

Sunco Cloud Web Phone Quick Reference Guide v2.0

Welcome Email

Training Video

<https://www.loom.com/share/845749f691df40a390099a493777b13a?sid=3b7c1463-ce45-4f02-b742-3a4467b3ef9a>

After Sunco has programmed your extension, you will receive **two** welcome emails from noreply@iplogin.ca. These two emails contain crucial information about your user account, including:

- Your username
- Extension number
- a link to [complete setup](#) and [get credentials](#).

To get started on your PC, click the "**Complete Setup**" button and follow the prompts to set up your password and voicemail PIN.

To get started on your smartphone mobile app, select "**Get Credentials.**"

Important Note: The welcome email is time-sensitive and will expire within 48 hours.

Need to reach us? We are ready to help!

Service: To enter a service call, please email service@sunco.ca and a ticket will be auto-generated in our system.

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SMARTPHONE SOFTPHONE WELCOME EMAIL



Welcome to your UC Advanced Softphone app! Below are the simple steps to get started using the app.

1. Download the app for your device(s):



2. Follow the link below to get your login credentials:

[Get credentials](#)

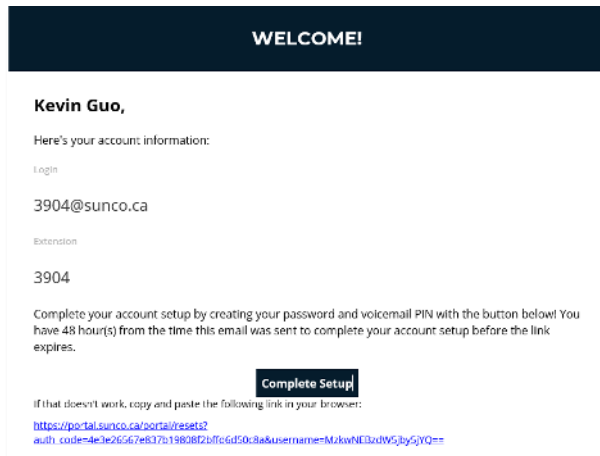
(valid for the next 72 hours)

3. Once you have logged in, start communicating with the users within your organization. You can make and receive phone calls through your extension, put calls on hold, transfer calls, park calls, and much more.

Have questions? Our support team is here to help!
Email: support@plogin.ca

Sincerely,
UC Advanced Softphone Team

PC USER PORTAL WELCOME EMAIL



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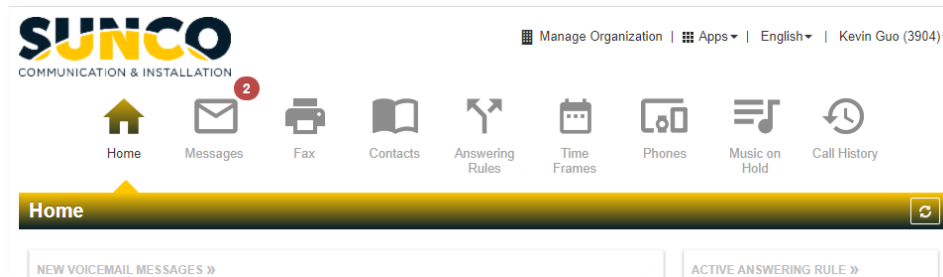
User Portal

Training Video

<https://www.loom.com/share/9251819beee443219ed3552566f7440e?sid=2a25f301-395d-4e62-b9de-57cd8ec1264a>

After creating your credentials, access your user portal using the following URL:

<https://portal.sunco.ca/portal/>



Simultaneously, to download the mobile app for your smartphone, visit the app store on your device and search for '**UC Softphone.**' Download the app, and once installed, log in using your new credentials.



Web Phone

Training Video

<https://www.loom.com/share/853cf3c0977e4e8f8f513244e4ed13de?sid=c44bfbd6-c504-477f-8a0b-892bdd811395>

Once you are logged into the **User Portal**, access various apps by selecting the Apps icon in the top right corner. Click on the 3rd app labeled 'Web Phone' in the portal menu.

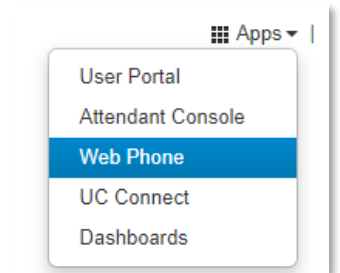
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This opens the web softphone, providing capabilities to handle calls, chat, review voicemails, or call history without needing a physical phone.

For optimal functionality with the Sunco Cloud web phone, it's essential to use Google Chrome as your browser. Additionally, ensure your computer has a working microphone device and speaker attached.



Web Phone PWA

Training Video

<https://www.loom.com/share/ae7193841cf0420f8282f48ca550f2b5?sid=4b5a2af5-6434-4feb-b505-fc2fa26977fd>

To use the Web Phone, you need to keep the browser open all the time. However, there is an alternative way to achieve it. You can install a standalone desktop app with the name of **Web Phone PWA**.

To do so, you need to locate the  icon in the top-right corner of the window. Then, click on it to install the Web Phone PWA.



Next time, you just need to open the PWA software rather than keep your browser open and enter the URL.

Placing a Call

Training Video

<https://www.loom.com/share/ee3ff138661c450abc6cb5a2de303155?sid=a24e7d60-5ad4-4ce9-afd9-f8566b11fa34>

When opening the web phone for the first time, it's crucial to allow access to your microphone and notifications; otherwise, the Web Phone will not register.

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To confirm successful registration and online status, check that both the headphone and small phone icons in the top right of the screen are green.

To make a call:

1. Click the  red plus symbol near the bottom right of the web phone.
2. Select the dial pad  symbol to enter the name, phone number, or extension of the person you wish to call.

Receiving a Call

Training Video

<https://www.loom.com/share/728488fdd51c40b4af8a43ad356ff998?sid=83589163-1959-4d99-b52a-0eca52aaa7af>

When receiving a call, the computer will play a ringtone, and the Web Phone will display the following call options:

- A red telephone icon  to **reject** the call and send it to your voicemail.
- A grey "x" icon  to **ignore** the web phone. This will silence the call, but it will continue to ring.
- A green telephone icon  to **accept** the inbound call.

How to Manage an Active Call

Training Video

<https://www.loom.com/share/5e9ecf93e48945988fc55707b7ef72b4?sid=e829e97b-cf4a-40eb-b9c8-da1a0cd0c822>

In an active call, the following functions will be available:

- The microphone with a line through it is the **mute** key , allowing you to mute your voice in an active call and disable the microphone.

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- The pause button  places the caller on **hold**. They will hear hold music until you resume the call.
- The **dialpad**  enables entering digits, useful if you're selecting digits in an auto attendant.
- The **Add Call** button  allows you to add a 3rd party to the call and eventually create a 3-party conference. The first caller will hear hold music until the 3rd party is officially added.
- The **Transfer** button  allows the active call to be transferred to a contact or a dialed number.
- The **Park Call**  button allows you to put the active call on hold, but it will be visible for another user to retrieve it.
- The **Switch Phone**  button allows you to move the active call to another device associated with your extension, such as the mobile app or your desk phone. The caller will not notice that you are switching devices.
- Selecting the **Contacts** button  opens the corporate directory and allows you to place a second call to one of your contacts. The first caller will be on hold.
- The **More** button  will allow you to record the call if your phone system has this feature enabled or hide the call.

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Transfer

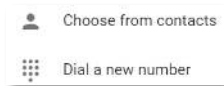
Training Video – Assisted Transfer

<https://www.loom.com/share/2bd9965cce4b4a72ac91f1bd23fce8f6?sid=7715b948-6996-44d0-8906-914beff8e821>

Training Video – Blind Transfer

<https://www.loom.com/share/9236260f50a045649cc0a1b2cc3dfc2c?sid=df7b9033-9004-4b83-990e-4aff6d090eb5>

Once you pressed the Transfer button, the system will ask you to either choose from the contacts or dial a new number.



Once a number is entered, press the telephone button  besides the number. From here, you can choose to perform either a Blind Transfer or an Attended Transfer.

Conference Call

Training Video

<https://www.loom.com/share/15f06a9cf48a432dad091c21d1963a5a?sid=f82144b9-3d32-47ce-aa27-1dfdf4132b27>

To add a third party to the conference, in an active call, select the **add call**  button. The system will prompt you to choose from a contact or a dial a new number.

Enter the name, extension, or phone number of the person you wish to add to the conference. Select the call symbol next to their information.

Once the third party answers the call, the **merge call** button will be available. A conference call has begun.

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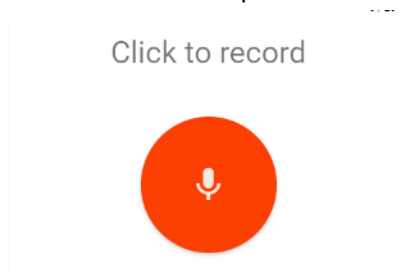
How to Record your Voicemail Greeting

Training Video – How to Record your Voicemail Greeting

<https://www.loom.com/share/241e583b71c640e9ba498d09cf2bdd87?sid=7a0b1daf-90e5-4b13-9b87-6be40426eeda>

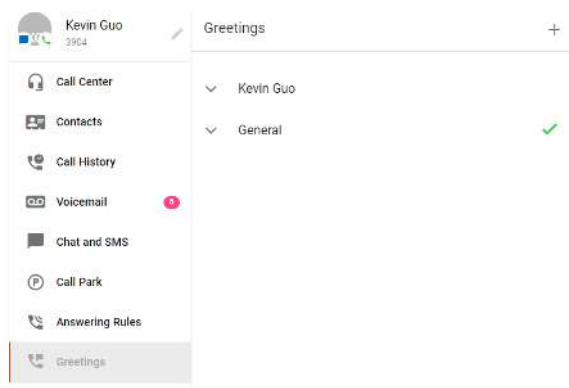
The Greetings tab allows users to create and change their voicemail greetings. To create a new greeting, you just need to click on the plus symbol  and enter a greeting name.

Select the red microphone button to begin recording your voicemail greeting.



Select **Stop** when finished. Once the greeting is recorded, you can play it back, redo it if you're unsatisfied with it, or select **Save** to save your voicemail greeting.

Your new voicemail greeting is now available. If you'd like to go ahead and make it your primary voicemail greeting. Select the dropdown symbol next to this voicemail greeting and select the  checkmark that indicates the voicemail is set as default. Your voicemail greeting is now set up.



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