

The User Console

Brief

The purpose of this document is to offer guidance to users of the Spitfire FireSwitch Hosted PBX user console. This document is not intended as an exhaustive list of features and is subject to change. Some features will be based upon individual user permissions. All information is understood to be correct at the time of writing. For other telephony guides, please refer to <https://www.spitfire.co.uk/about/knowledge-base/>. For assistance, please contact Spitfire Support on 020 7501 3030 or via support@spitfire.co.uk.

User Login to FireSwitch Console

- If you have not received your credentials from the handover then contact Spitfire to request your:
 - Company unique URL
 - Should be in received in the format of: <https://CompanyName.spitfirevoiceapps.net>
 - Username and Password
- Please do NOT distribute any credentials and make sure to keep all details safe and secure making sure any passwords have sufficient complexity.
- Navigate to the URL provided and enter your Username and password.



Basic Usage and Functionality

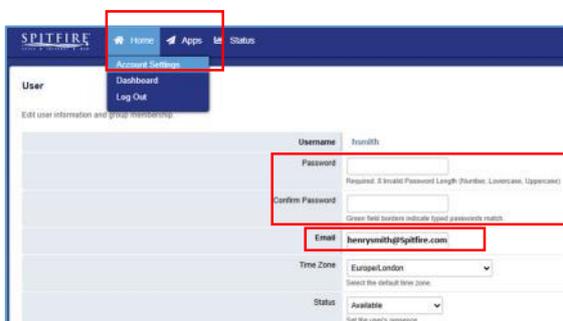
Console access and functionality will be governed by your role and the access privileges assigned to you. This document will focus on the User access and relevant features.

- User
 - View a dashboard of your call history (Recent calls, Missed calls and any messages)
 - Apply call forwards (diverts) for your extension
 - Manage Voicemail greetings and settings
 - Operator panel access to view other users/extensions and status /presence
 - Access to contacts

Account Settings

Changing Your Login Password

- From the “Home” tab you can access the “Account Settings” where you can then change your password and email address linked to the portal.



- If changing the password make sure it is complex with numbers, lower case and uppercase characters.
- Type in the new password in the “Password” field, type it in again in the “Confirm Password” field and Save.
- You can change the email address by entering the alternative email address in the field.

Dashboard

The Dashboard is a comprehensive interface that provides a snapshot of user extension status and activities, facilitating easier management of the extension. Key features include:

- **Voicemail:** Displays both new and total voicemails in the user's voicemail box.
- **Missed Calls:** Shows the number of missed calls for the user.
- **Recent Calls:** Displays the number of calls received in the last 24 hours.
- **Call Routing:** Allows users to view and edit call forwarding, follow-me, and do-not-disturb settings.

Dashboard
Quickly access information and tools related to your account.

Voicemail	New	Total
3214	3	3

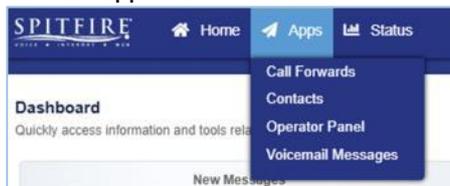
Number	Missed
3223	4/16 14:28
3234	4/16 10:47
3234	4/16 10:41
3234	4/16 10:35
3234	4/16 10:34

Number	Date/Time
3064	4/16 15:36
3219	4/16 15:27
3205	4/16 15:13
	4/16 14:41
*97	4/16 14:34

Extension	Call Forward	Follow Me	Do Not Disturb
3214			

Apps Options

There are a few options that are available via the “Apps” tab which we will look through in this section.



Call Forwards

This option allows a user to manage call forwarding/routing for their own extension.

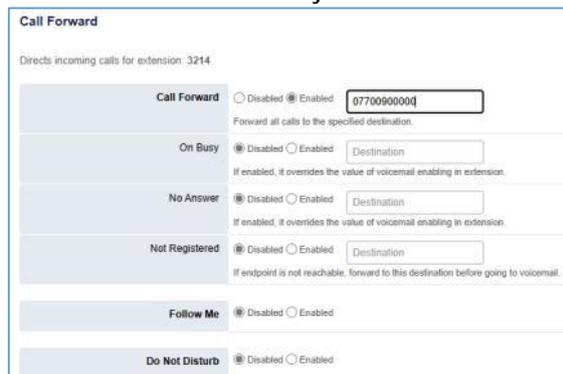
- To navigate to the “Call Forwards” option a user must select their extension



Call Forward Options

The options that can be enabled and disabled are:

- **Call Forward:** Forwards ALL calls received on the extension to the telephone number set in the “Destination” field.
- **On Busy:** Forwards calls only when the extension is busy (on another call).
- **No Answer:** If enabled, it overrides the extension settings to send call to voicemail and instead sends call to “Destination” number.
- **Not Registered:** If endpoint (handset) is not registered, the calls will forward to the telephone number added in the “Destination” field before going to voicemail.
- **Do Not Disturb (DND):** If enabled sends calls directly to voicemail or terminates calls if voicemail is disabled.



Contacts

Here you can see a list of internal and external (to your Organisation) contacts.

Operator Panel

This is a versatile and user-friendly web interface designed to streamline telephony tasks. Here are some of its key features:

Status Management:

Agents can set their status to **“Available”**, **“On Break”**, **“Do Not Disturb”**, or **“Logged Out”** (these are colour coded and will change the colour of the user avatar).



Call Management:

You can make calls (clicking the dial pad  icon reveals a field in which you can type the destination to dial), see who is on a call (the user is depicted with a green tint), eavesdrop and hang up calls.

It also supports drag-and-drop functionality for calling other users and blind transfers. This can be done by dragging your extension avatar to the extension you wish to transfer/call.



Queue and Call Centre Management:

Users can log in and out of queues and call centres, making it easier to manage call flow and agent availability.



Voicemail Messages

Here you can manage and customize voicemail settings.

Voicemail Greeting:

You can record and choose different greetings for your voicemail.

- A specific greeting can be set from a selection of 9 greetings by clicking the radio button.
- You can upload a greeting by using the “+” or “Add” button.



Voicemail-to-Email:

Voicemails can be sent to users email address which allows them to listen to the voicemail directly from their email inbox. This can be achieved by:

- Accessing the voicemail settings
- Adding the email address to “Mail To” field
- Saving

The screenshot shows the 'Voicemail' configuration page. It includes fields for Voicemail ID (3214), Password (masked with ****), Play Tutorial (False), Greeting (Greeting 1), Alternate Greet ID, and Mail To (UserA@Domain.com). There is also an 'Options' section with a table for defining caller options.

Option	Destination	Order	Description
<input type="text"/>	<input type="text"/>	000	<input type="text"/>

Forwarding:

Voicemail messages can be forwarded to additional destinations. This can be achieved by:

- Selecting the Extension, that you wish to forward the voicemail message to.
- Click on “+ADD”
- And finally save

The screenshot shows the 'Forward Destinations' configuration page. It features a table with columns for Destination and Delete. The current destination is 3234. There is an '+ ADD' button and an 'Enabled' dropdown set to 'True'.

Destination	Delete
3234	<input type="checkbox"/>

Enabled: True

Coming soon

Wallboard coming soon to FireSwitch 2.3

Scheduled Call reports coming soon to FireSwitch 2.3

If you have any handset queries, you can contact Spitfire Support on:
020 7501 3030 or support@spitfire.co.uk