



comm.land 2.6 User Guide



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

The screenshot displays the comm.land 2.6 web interface. The top header shows the comm.land logo and the user's name, Jim Business, with a status indicator. The left sidebar contains navigation links for Call History, Voicemail, and Parked Calls. The main area is titled 'Call History' and shows a table of recent calls. The table has columns for From, To, Date/Time, and Duration. The calls are listed in descending order of time. Below the table, there is a section for 'Webphone: Online' with a status indicator and a 'Dialpad' section with a numeric keypad and a 'Calls' tab. The bottom of the interface features a dark bar with icons for Phone, Contacts, Conferences, and Fax.

From	To	Date/Time	Duration
JB Jim Business	+1 505 503 4455	09/27/2023 - 13:06:43	14s
JB Jim Business	+1 270 301 5797	09/27/2023 - 13:05:43	10s
JB Jim Business	+1 505 503 4455	09/27/2023 - 13:01:05	32s
JB Jim Business	+1 270 301 5797	09/27/2023 - 12:59:19	1m 7s
JB Jim Business	1005	09/27/2023 - 12:58:25	16s

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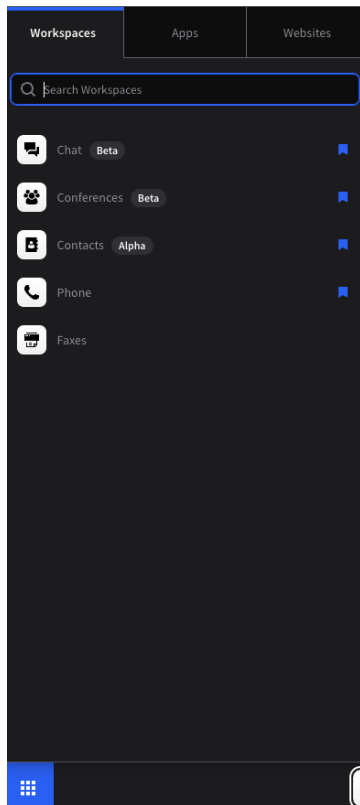
[Fax Workspace](#)



What's new for comm.land 2.6

- Re-designed and updated
 - Phone Workspace / Webphone
 - Conference Workspace (w/ favorites)
 - Fax Workspace
 - User Preferences
- External Websites
- Chat Workspace
- Dock Notifications for Phone Workspace
- Account Settings (for Admins)

The Dock, Workspaces, Apps and Websites



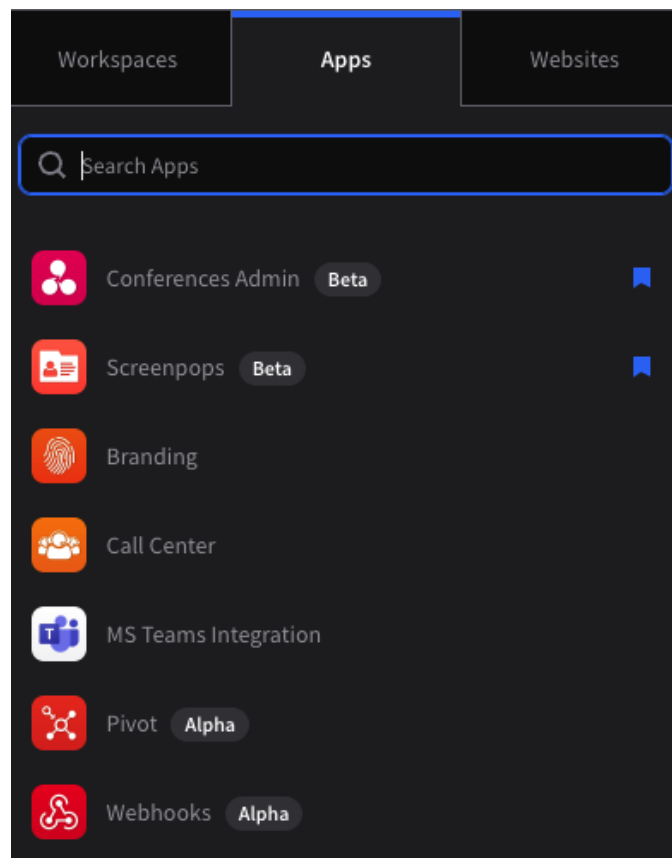
With comm.land you will have the power of Workspaces, Apps and now Websites right at your fingertips.

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.

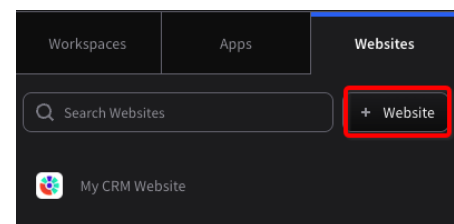
Customizing your dock - You can customize your dock by pinning different Apps, Workspaces and Websites. You can pin up to 4 Workspaces, 4 Apps and 4 Websites to your dock. There is also space for a 5th Workspace and App, which will be the last used Workspace/App that is not pinned.



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)

Call History

Voicemail

Parked Calls

Webphone: Online

Dialpad

Calls

Settings

Number

1

2

3

4

5

6

7

8

9

*

0

#

Call History

All

Missed (0)

Search

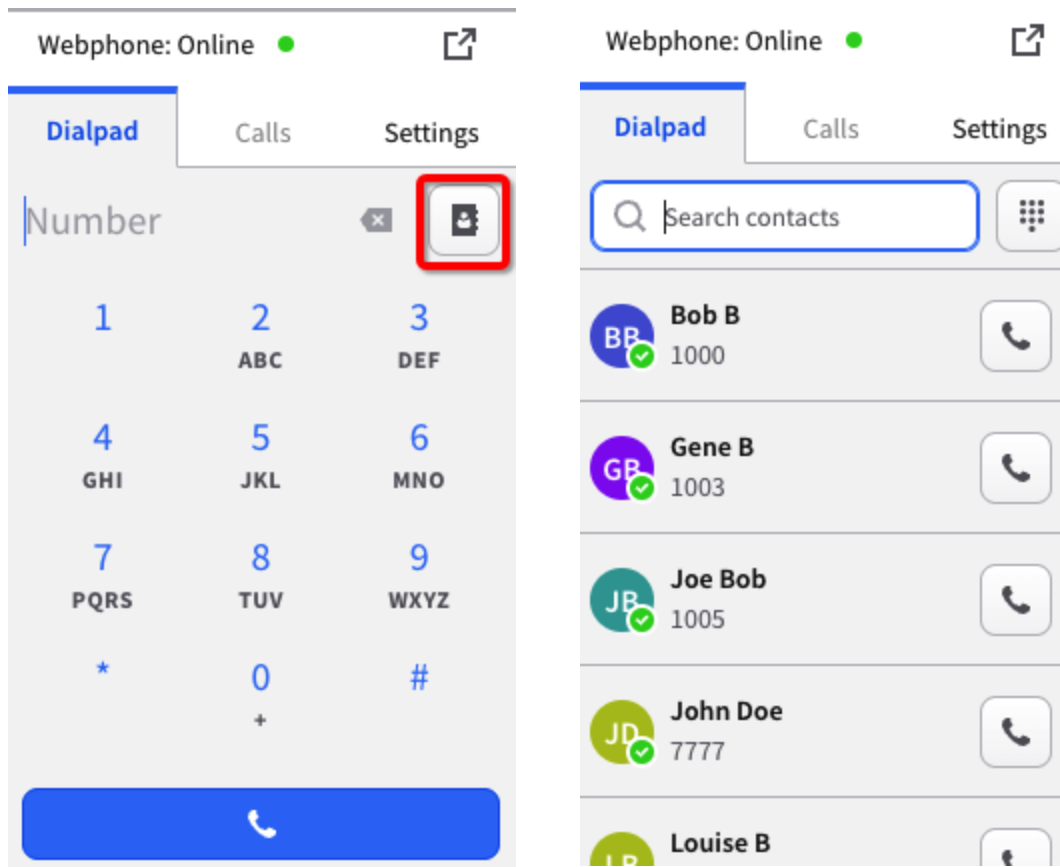
09/20/2023 - 09/27/2023

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JB Jim Business	+1 270 301 5797	09/27/2023 - 12:59:19	1m 7s
JB Jim Business	1005	09/27/2023 - 12:58:25	16s

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.

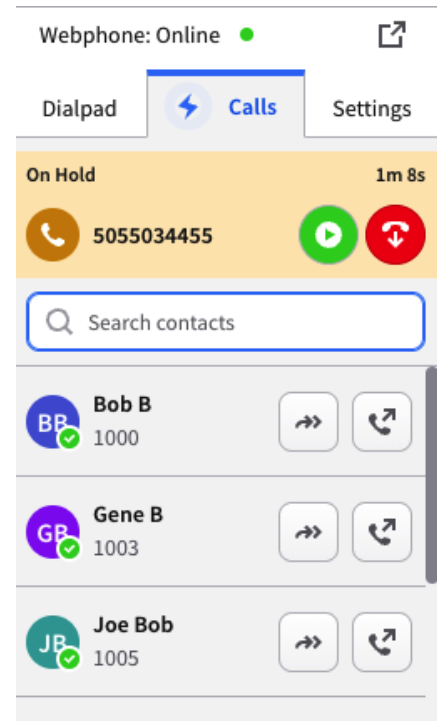
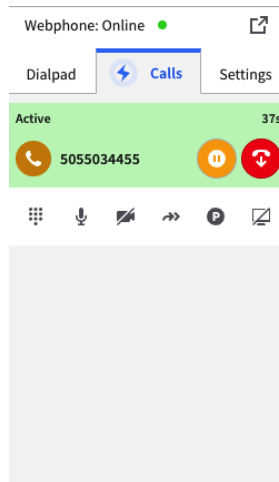
Webphone

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.

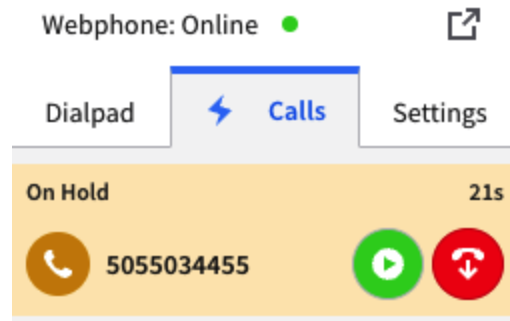


Once you make a call, you will see that you are moved to the Calls tab, and will see a calling card for your active call. In the calling card, the bottom has a set of call control buttons for you:

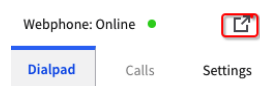
- In-Call Dial Pad
- Mute/Unmute
- Video
- Transfer
 - Blind
 - Call-Ahead
- Park
 - Auto-assign spot
 - Manually pick spot
- Screenshare (same account only)



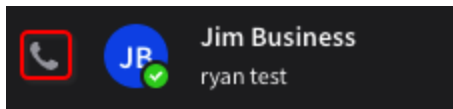
The calling card also has 2 larger buttons next to the caller, hold and hang up. When placing a call on hold you will notice the “Pause” button will turn into a “Resume” button. Your other call controls will also disappear.



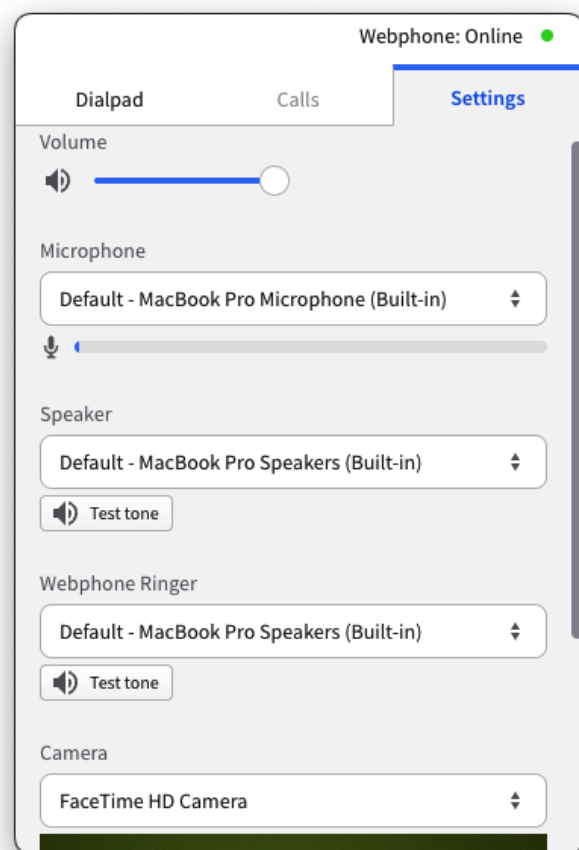
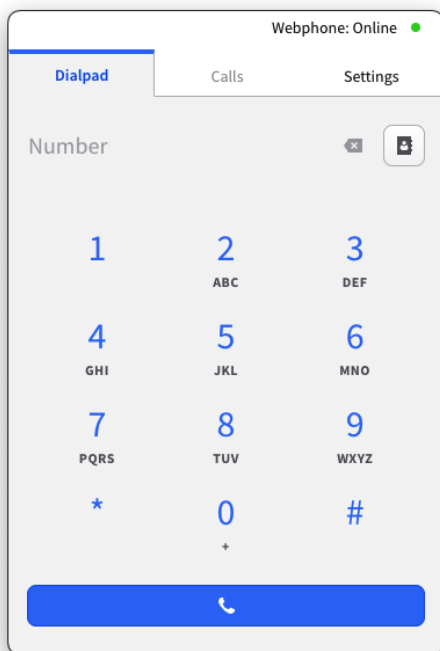
Whenever you move to another app or workspace within comm.land a pop out webphone will appear. You can also manually pop-out the webphone via the “Pop-out” button or access from any app or workspace via the



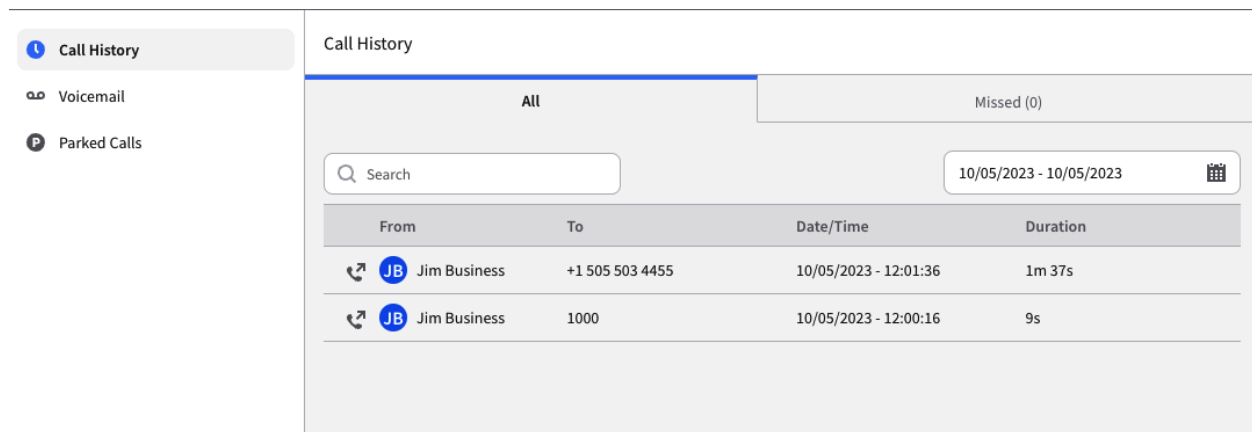
“Phone” button at the top bar next to your name.



A settings tab also is available to control volume, mic, speaker, ringer and camera settings.

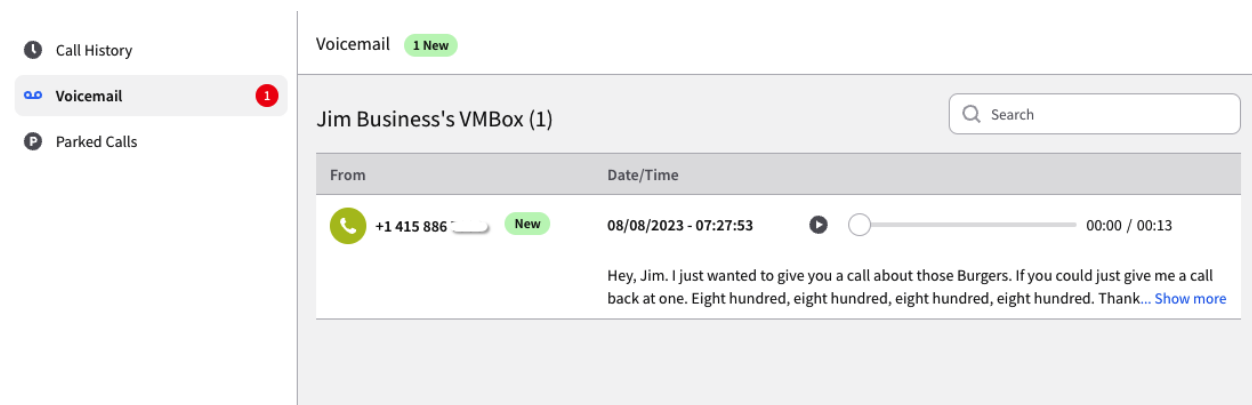


Call History



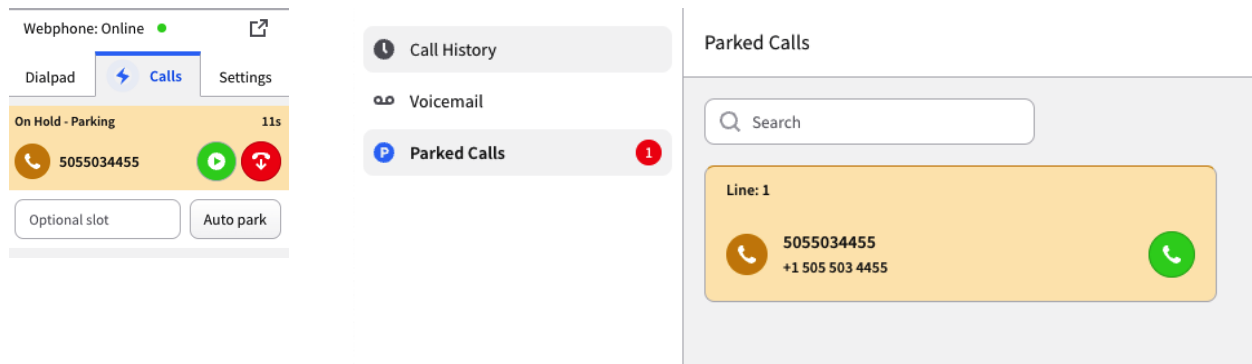
Quickly see your call history, with ability to search, and filter by date to find that call you need.

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.

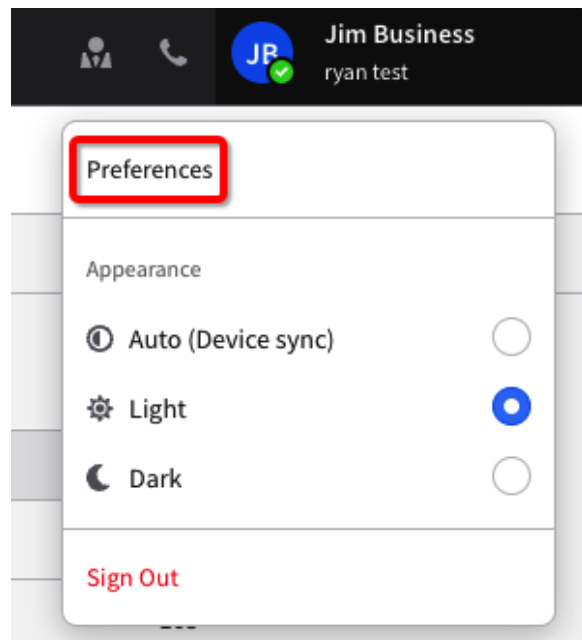


User Preferences

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

GENERAL

Profile

Audio & Video

Formatting

Notifications

CALL HANDLING

Caller ID Privacy

Call Forwarding

Voicemail to Email

SOFTWARE & UPDATES

Appearance

System Information

Profile

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

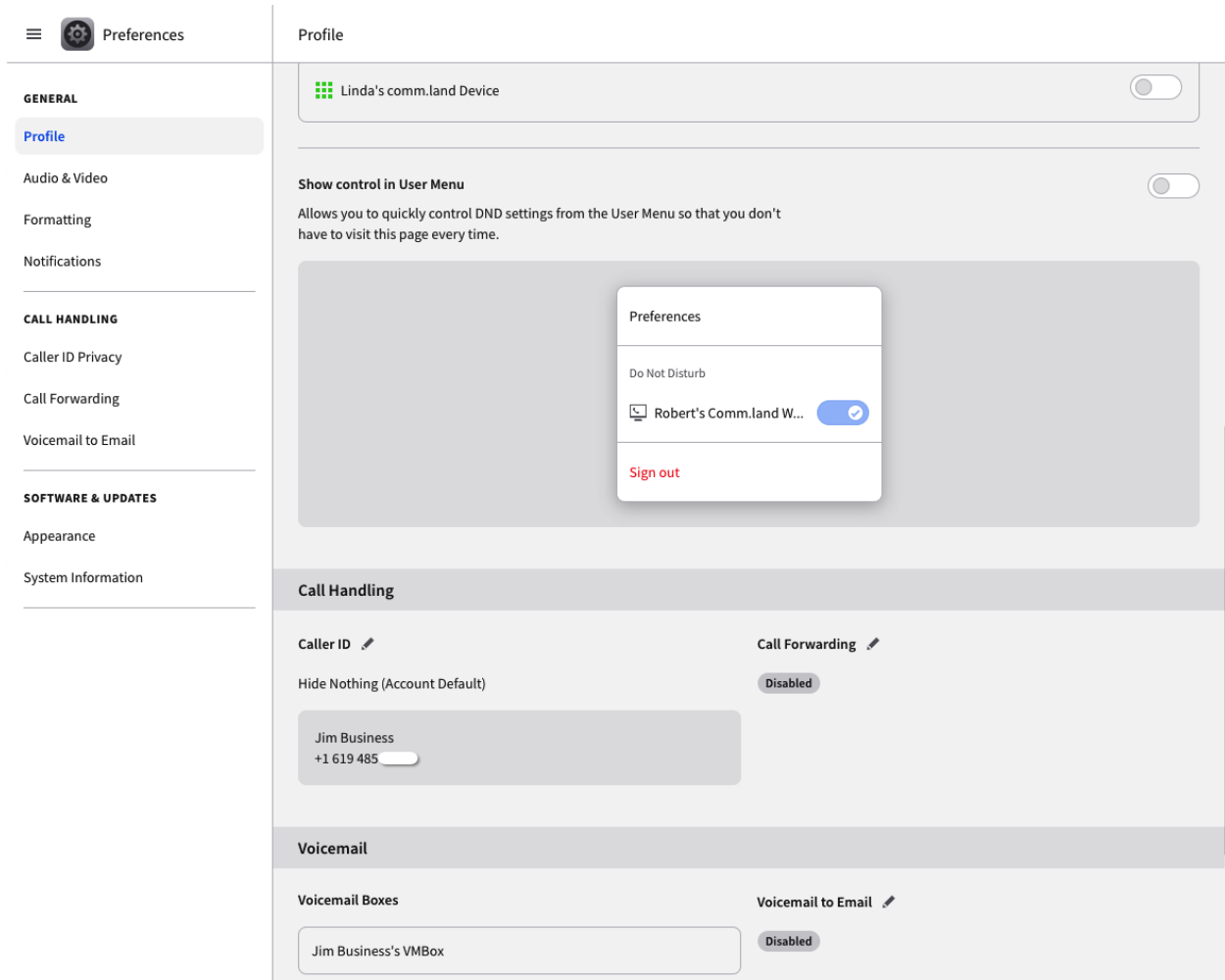
1001

Devices

Do Not Disturb (DND)

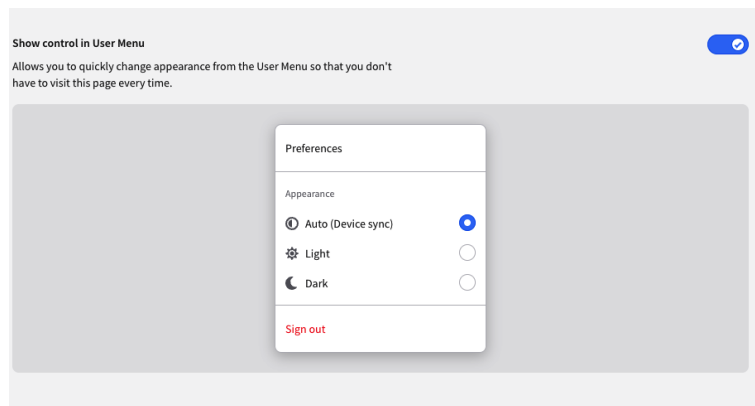
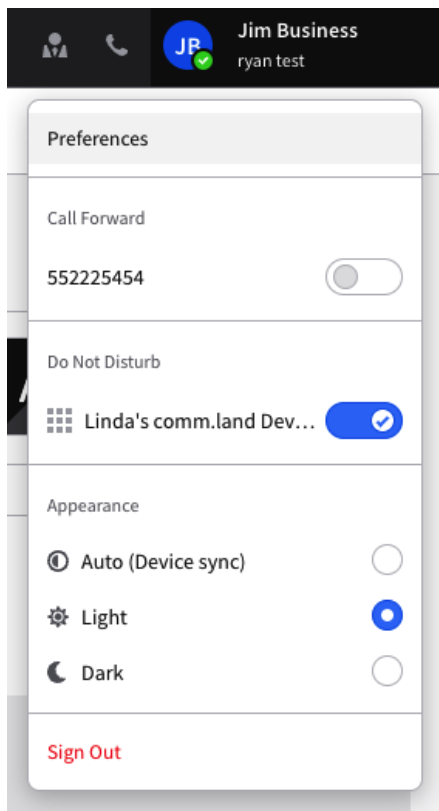
Your assigned devices are listed below. Enabling Do Not Disturb (DND) for any device will prevent that device from receiving inbound calls.

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

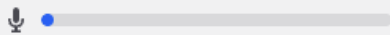
Audio & Video

Manage your device's default media source permissions.

Audio


Microphone

Default - MacBook Pro Microphone (Built-in)




Speaker

Default - MacBook Pro Speakers (Built-in)

 Play test tone

Webphone Ringer

MacBook Pro Speakers (Built-in)

 Play test tone

Video

Camera source

Logi Webcam C920e



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

Formatting

Timezone

Los Angeles (America)

Date format

MM/DD/YYYY

November 15, 2023 would render as 11/15/2023

DD/MM/YYYY

November 15, 2023 would render as 15/11/2023

YYYY/MM/DD

November 15, 2023 would render as 2023/11/15

Time format

12 Hour

05:00 am / 05:00 pm

24 Hour

05:00 / 17:00

Phone Numbers

Control how phone numbers are rendered.



Account Default (Account Default {{{default}}})

Display numbers in their international format. For example, a US number would be formatted as +1 (415) 886-2600.



International

Display all numbers according to their international standard. You can add format exceptions for specific countries if you wish to display those numbers in their national format.



National

Display numbers in their national format. For example, a US number would be formatted as (415) 886-2600.

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

Notifications

Listed below are the different Screenpop notifications currently available on your account. You can choose to enable/disable them to customize your inbound call experience.

Default **Beta** ☒

This account's default screenpop notification.

 Incoming Call...

CN

{{caller_id_name}}

{{caller_id_number}}

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.

 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

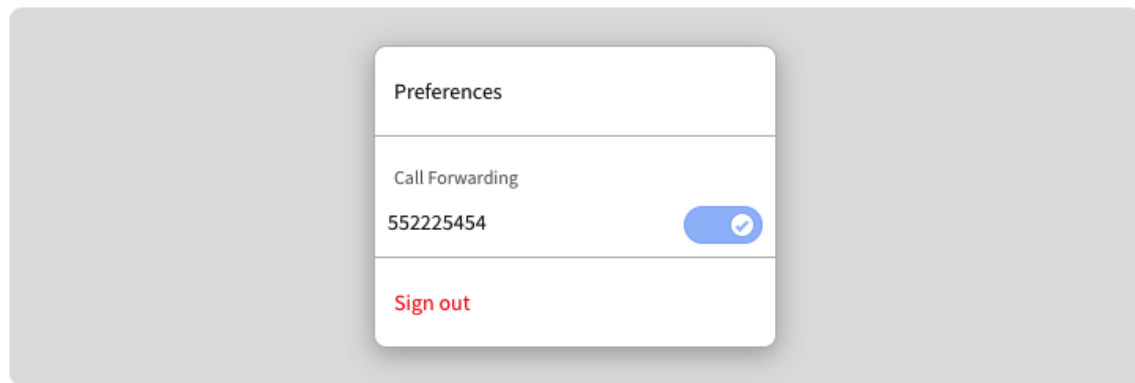


The original incoming Caller ID will be used for the forwarded call.

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.



Voicemail to Email

Voicemail to Email

Automatically forward your voicemails to an email address. The email associated with your account is used by default. You can change this to a different email address of your choosing.

email@email.com

Change

☐

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

Automatically forward your voicemails to an email address. The email associated with your account is used by default. You can change this to a different email address of your choosing.

Current Email

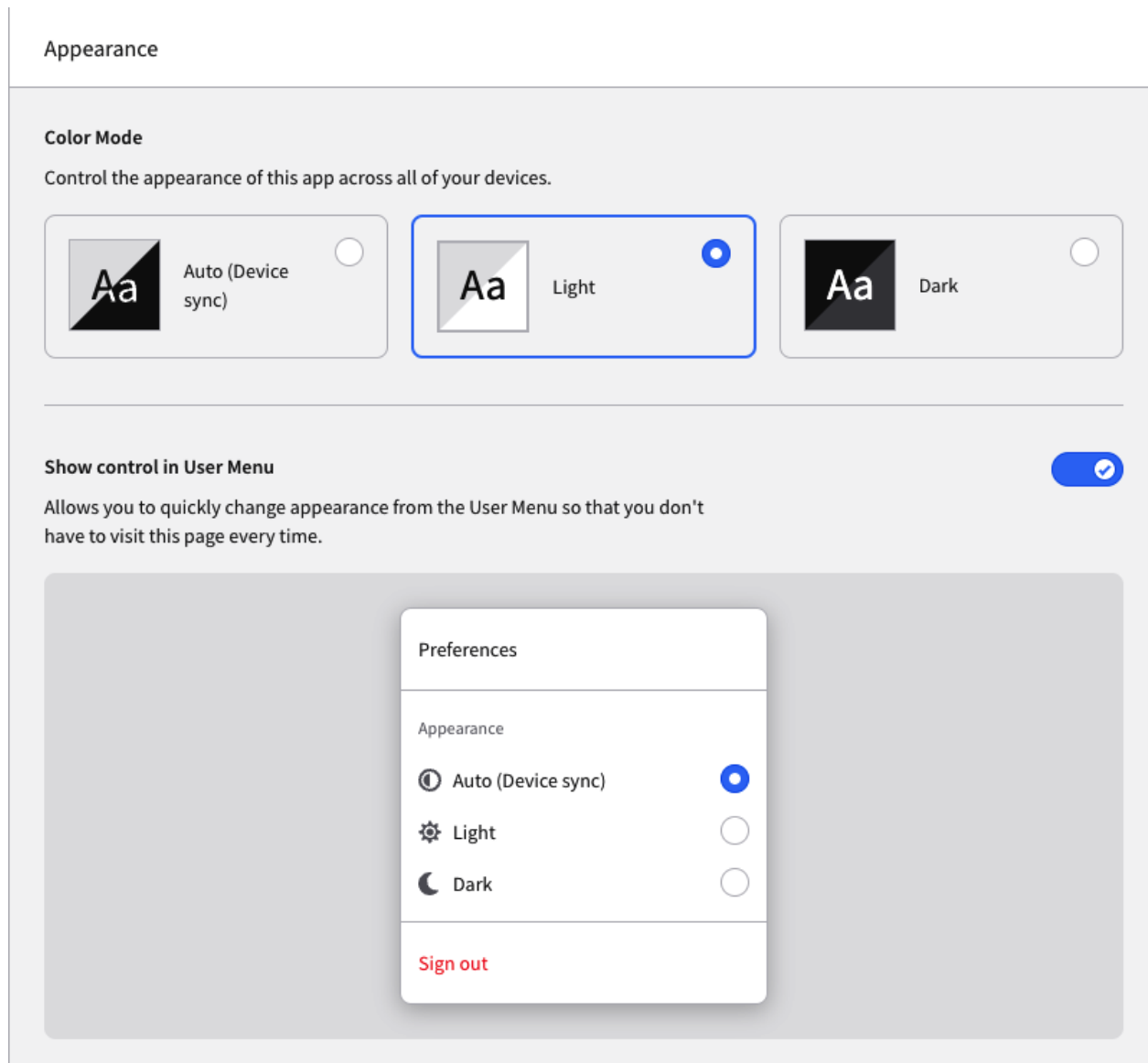
email@email.com

Forward voicemails to

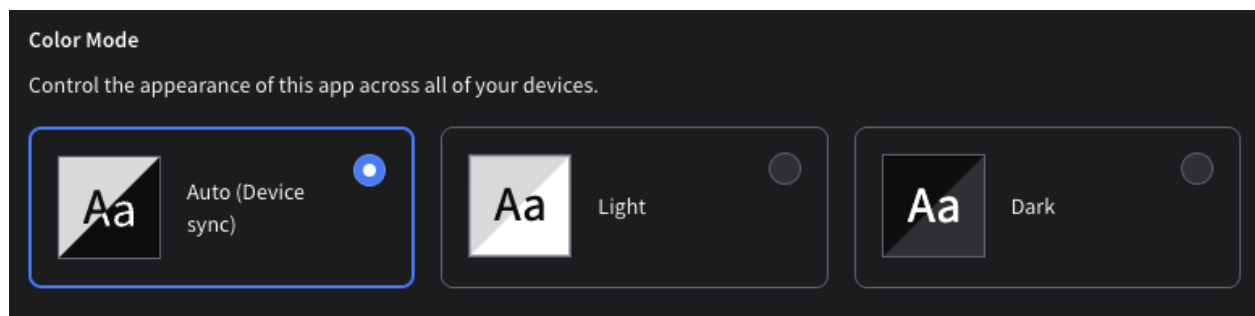
Cancel

Update Email

Appearance



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



System Information

System Information

Current Version

The software version you are currently using.

Check for updates

v.2.6.60+2942

Websocket Status

WebSockets are a persistent two-way communication channel between your device and the backend servers, and improve your real-time experience.

Connected

Launch on system start

Automatically launch this app when you start up your computer.


☐


See important information about comm.land on your system.





Contacts Workspace


Contacts


**Bob B**
bob@test.test


**Gene B**
gene@test.test



**Joe Bob**
joe@test.test

**John Doe**
John@test.test

**Louise B**
louse@test.test

**Tina B**
Tina@test.test

**Bob B**



Contact

Email
bob@test.test

Phone Numbers
1000

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



Conferences Workspace

Conferences

Search conference, owner, or ID

Active Conferences

Sales

00:01:34

Owner:	ID:	Moderator:	Participant:	Moderators:	Participants:	
Jim Business	12345	4321	123		-	<div>Join</div> <div>Invite</div>

Inactive Conferences

Conference	Owner	ID	Pins
Burger of the Day	Bob B	1234	23 / 32423
The Cool Conference	Gene B	123456	234123 / 423452345

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.

Inactive Conferences

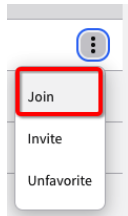
Conferences	Owner	ID	Pins	
Burger of the Day	Bob B	1234	23 / 32423	
Sales	Jim Business	12345	123 / 4321	
The Cool Conference	Gene B	123456	234123 / 423452345	

Join

Invite

Favorite


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 Connection Source

How would you like to connect to this conference?



Use My Computer
Connect using a VoIP connection.



Use My Phone
Connect using a standard phone connection.

Cancel and Exit


Join

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.


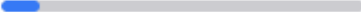
Selecting Connection Source

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.

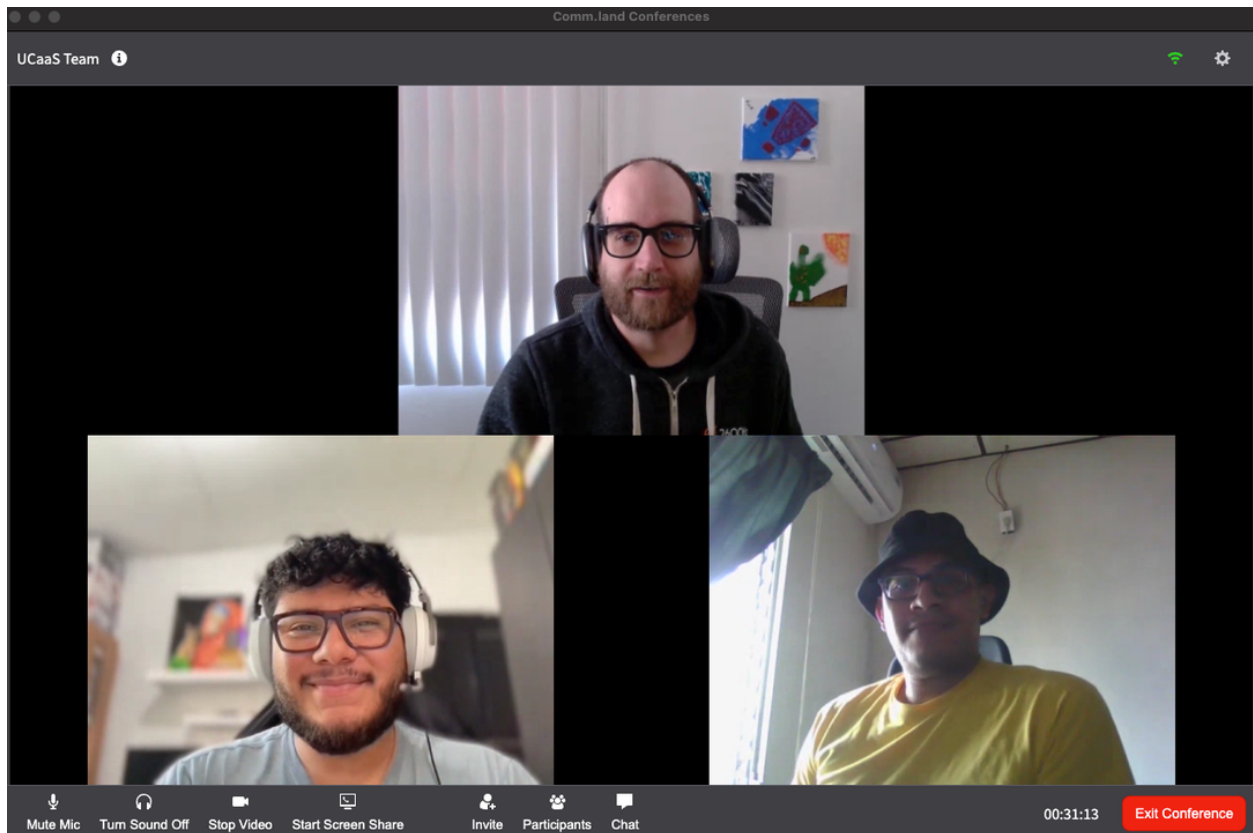
**Use My Phone**
Connect using a standard phone connection.

Cancel and Exit

Join

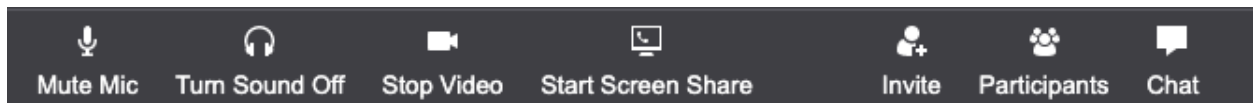
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In video conferences you will have the following options.

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

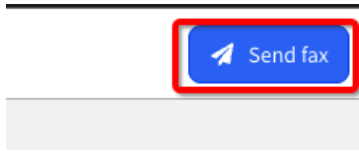
 Faxes Send fax

Linda B's Faxbox +1 619 489

Received (1) Sent (0)

09/01/2023 - 09/30/2023

From	Date/Time	Pages
+1 855 330 1238	09/29/2023 - 09:56:09	1



- 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