

ViewPoint Web Overview

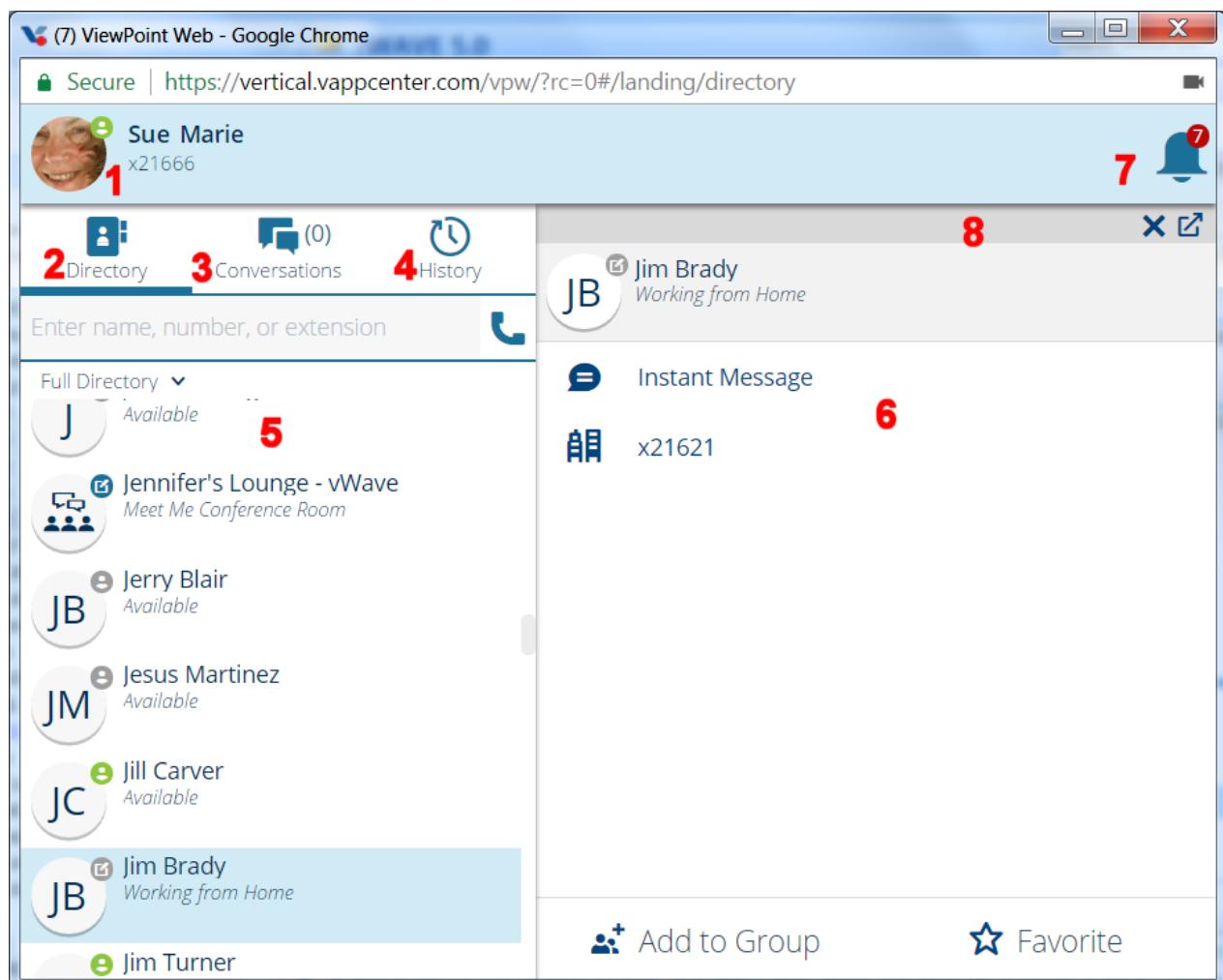
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ViewPoint Web (VPW) is a web-based application that you can use to make and receive calls and more. Once you are registered, you can sign in securely without requiring a VPN connection to the Wave. After signing in, you can access a full set of features delivered in the cloud. No install is required.

There are [2 ways to use VPW](#):

- **Use VPW to control your deskphone or other phone** to make and receive calls.
- **Use the built-in VPW softphone to make and receive calls using your browser.**

The VPW window looks like this:



1: Your **Avatar** - Click to set up your audio device, identify your Vertical Meetings link, change your personal settings, manage your groups, set call forwarding, and more.

2: Directory - View the company directory, Favorites, Groups, and Public ViewPoint Contacts, and make a call simply by clicking on a name.

3: Conversations - Quickly view and manage all of your conversation windows, whether they are instant messages, phone or video calls. If you want to view multiple conversation windows on your screen at the same time, you can

pop out, pop in and gather conversation windows

4: History - Review your Call Logs, Voicemails, Call Recordings, and Chat Logs.

5: Left pane - Shows Directory, Conversations, or History details

6: Right pane - Contents will change depending on what's selected in the left panel, but can include details about the current conversation, an action in progress, for example a call transfer, and available Actions tabs, for example Notes, Dial Pad, and Conference Participants.

7: Alerts - Alerts you to missed calls or chats, or if you have received new voicemails.

8: Action bar - Icons for actions you can perform, for example make an audio or video call, start an IM chat, launch a Vertical meeting from an IM chat, and so forth.