comm.land 2.6 User Guide

> ℹ️ The following is a User Guide for comm.land 2.6 and its core workspaces.
> *(Phone, Contacts, Conferences, Fax)*
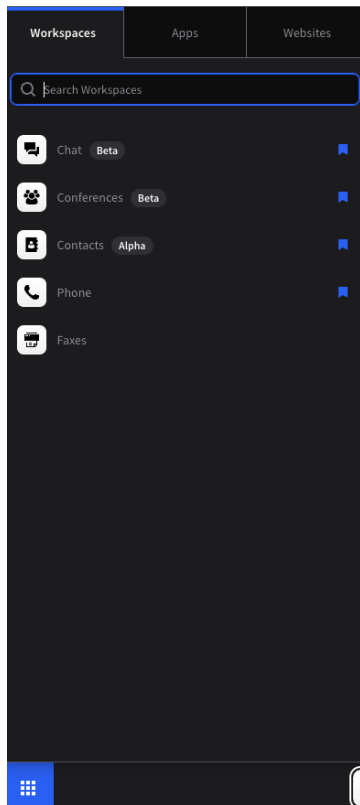
Contents

> **ℹ️ What's new for comm.land 2.6**
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> - Re-designed and updated
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>   - Phone Workspace / Webphone
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>   - Conference Workspace (w/ favorites)
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>   - Fax Workspace
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>   - User Preferences
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> - External Websites
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> - Chat Workspace
>
> - Dock Notifications for Phone Workspace
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> - Account Settings (for Admins)

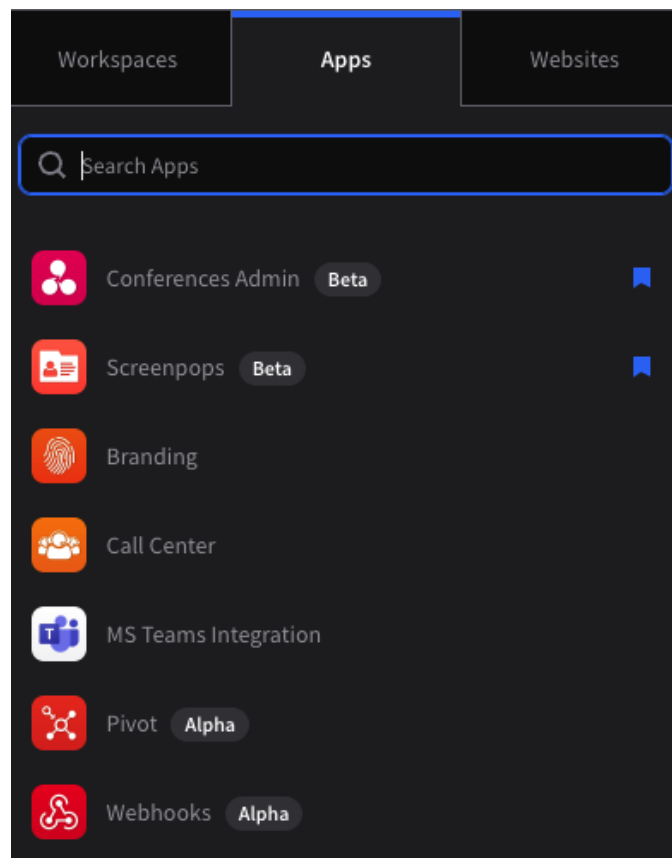# The Dock, Workspaces, Apps and Websites

With comm.land you will have the power of Workspaces, Apps and now Websites right at your fingertips.

What is a workspace? - Our workspaces are a set of core features that always stay updated in the background, regardless of where you are working in comm.land.

Current workspaces are as follows:

- Phone

- Contacts (Alpha)

- Conferences (Beta)

- Faxes

- Chat (if installed on cluster)

What is an app? - This is everything else! The apps that you know and love already can live right in comm.land.

Accessing all your Apps, Workspaces and Websites- Simply hit the Dock Menu Button in the bottom left corner, and you will see 3 tabs – one for your Workspaces, Apps and a new 3rd tab for external websites.

Customizing your dock - You can customize your dock by pinning different Apps, Workspaces and Websites. You can pin up to 4 Workspaces, 4 Apps and 4 Websites to your dock. There is also space for a 5th Workspace and App, which will be the last used Workspace/App that is not pinned.

Configuring Websites

Add your own internal site, or any other website directly to comm.land with the new Websites feature.

To get started simply navigate to the website tab and select "+ Website)
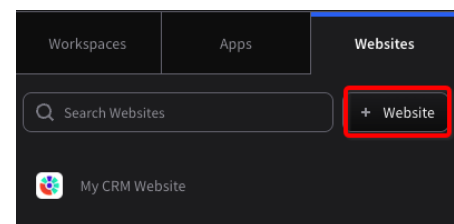
Users, will be able to add websites that only they can see within comm.land

Adding Website

Name

My CRM Website

Required. Presented in the Dock + Dock Menu to identify this website.

Website URL

www.coolsite.com

Required.

☐ Open this link in the system's default browser

Identifying icon

commio_AppIcon_x512.png   ⬆ Choose a file

Required. Used to visually identify this website in the Dock + Dock Menu. 80px square and transparent PNG recommended.

Cancel   Save website

Admins, will be able to add websites that only they can see AND account wide sites, that all users on the account will see and have access to. Regular users will be unable to edit or delete admin created sites.

Adding Website

×

Who is this website for?

Personal ○
This website will only be available for your user.

Account Wide ●
This website will be available to everyone on this account.

Name

Phone Workspace (with Webphone)

By default the Phone Workspace will open with the Call History tab selected, you can select to view Call History, Voicemail, or Parked Calls to the right of the webphone in your Phone Workspace.

Webphone

The webphone uses a tab system to access various phone functions. To make a call, dial a number or select the directory icon to see your internal directory. Once in the internal directory, you can search or scroll through the directory, simply hit the phone icon to dial.
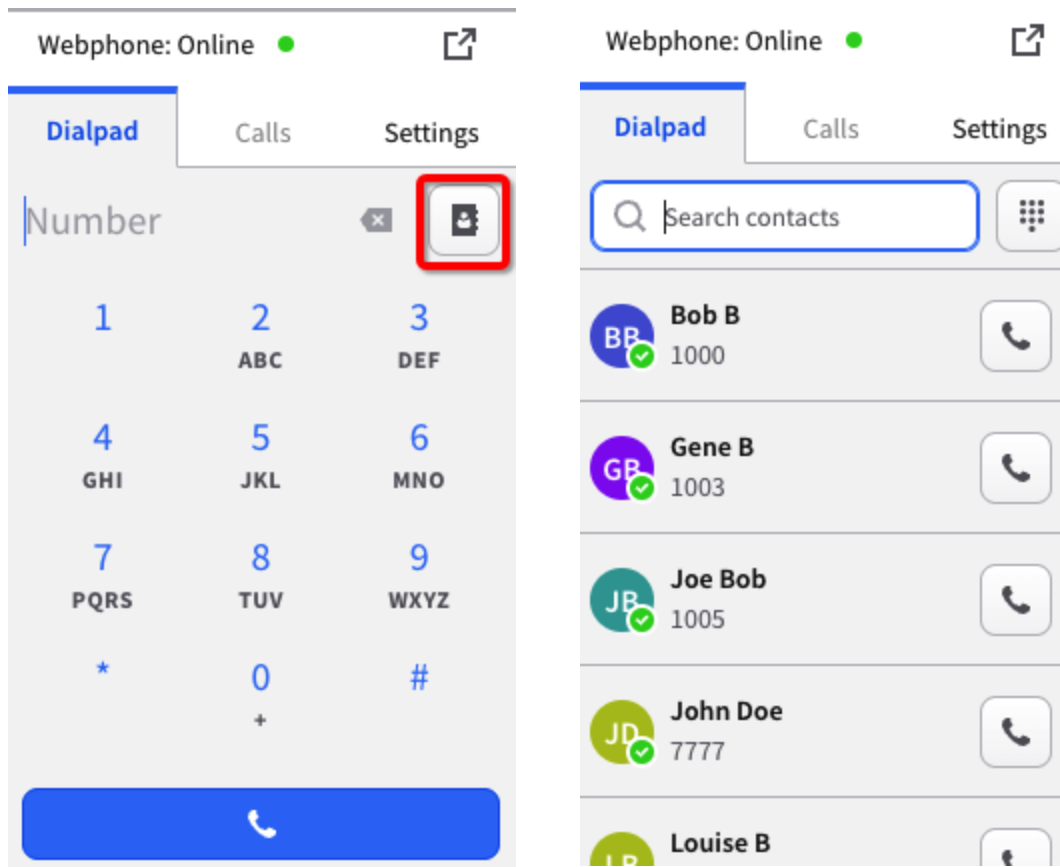
Once you make a call, you will see that you are moved to the Calls tab, and will see a calling card for your active call. In the calling card, the bottom has a set of call control buttons for you:

- In-Call Dial Pad

- Mute/Unmute

- Video

- Transfer

  - Blind

  - Call-Ahead

- Park

  - Auto-assign spot

 - Manually pick spot

- Screenshare (same account only)
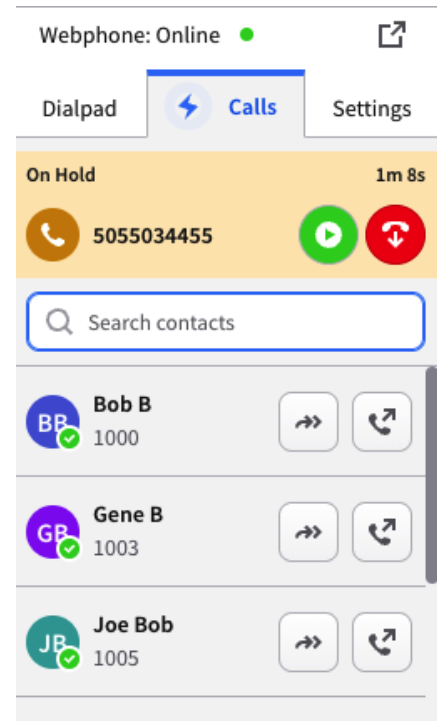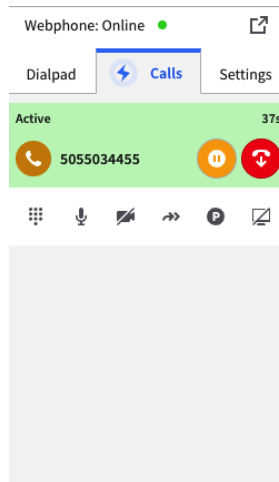
The calling card also has 2 larger buttons next to the caller, hold and hang up. When placing a call on hold you will notice the "Pause" button will turn into a "Resume" button. Your other call controls will also disappear.
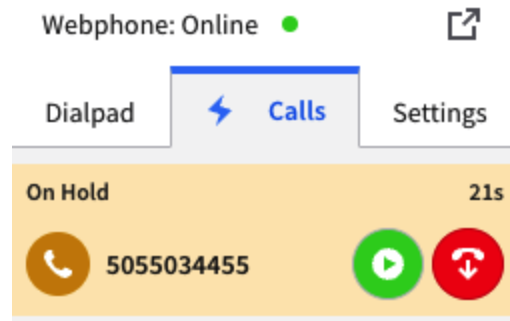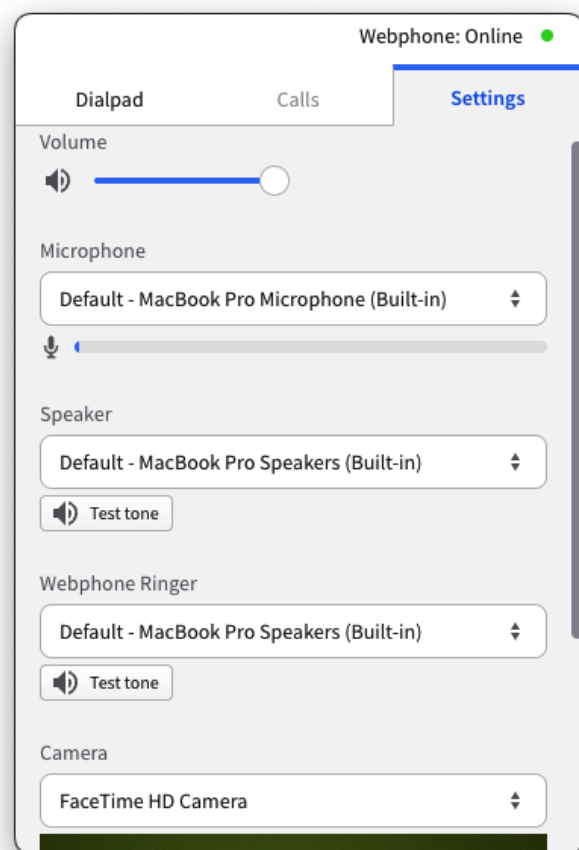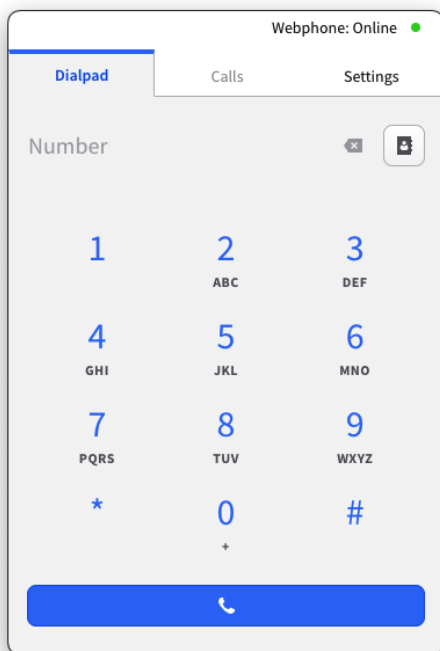
Whenever you move to another app or workspace within comm.land a pop out webphone will appear. You can also manually pop-out the webphone via the "Pop-out" button or access from any app or workspace via the
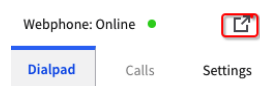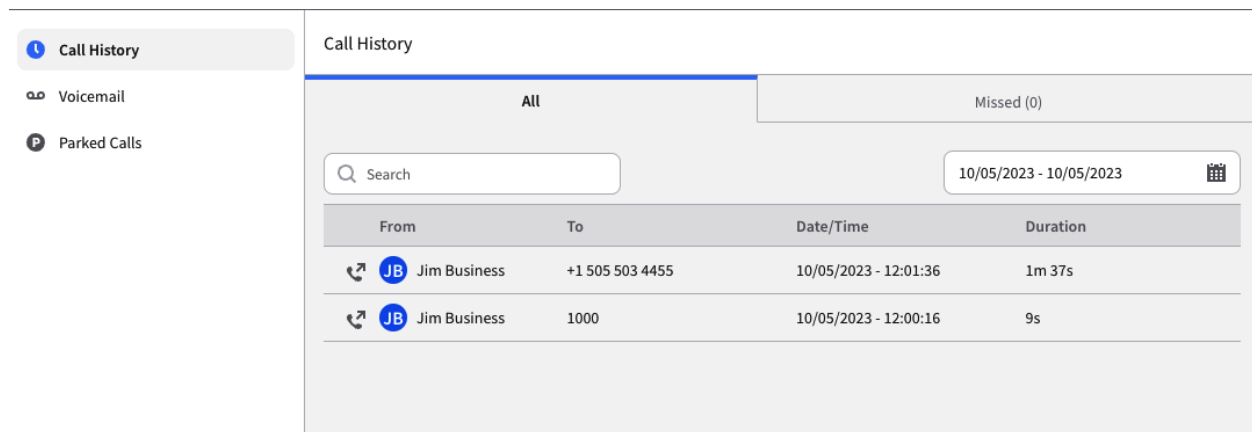
"Phone" button at the top bar next to your name.
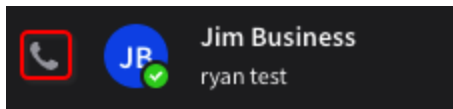
A settings tab also is available to control volume, mic, speaker, ringer and camera settings.
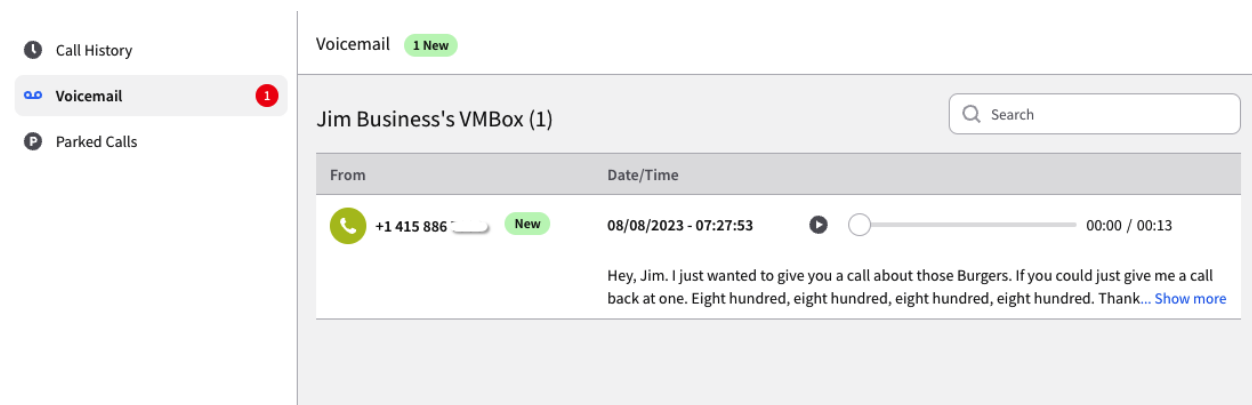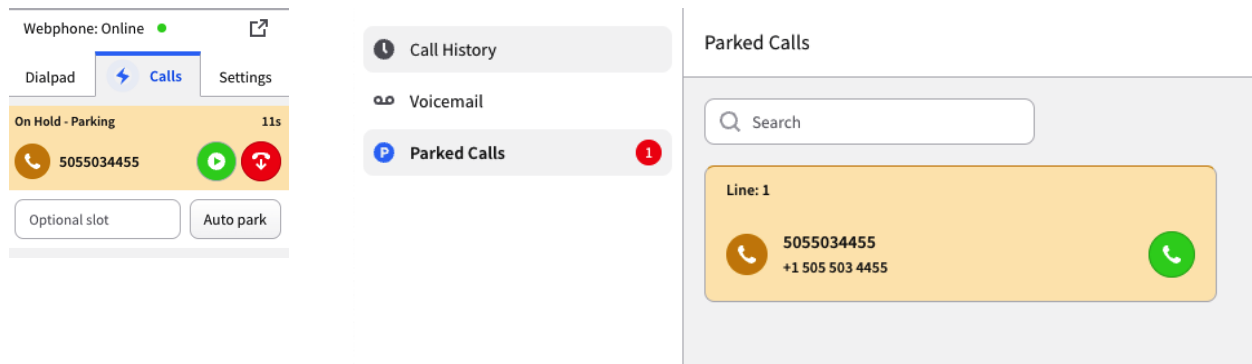

Call History

Quickly see your call history, with ability to search, and filter by date to find that call you need.

Voicemail

Visually see your voicemail, play it back, download, delete and even read your voicemail with ease.

Parked Calls

Upon pressing the "Park" icon - The caller will be placed on hold, you have the option to manually type in a parking spot, or you can simply hit "Auto park" and it will be assigned to the next available parking spot. Once a call is parked you can view and retrieve the call via the Parked Calls subsection of the phone workspace.
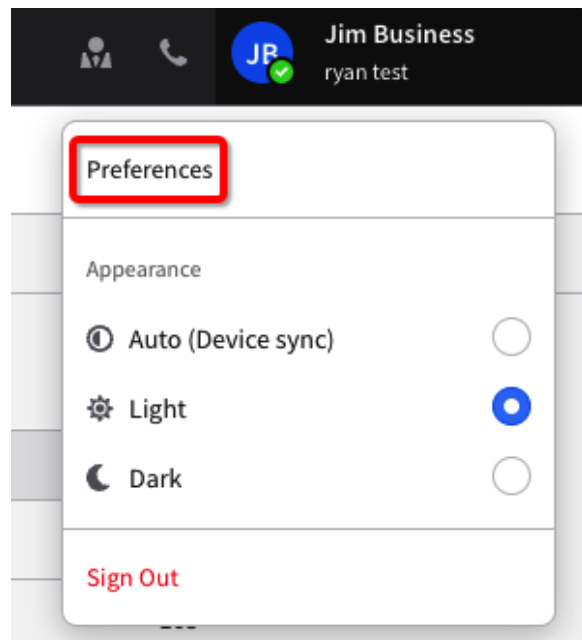
 User Preferences

To access User Preferences, click on your name in the top right corner, select Preferences.

Profile

Once entering user preferences, you will land on the Profile page. You can do most of everything that is needed from the Profile page or have a quick view and shortcut to the section you will need from the Profile page. You can also quickly get to other sections in Preferences via the sidebar, which is laid out in categories on various items that you have control to change.

Preferences

Profile

GENERAL

Profile

Audio & Video

Formatting

Notifications

CALL HANDLING

Caller ID Privacy

Call Forwarding

Voicemail to Email

SOFTWARE & UPDATES

Appearance

System Information

JB

Upload photo   Take photo

File should be a PNG or JPG and at least 256px x 256px.

First Name

Jim

Last Name

Business

Email

email@email.com

Credentials

Username

You currently are not allowed to change your username.

Change password

Phone Numbers & Extensions

Phone Numbers

+1 619 485

Extensions

1001

Devices

Do Not Disturb (DND)

Your assigned devices are listed below. Enabling Do Not Disturb (DND) for any device will prevent that device from receiving inbound calls.

Linda's comm.land Device
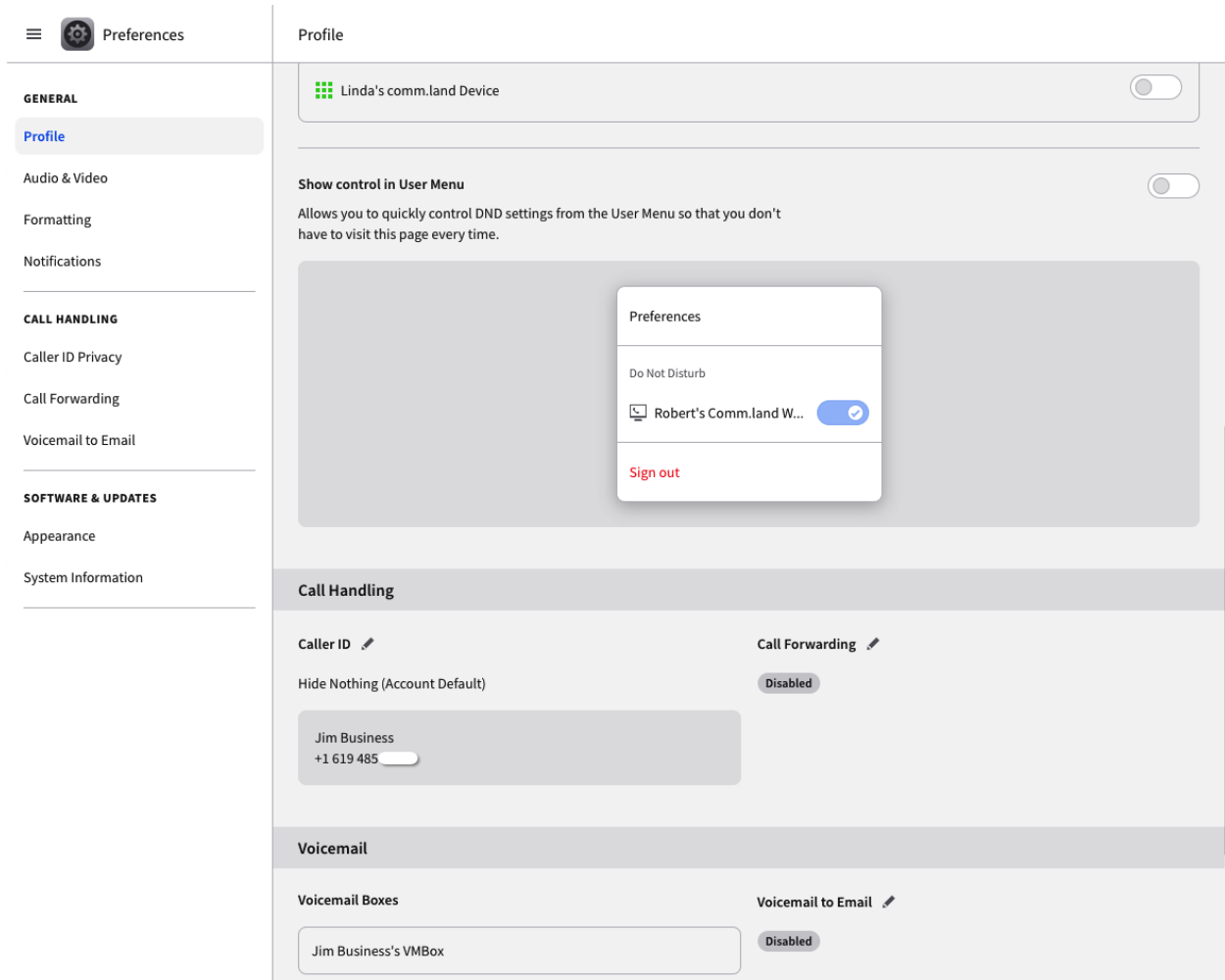
Menu

We added the ability to customize your user menu. Do Not Disturb, Call Forwarding, and Appearance settings allow you to add or remove quick control from your user menu.
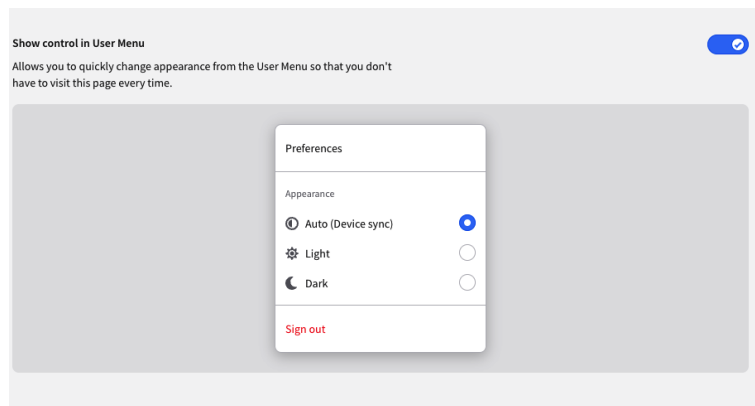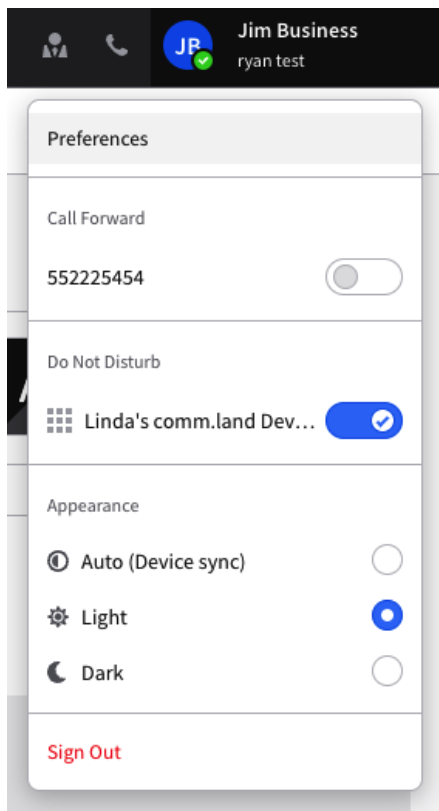
Audio & Video
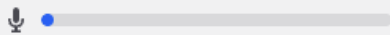
Set your default audio and video devices, these settings can also be access via the "settings" tab via the webphone.

- **Microphone**
    - Set your default mic
- **Speaker**
    - Set your default speaker for in-call audio.
- **Webphone Ringer**

- Set your default speaker for your ringer, this allows your ringer to come out of a different speaker than what you use for in-call.

- **Camera Source**
  - Set your default camera for video conferences and calls.

Formatting

Setup your personal settings for formatting within comm.land

- Timezone
    - Set your timezone

- Date/Time format

  - Setup your preference for how dates/times read within comm.land

- Phone numbers

  - Set how you would like phone numbers displayed to you.

Notifications

If an admin has setup screenpops on account, users can set screenpops to on or off here.

Caller ID Privacy

Privacy

Define how you want your outgoing calls to be identified in Caller ID.

> ℹ Caller privacy settings only affect calls placed to numbers outside of your organization.

Hide Nothing (Account Default) ◯

Hide Name Only ◯

Hide Number Only ⦿

Hide Name & Number ⚠ ◯

Preview

Jim Business
Unknown Number

Set your caller ID settings and see how it will be displayed to outside callers.

Call Forwarding

Call Forwarding

Automatically forward incoming calls to a different phone number.

552225454   [Change] ◯

Set/change your call forwarding.

Automatically forward incoming calls to a different phone number.

Current number

552225454 🔒

New target number

Cancel Update number

After enabling call forwarding, you will be presented with further options on how you would like to forward your call.

Automatically forward incoming calls to a different phone number.

552225454   Change   ✓

Ring my other devices
Your other devices will also ring when receiving a forwarded call.

Retain initial Caller ID
The original incoming Caller ID will be used for the forwarded call.

Show control in User Menu
Allows you to quickly enable/disable Call Forwarding directly from the User Menu
so that you don't have to visit this page every time.
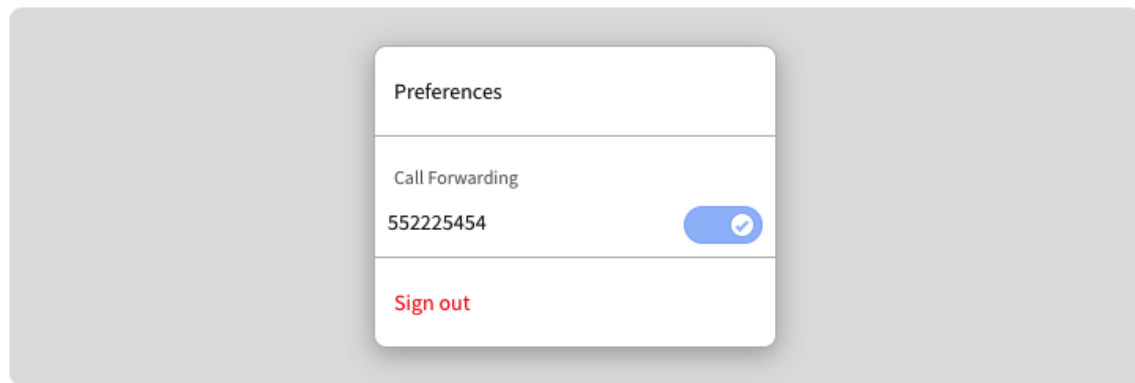
Preferences

Call Forwarding

552225454   ✓

Sign out

Voicemail to Email

Change your email or turn on/off your voicemail to email.

Appearance
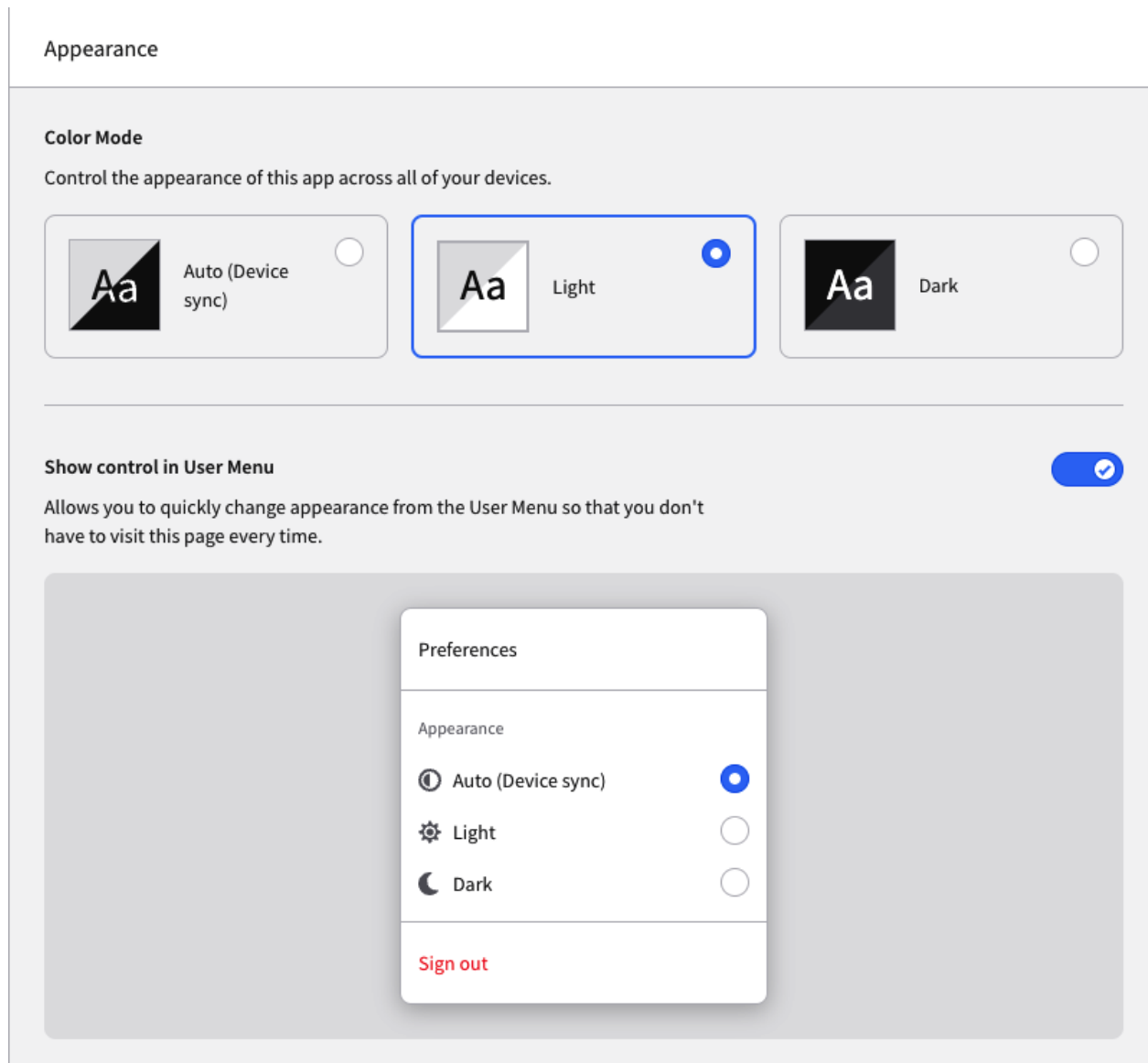
Control your appearance settings - set your dark/light mode preferences.
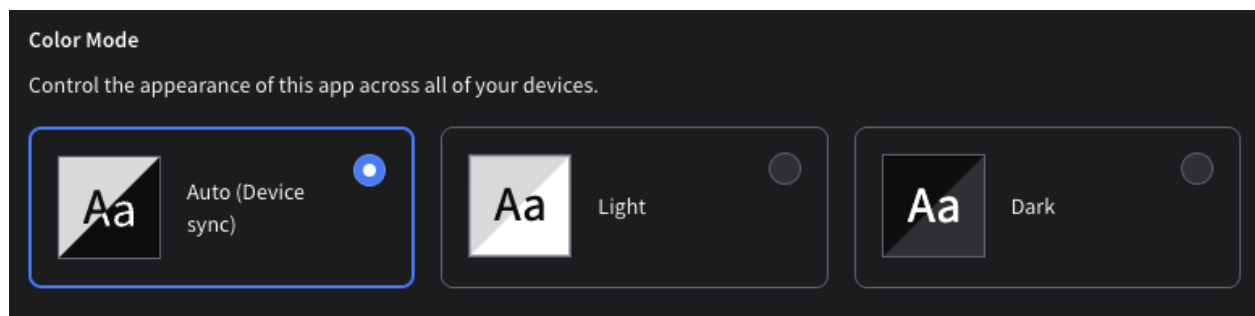
System Information

See important information about comm.land on your system.

 # Contacts Workspace

Contacts

Easily look through your internal directory, call or email directly from the contacts workspace.

Conferences Workspace

Upon entering the Conferences Workspace, you will see an overview of all the conferences on your account. Active conferences will be in a card with an overview about the conference along with quick access to join or invite others to the conference.
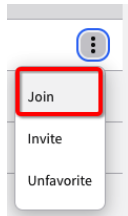
Favorite a conference! Your favorite conferences will always be up top Alphabetically. Quickly see and join your favorite conferences.

After selecting **Join**, you will be presented with a set of options to either join by phone or computer

Selecting **Use My Phone** will provide you with the Call-in Numbers along with all the conference ID and Participant PIN that will be needed to call-in.

Selecting **Use My Computer** will present you with options to select a microphone, speaker and, if video is enabled on the conference, Video/Camera.
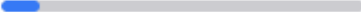
Selecting Connection Source

How would you like to connect to this conference?

Use My Computer
Connect using a VoIP connection.

Microphone

MacBook Pro Microphone (Built-in) ⌄

🎤 ▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬

☑ Join conference muted by default

Speaker

MacBook Pro Speakers (Built-in) ⌄   🔊 Play test tone

Video / Camera

Logi Webcam C920e ⌄

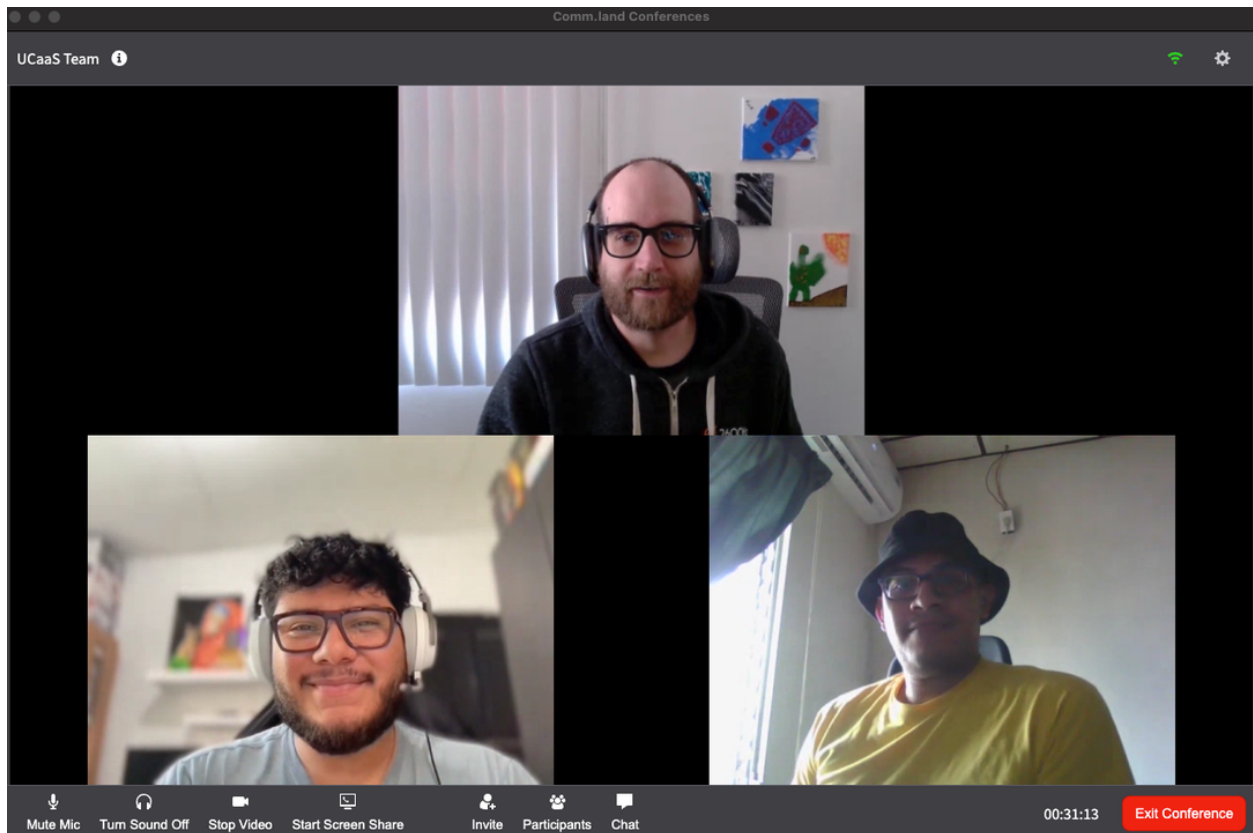Preview only. Your video is not showing to others yet.

Use My Phone
Connect using a standard phone connection.
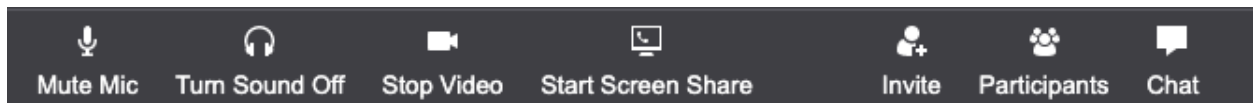
Cancel and Exit   Join

In video conferences you will have the following options.

For **participants:**

admins:

Conferences you are an admin of, you have extra options. You can force a layout on the screen, including locking it to 1 single user if needed for presenting. You also have the ability to lock or unlock the conference. Locked conferences will block all new users

from joining, until an admin has unlocked the conference again. The ability to "Mute all" participants or "Deafen all" is also an extra feature available to conference admins.
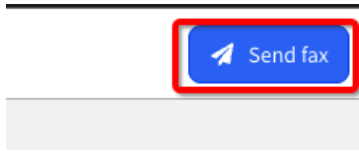
Fax Workspace

- See all your received and sent faxes in a new tabbed system.

- Download, view, delete.

- Filter by date or search through previous faxes with ease.

- To send a fax - click on the "Send fax" button in the top right corner.

Once selecting send fax a new modal will appear.

 Couple of items to note when sending a fax.

- Sending size limit is a cluster specific setting, our helper text will now update based on that setting.

- PDF or TIFF files only

- Faxing is in black and white.

- The country code must be included (example: +1, +52, +44, +503 etc.) following E.164 standards