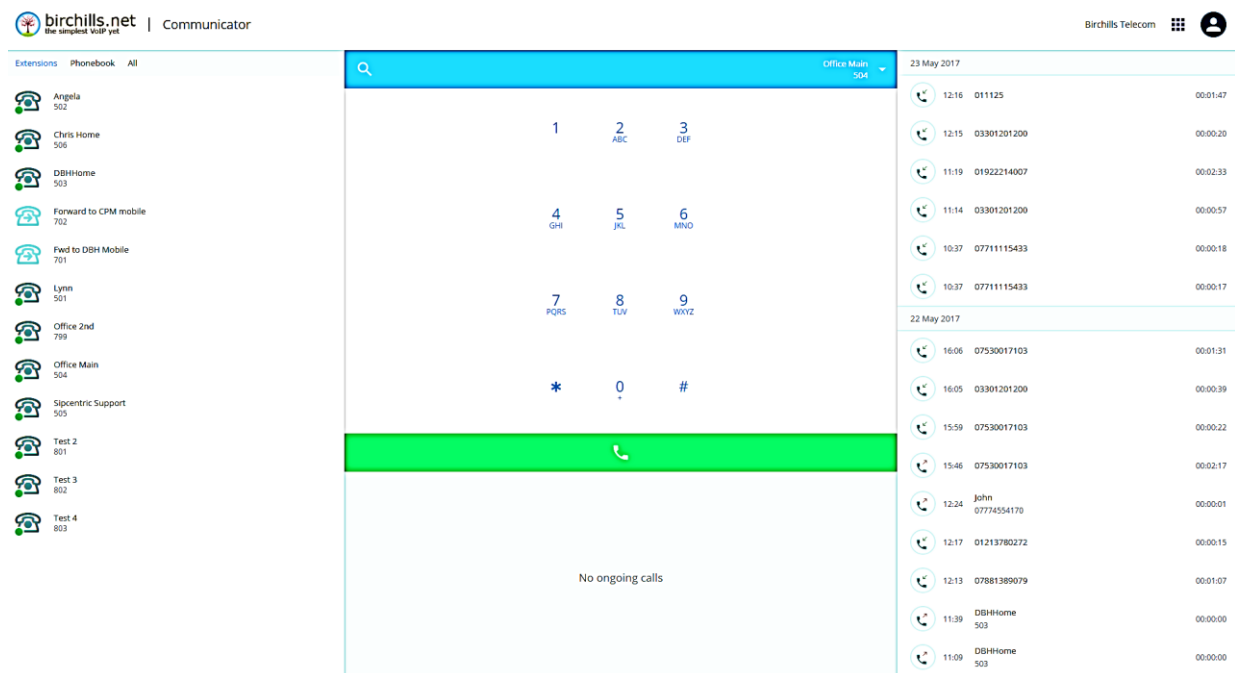


Getting Started with Birchills Communicator

What is Birchills Communicator?

[Birchills Communicator](#) allows you to make and receive calls directly from within your web browser, without the need for any additional browser plugins, addons, or downloads. It uses a new browser standard called WebRTC (Web Real-Time Communication) which is supported in most modern web browsers. You can find out more about which browsers are supported [here](#).

Exploring Communicator



The screenshot displays the Birchills Communicator interface. On the left, there is a list of extensions with their names and phone numbers, each accompanied by a small colored indicator. The central area features a dialler with numbers 1-9, *, 0, and #, and a green bar with a phone icon. On the right, there is a call log showing recent calls with timestamps, numbers, and durations.

| Time | Number | Duration |
|-------------|-------------------|----------|
| 23 May 2017 | 12:16 011125 | 00:01:47 |
| 12:15 | 03901201200 | 00:00:20 |
| 11:19 | 01922214007 | 00:02:33 |
| 11:14 | 03901201200 | 00:00:57 |
| 10:37 | 07711115433 | 00:00:18 |
| 10:37 | 07711115433 | 00:00:17 |
| 22 May 2017 | 16:06 07530017103 | 00:01:31 |
| 16:05 | 03901201200 | 00:00:39 |
| 15:59 | 07530017103 | 00:00:22 |
| 15:46 | 07530017103 | 00:02:17 |
| 12:24 | John 07774554170 | 00:00:01 |
| 12:17 | 01213780272 | 00:00:15 |
| 12:13 | 07881389079 | 00:01:07 |
| 11:39 | DBHHome 503 | 00:00:00 |
| 11:09 | DBHHome 503 | 00:00:00 |

This is the Communicator's main view. On the left-hand side, we have a list of all extensions on the account, as well as the company phone book. On the right-hand side, we have a log of your extension's recent calls. In the centre is the dialler.

In the list of extensions on the left-hand side, you'll notice that they have small coloured indicators next to them. These essentially act as Busy Lamp Fields (BLFs) which just means that they indicate whether or not that person is on a call.

There are a few different states that they can be in, which are as follows.

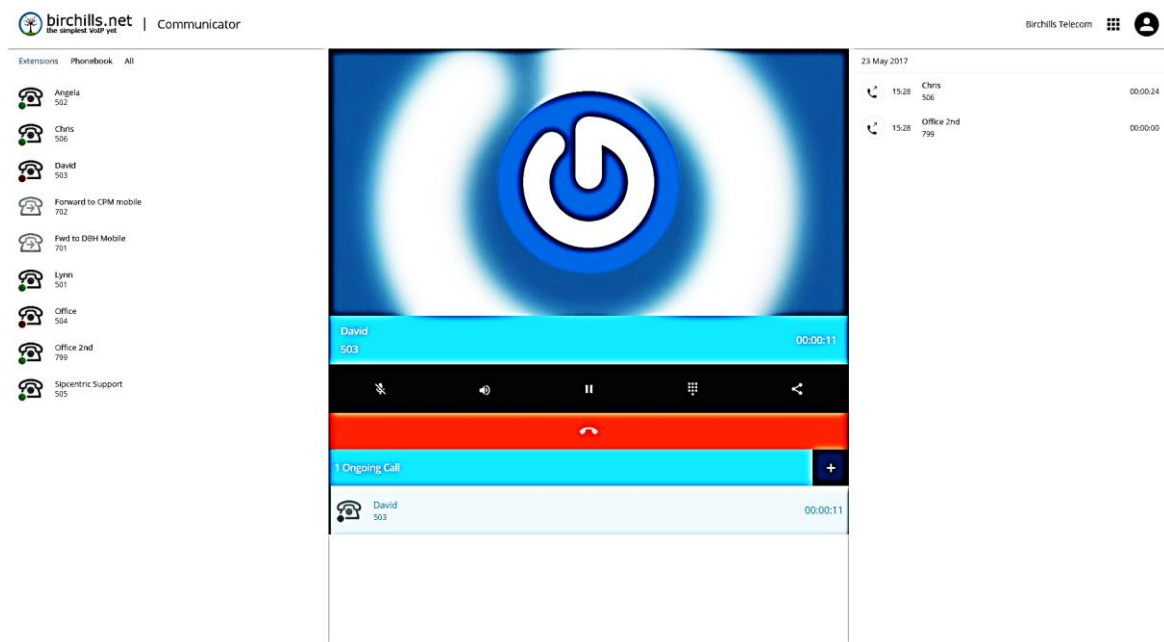
- Solid green - The extension isn't on a call and isn't ringing
- Flashing red - The extension is ringing
- Solid red - The extension is on a call
- Grey - The extension's status is unknown

Using Communicator

Let's say you'd like to use Communicator to call David. You can do that in one of the following ways:

- Click David's name from the list on the left
- Dial David's number in the dialler and press the green *Call* button.
- Search for David in the search box above the dialler and either click his name, or use your arrow keys to select him and press *Enter* to dial.

Once you've started a call with David, you'll see a few more buttons appear.



From left to right, the buttons in the black bar are as follows:

- Mute - Mute the call so they cannot hear you, but you can still hear them
- Volume - Change the volume of the call

- Hold - Place the call on hold, or remove the call from hold
- Dialler - Show the dialler so you can press keys during the call
- Transfer - Initiate a transfer of the call to another extension

Just below these buttons you will see a list of all of your ongoing calls, along with a *Plus* button that will allow you to place the current call on hold and start another call.

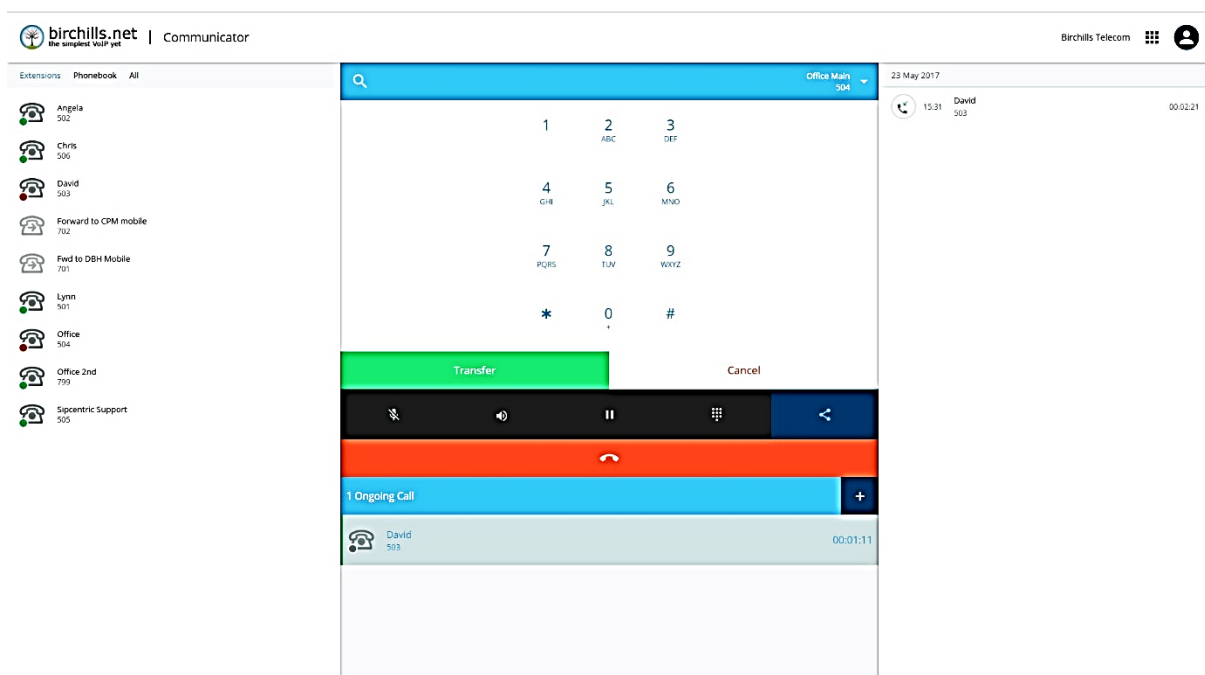
Transferring a Call

Let's say we receive an incoming call from David and, after speaking to him, we discover that he'd like to be transferred to Chris. We now have two options of how to transfer the call; blind transfer or attended transfer.

If we were to do a blind transfer we would just send David's call directly to Chris without speaking to Chris first. An attended transfer, on the other hand, lets us speak to Chris first to make sure he wants to accept the call and, if he does, we then transfer David straight through.

Blind Transfer

Performing a blind transfer is very simple. While speaking to David we first press the *Transfer* button, which will light up to indicate we're initiating a transfer. Then, we can either key in Chris's extension number (506) and press transfer, or just click on his name on the left-hand side. Chris's phone will start ringing and the call will disappear from Communicator as it has been successfully transferred.



The screenshot displays the Birchills.net Communicator interface. On the left, a list of extensions is visible, including Angela (502), Chris (506), David (503), and others. The main area shows a dial pad with a green 'Transfer' button highlighted. Below the dial pad, a call control bar includes buttons for mute, volume, hold, and end call. At the bottom, a call log shows '1 Ongoing Call' with details for David (503) and a duration of 00:01:11. The top right corner shows the date '23 May 2017' and the time '15:31'.

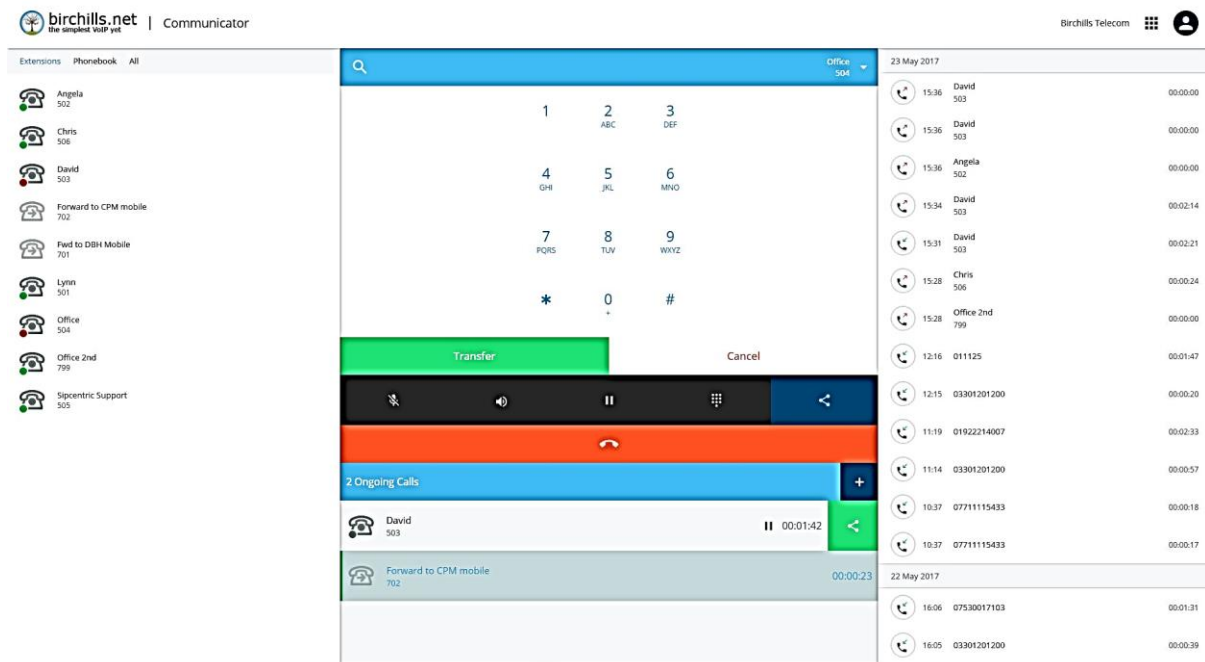
Attended Transfer

Performing an attended transfer involves a few more steps, but it has the added benefit of allowing you to speak to the person you'd like to transfer the call to first to ascertain whether or not they'd like to accept the call.

To perform an attended transfer, we first need to start a new call to Chris, which we can do by just clicking his name in the extension list on the left. This will place David on hold and immediately start dialling Chris.

Once Chris answers, we can ask if he'd like to take the call. If he wouldn't, we can just end our call with him, and go back to speaking to David as normal by clicking his name in the *Ongoing Calls* list at the bottom. If, on the other hand, Chris would like to take the call, then we transfer David through to him.

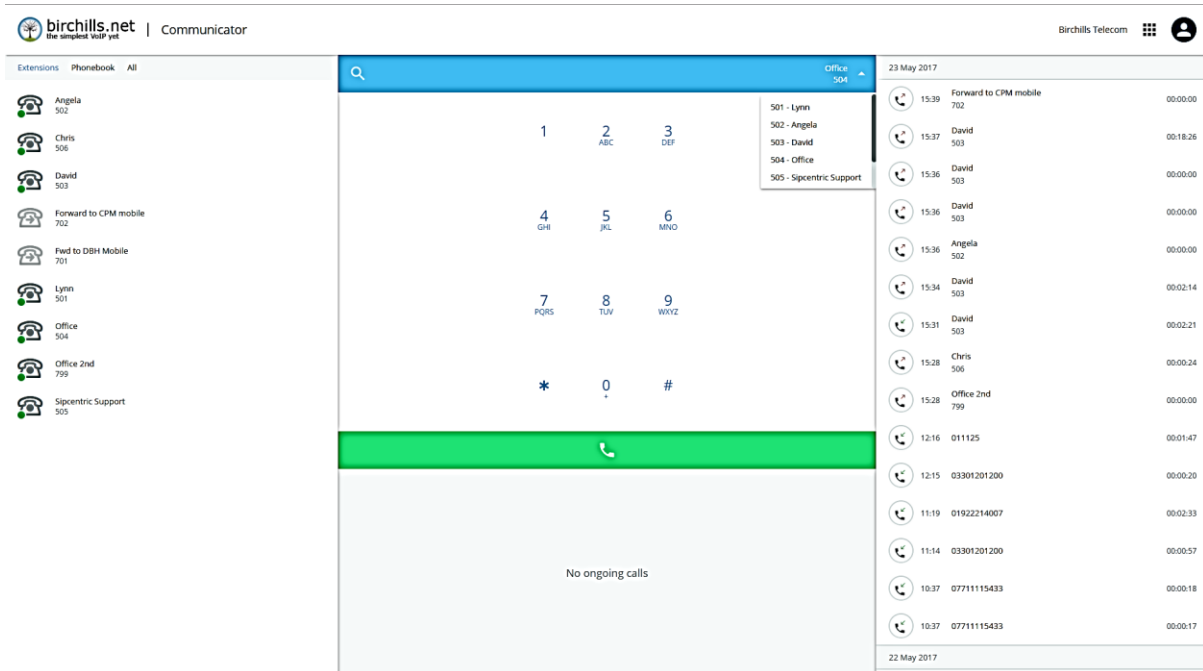
To do this, we just need to press the *Transfer* button, which will light up to show that we've initiated a transfer, and press the new green *Transfer* button that has appeared next to David's name in the *Ongoing Calls* list at the bottom to transfer the call. David will immediately be speaking to Chris and the call will disappear from Communicator as it has been successfully transferred.



The screenshot shows the Birchills.net Communicator interface. On the left, there is a list of extensions including Angela 502, Chris 506, David 503, Forward to CPM mobile 702, Fred to DBH Mobile 701, Lynn 501, Office 504, Office 2nd 799, and Spicentric Support 505. The main dial pad is visible with digits 1-9, *, 0, and #. A green 'Transfer' button is highlighted. Below the dial pad, there are controls for mute, hold, and call transfer. The 'Ongoing Calls' section shows two active calls: David 503 (00:01:42) and Forward to CPM mobile 702 (00:00:23). On the right, a call log for 23 May 2017 shows a sequence of calls involving David 503, Angela 502, David 503, Chris 506, Office 2nd 799, and 011125. A second call log for 22 May 2017 shows calls from 07530012103 and 03301201200.

Switching Extension

If the user you're logged in as has access to multiple extensions, you're able to switch between which extension you're using with the dropdown menu on the right-hand side of the search bar at the top. Once you've switched to another extension, you will start receiving all calls to that extension, and any outbound calls you make will be made from that extension.



The screenshot shows the birchills.net Communicator interface. On the left, there is a list of extensions: Angela 502, Chris 506, David 503, Forward to CPM mobile 702, Fwd to DBH Mobile 701, Lynn 501, Office 504, Office 2nd 799, and Sipcentric Support 505. The main area displays a numeric keypad with letters assigned to numbers (e.g., 2 ABC, 3 DEF). A dropdown menu is open above the keypad, showing a list of extensions: 501 - Lynn, 502 - Angela, 503 - David, 504 - Office, and 505 - Sipcentric Support. On the right, a call log for 23 May 2017 shows several incoming calls with timestamps and durations.

| Time | Caller | Duration |
|-------|---------------------------|----------|
| 15:39 | Forward to CPM mobile 702 | 00:00:00 |
| 15:37 | David 503 | 00:18:26 |
| 15:36 | David 503 | 00:00:00 |
| 15:36 | David 503 | 00:00:00 |
| 15:36 | Angela 502 | 00:00:00 |
| 15:34 | David 503 | 00:02:14 |
| 15:31 | David 503 | 00:02:21 |
| 15:28 | Chris 506 | 00:00:24 |
| 15:28 | Office 2nd 799 | 00:00:00 |
| 12:16 | 011125 | 00:01:47 |
| 12:15 | 03301201200 | 00:00:20 |
| 11:19 | 01922214007 | 00:02:33 |
| 11:14 | 03301201200 | 00:00:57 |
| 10:37 | 07711115433 | 00:00:18 |
| 10:37 | 07711115433 | 00:00:17 |

If you'd like any help more help using Communicator please don't hesitate to get in touch!



Birchills Telecom Ltd
 200 Rookery Lane
 Walsall WS9 8NP
 Tel 01922 21 33 33
 Email Support @Birchills .net
www.birchills.net