

# Hiscall Mobility Web (WebPhone) Manual

## Hiscall Mobility Web Overview

Hiscall Mobility Web (also known simply as the WebPhone) is a browser-based softphone using the WebRTC standard.

This article is a complete manual explaining Hiscall Mobility Web. It is organized into features. The only browser supported at this time is Chrome (2025).

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### **Microphone Request**

All Hiscall Mobility versions request microphone access. This a browser permission and can be later disabled in browser settings. v44+ will additionally allow users to select their microphone after allowing access. Microphone selection is also available for all versions under the "Settings" sidebar.

### **Audio Output**

This is a v44+ permission that is prompted for first-time users. Set the audio output selection and default volume level at this time. Microphone selection is also available for all versions under the "Settings" sidebar.

### **Receive Inbound Calls Request**

If the current answering rule is configured to ring only the user's extension, then a prompt will display asking whether the user would like to enable Hiscall Mobility Web to receive inbound calls. It is important to click YES when prompted, or else inbound calls to the webphone might be sent straight to voicemail.

### **Allow Browser Notifications**

This is a v44+ permission that allows for push notifications. If the permission is disabled, it can be changed later in browser settings.

### **Navigation Pane**

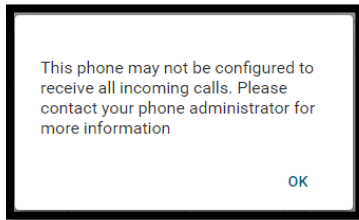
Prior to v44.0, a blue navigation bar will familiarize first-time users with the main menu and profile area (the side panel).

### **Additional Scenario**

If a user has a custom answering rule that utilizes a timeframe other than "default" and is

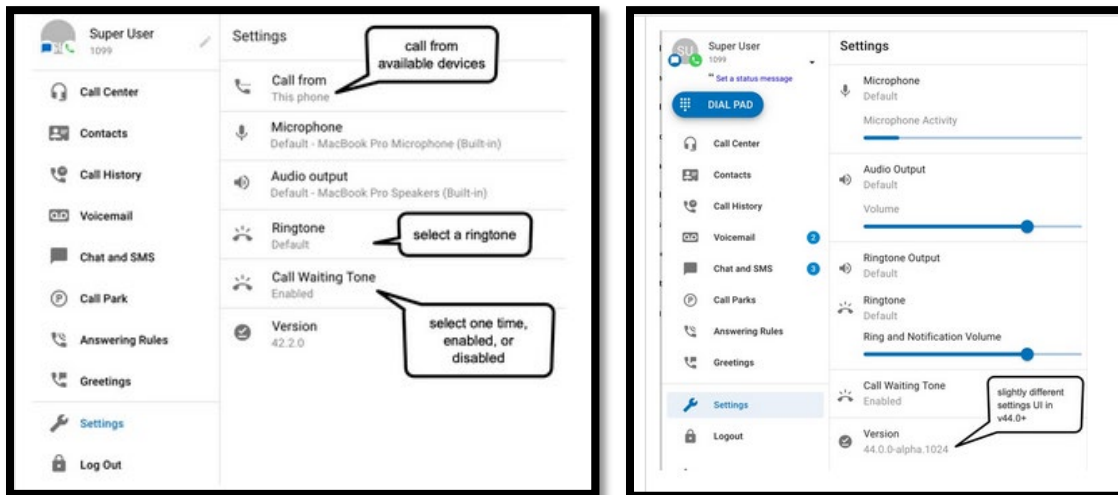
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configured to ring only the user's extension, then the following message will display, telling the user that the phone may not be configured to receive all incoming calls.



## Settings

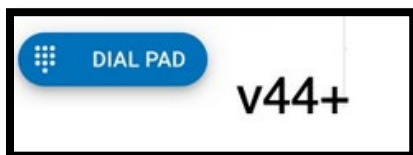
The **Settings** screen displays device and audio information.



## Features

### Place a Call

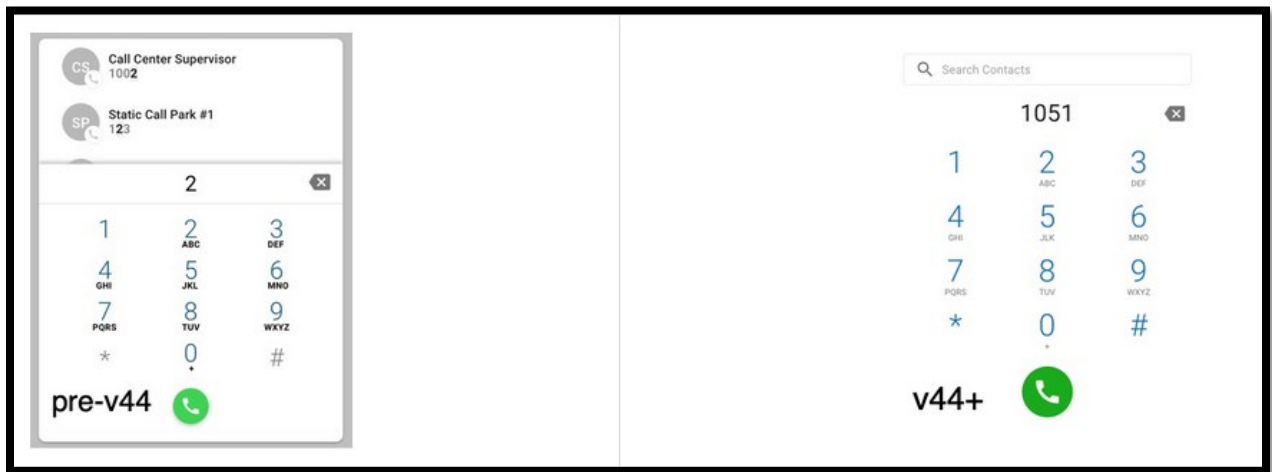
1. In Hiscall Mobility versions prior to v44.0, place a call by clicking on the blue + circle in the bottom righthand corner of the screen. Starting in v44.0, the dial pad has moved to the upper lefthand corner of the screen and is now a distinct button.



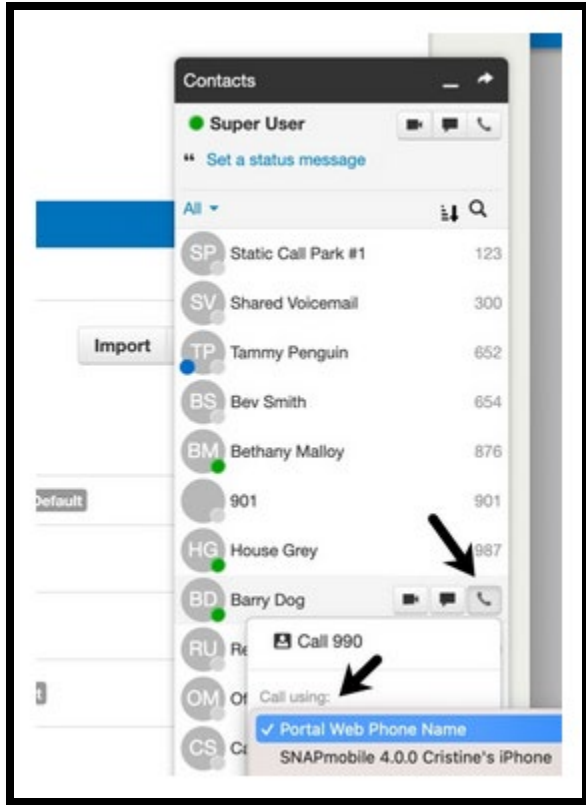
2. Dialing can be performed by either clicking directly on the numbers in the dial pad, or by typing numbers from a keyboard.

- Prior to v44.0, when dialing, the top of the dial window will display autocomplete suggestions pulled from the contacts for numbers that match the current dialing pattern.
- After v44.0, there is a separate search box to find contacts. Typing in a number outside of the "search contacts" box will not autocomplete.

When dialing is complete, press the green dial icon on your screen, or enter on your keyboard, to begin the call.



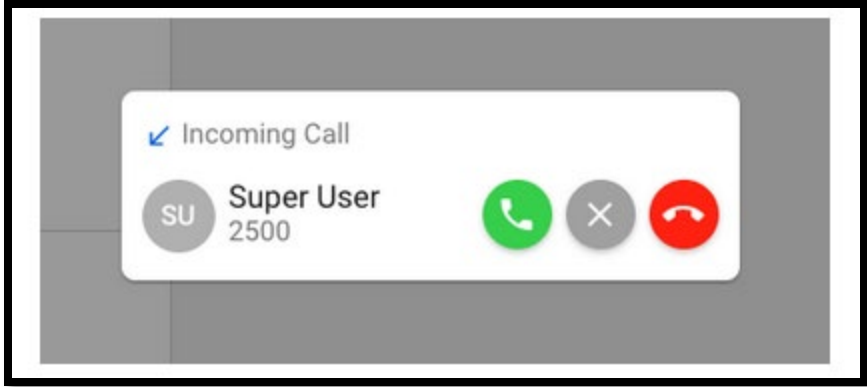
3. Calls can also be placed directly from the Portal, while still using the Hiscall Mobility web application.



## Receive a Call

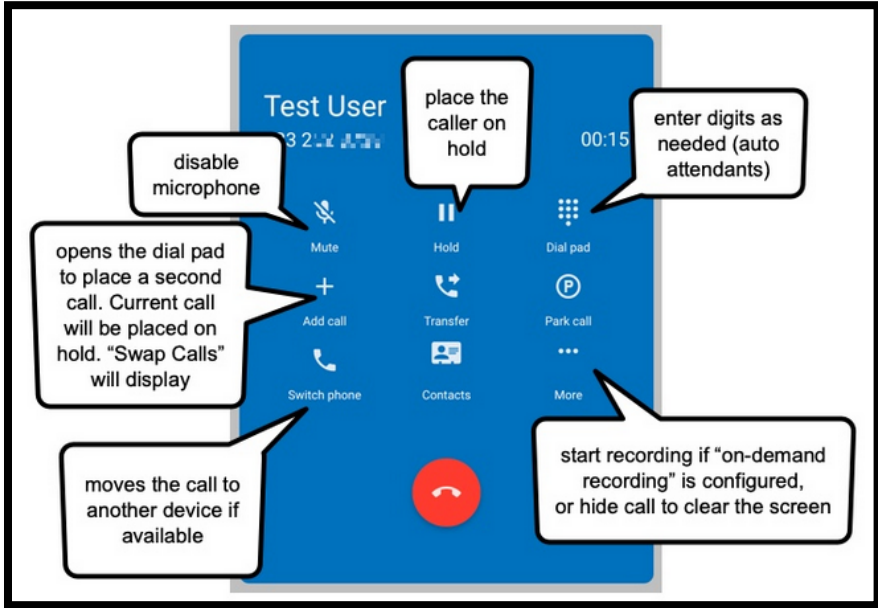
When receiving a call, the computer will play a ringtone and the webphone will display the following call options:

- **Reject** – this will reject the call from all ringing devices that are a part of a simultaneous ring (if applicable).
- **Ignore** – this will ignore the call received within the Hiscall Mobility Web interface but still continue ringing other devices that are a part of a simultaneous ring (if applicable).
- **Answer** – this will answer the call



**Handle a Call**

When a call is active, the following functions will be available:



**Call Center**

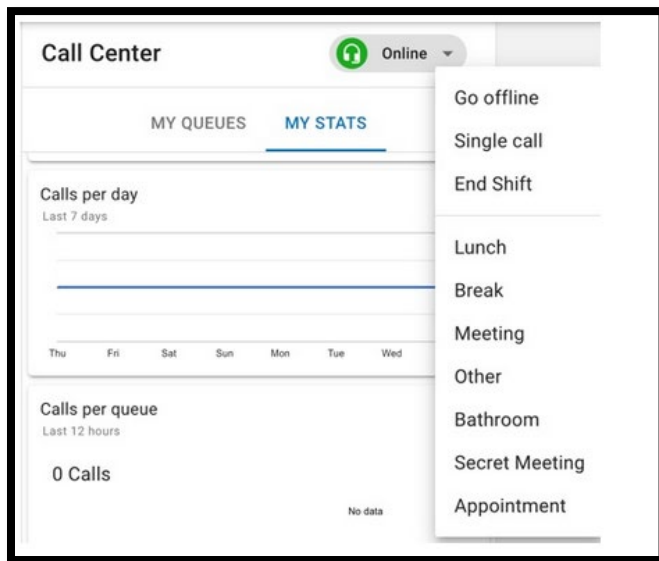
There are extensive call center capabilities available through Hiscall Mobility Web for users who manage or participate in call queues. Call Center functionality in Web is on by default, and it is immediately available when a user logs in with a scope of Agent or Call Center Supervisor.

The Call Center screen appears as a menu selection in the left panel. It has two tabs: My Queues and My Stats.

- **My Queues:** This is a list of call queues that the logged in user has access to. It also displays the number of agents assigned and the number of callers waiting. Incoming calls will identify which queue they're coming from.
- **My Stats:** These are stats specific to the logged in user, such as calls per hour, calls per day, calls per queue, and today's queue stats. For users who want to keep track of these stats, the plus sign can be clicked to copy the card to the Web dashboard.

## Call Center Status

Users can change their status by using the dropdown selection.



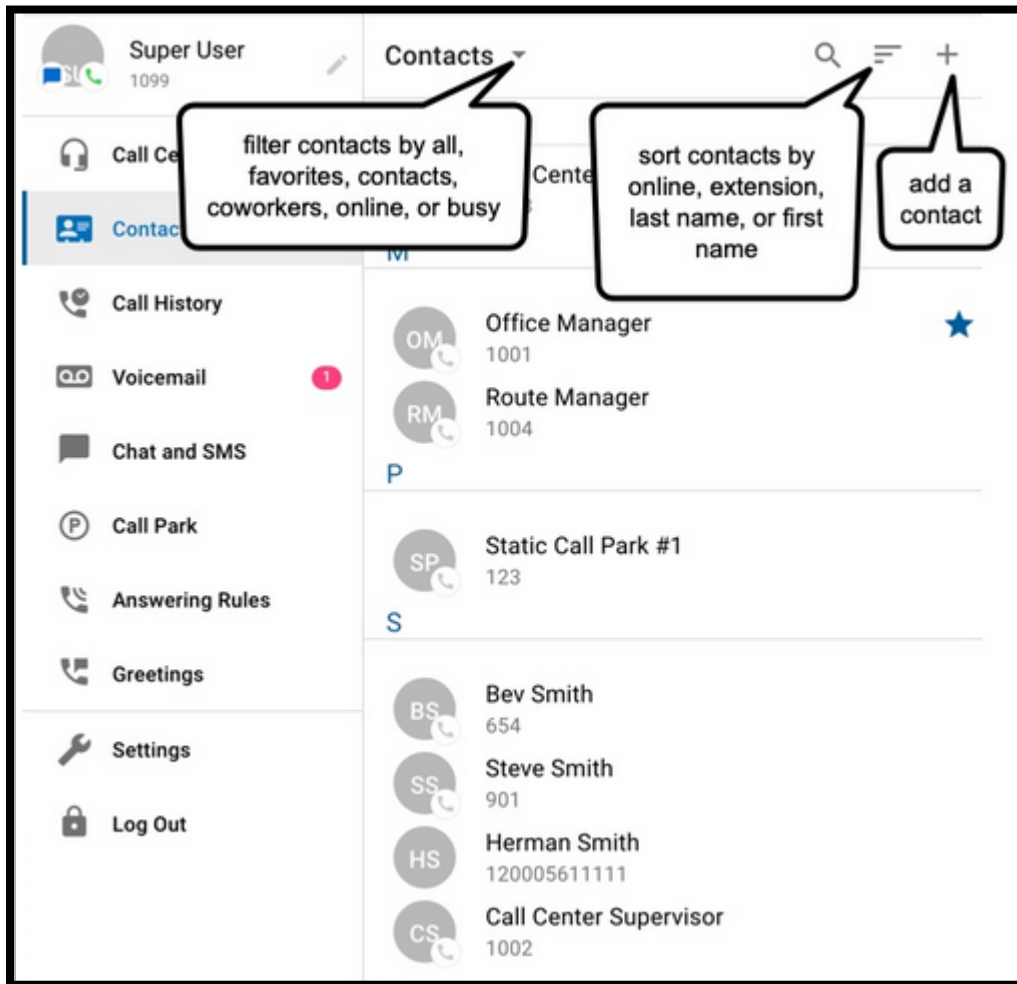
## Call Center Dispositions

Call dispositions allow agents to record notes on calls via a popup when the call is complete. For information on dispositions, contact Hiscall Services Department – [services@Hiscall.com](mailto:services@Hiscall.com)

You can opt for a disposition card to be displayed to record the reason and resolutions for the call. These can be set for inbound and/or outbound calls.

## Contacts

The **Contacts** screen displays other users in the organization as well as any contacts that have been added in the Portal. Organization contacts show presence (indicated as a green, red or gray circle) and favorite contacts are indicated with a star.

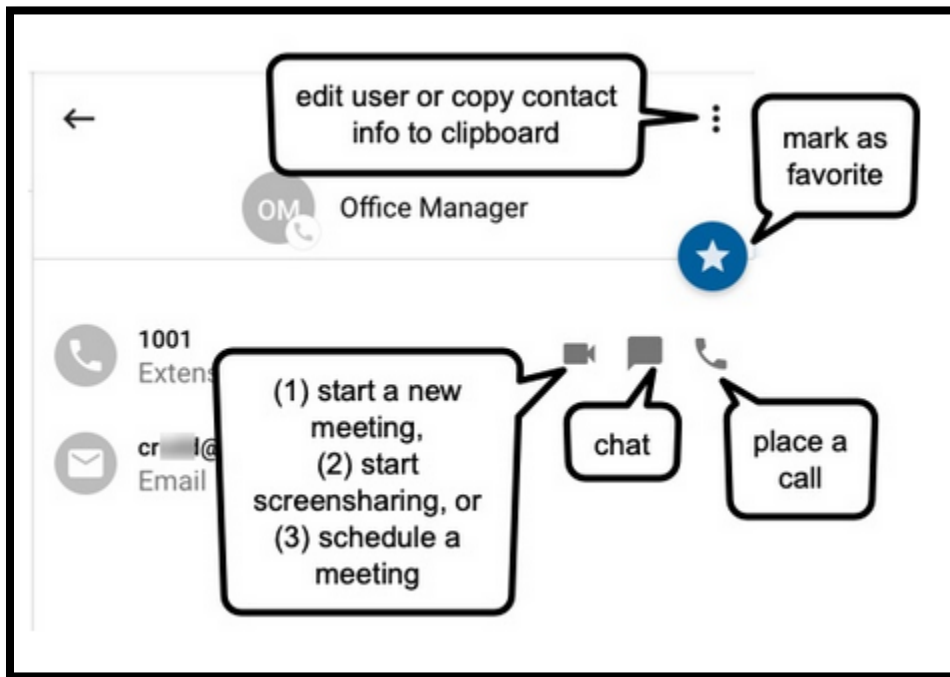


Select a contact. Click or unclick on the star icon to mark the contact as a favorite. Click to call, chat, or select video meeting options.

Contacts can be edited by clicking on the "more" icon (3 dots). Here, "copy to clipboard" will copy all of the contact's information. This is an example of what will be saved when copying contact information:

User: 4444  
Name: Daria Smith  
Extension: 4444

Email:customersupport@netsapiens.com  
Domain: test



## Call History

The Call History screen can filter calls by missed, inbound (blue arrow), or outbound (green arrow).

## Voicemail

The **Voicemail** screen contains missed voice messages. Play/pause/stop messages, save them, forward them to another contact in your domain, delete, and view transcriptions (if configured).

## Chat and SMS

The **Chat and SMS** screen sorts by most recent communication. Click on a chat to open. Inside of a chat, there are options to add additional participants, turn on/off notifications, call the contact, view the contact, start a video meeting, start screensharing, and schedule a meeting.

## Call Park

The **Call Park** screen is where calls are parked in queues. Click to answer calls here.

## Answering Rules

The **Answering Rules** screen displays all active answering rules. Click to drag and re-order (rules will be applied in order from top to bottom), or click to edit more options (disable, enable, or delete). Answering Rules can be added or edited only in the Portal.

## Greetings

The **Greetings** screen displays available voicemail greetings. Click on a greeting to play it or delete it. Click on the checkmark to enable a greeting as the "active" default. One greeting can be active at a time.