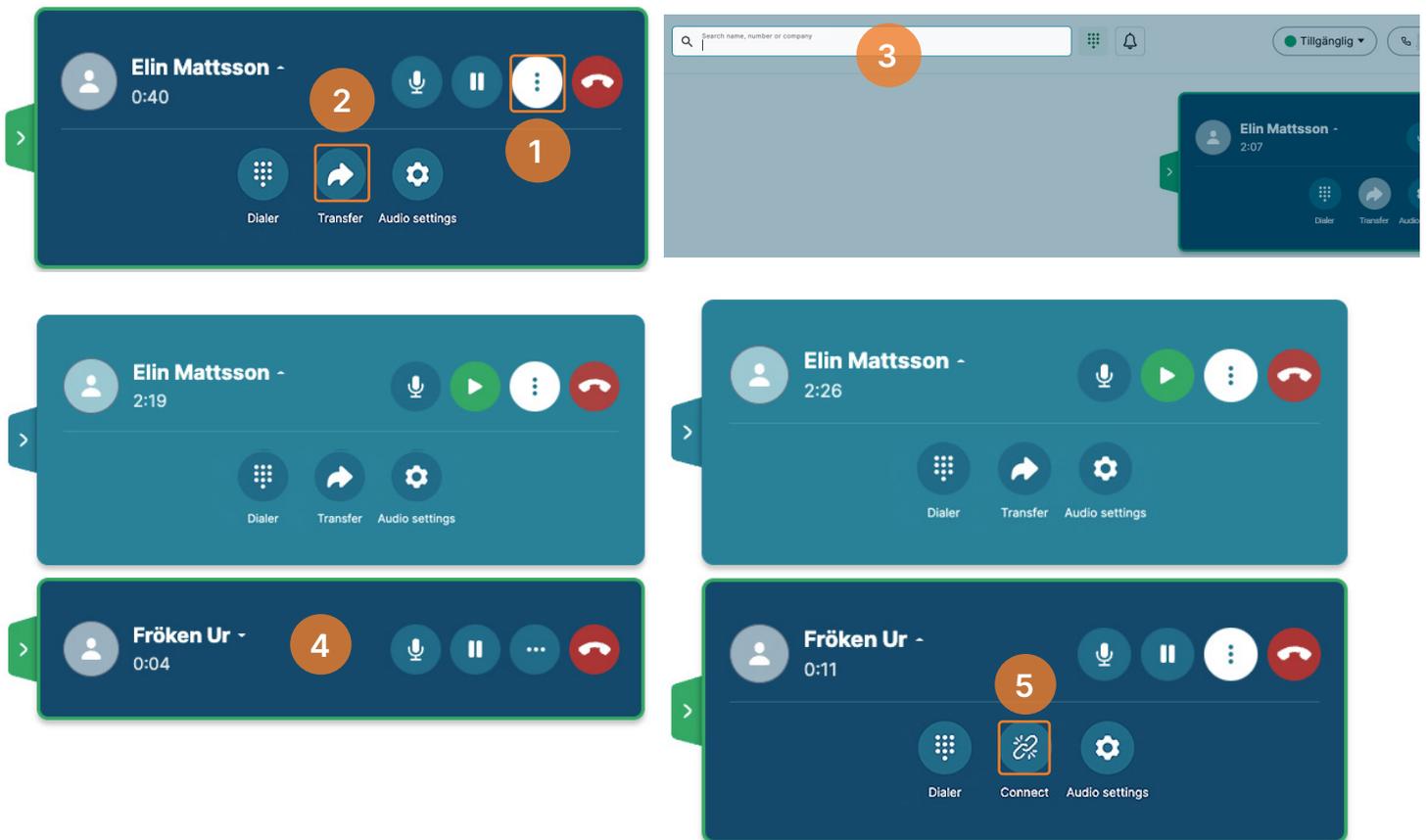
1. During an ongoing call, click "**...**" in the caller widget.
2. Press **Transfer**.
3. Search for the contact or dial the number to which you want to transfer the call and press the **phone icon**.
4. Speak to the person.
5. Click **Connect** on the transferred person to validate the transfer and leave the call.

END A CALL

Click the **red phone icon** to hang up.
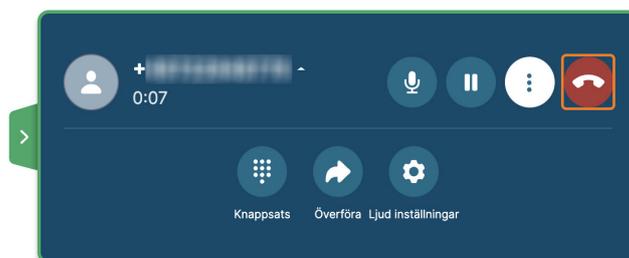
Now you know everything about Dstny's webphone! This is an early version of the product and more features will be released continuously in 2023.