

Amiba Unified Communications MyPortal and webPhone for Windows and MAC

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1. Introduction

The MyPortal application gives access to the user portal of the Amiba UC Cloud PBX from a convenient desk-top app as an alternative to a browser. Windows and MAC versions are available which allow users to monitor their UC portal and make calls from a small application window while continuing to work with applications open in other windows.

The Amiba MyPortal Application also contains the webPhone which uses the PC or MAC workstation as a terminal to make and receive voice calls. The webPhone can be used in parallel with the user's softphone on an Android or iOS.

To download the MyPortal Application for Windows go to

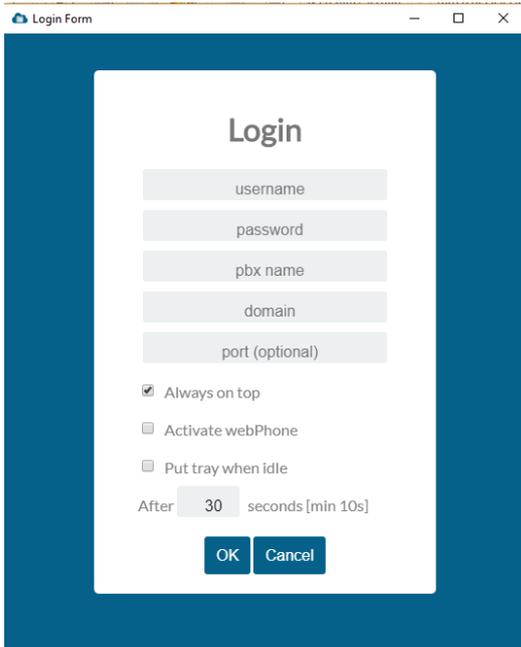
<http://mdsgatewaysstore.com/PortalClient/MDS-user-app-en%20Setup%201.0.3.exe>

To download the MyPortal Application for Apple Mac go to

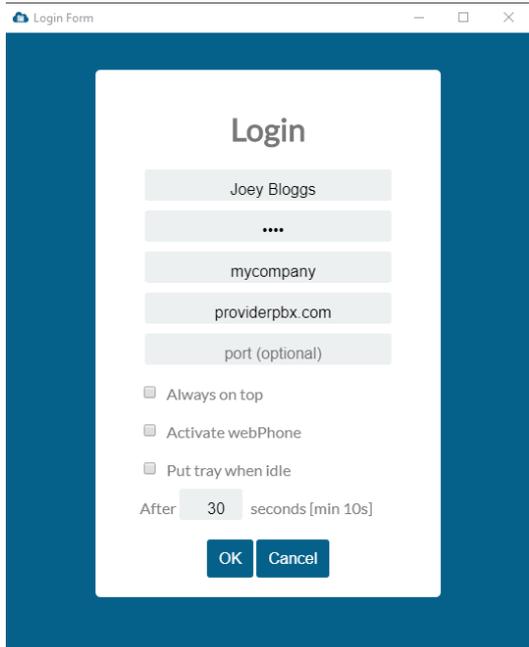
<https://www.amibacom.com/wp-content/uploads/MDS-user-app-en-1.0.3-mac.zip>

2. Install the MyPortal application

Click on the exe file to install MyPortal.



The screenshot shows a 'Login Form' window with a blue header and a white content area. The title is 'Login'. There are five input fields: 'username', 'password', 'pbx name', 'domain', and 'port (optional)'. Below these fields are three checkboxes: 'Always on top' (checked), 'Activate webPhone', and 'Put tray when idle'. At the bottom, there is a text field 'After 30 seconds [min 10s]' and two buttons: 'OK' and 'Cancel'.



The screenshot shows the same 'Login Form' window, but now it is filled with user information. The 'username' field contains 'Joey Bloggs', the 'password' field contains '...', the 'pbx name' field contains 'mycompany', the 'domain' field contains 'providerpbx.com', and the 'port (optional)' field is empty. The checkboxes are now unchecked: 'Always on top', 'Activate webPhone', and 'Put tray when idle'. The text field at the bottom still shows 'After 30 seconds [min 10s]' and the 'OK' and 'Cancel' buttons are present.

The first time you login, you must enter your registration credentials.

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Your username, password and server URL are listed in your welcome email and they are case sensitive. They may also be obtained from your system administrator.

The first part of the server URL is the pbx name and the second part is the domain name. For example, if the server URL is mycompany.providerpbx.com, enter mycompany as the pbx name and providerpbx.com as the domain name.

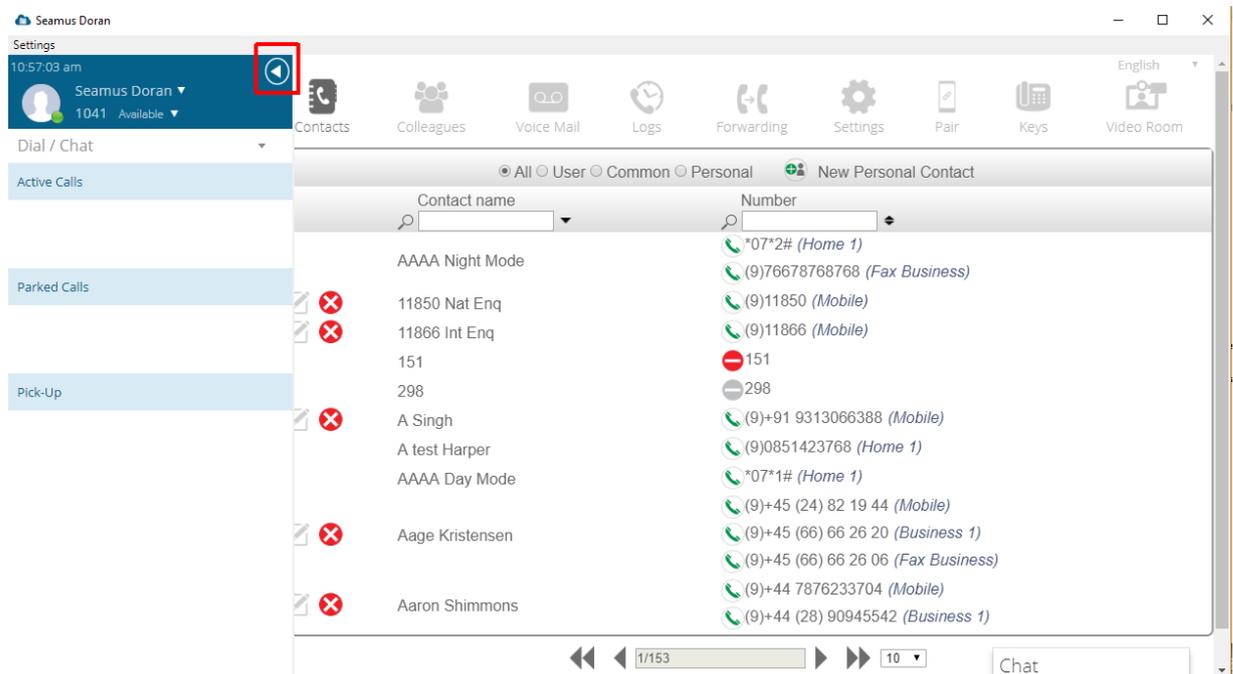
Select the option 'Always on Top' if you wish the application window to remain on top of the other open windows on the workstation.

Select the option 'Activate webPhone' if you wish to automatically activate the webPhone when the application is running.

Select the option 'Put tray when idle' and select a timer if you wish to minimise the application window when idle.

3. Expand MyPortal to access all features

Click on the Expand icon, towards the top right of the app window, to access full user portal functionality.

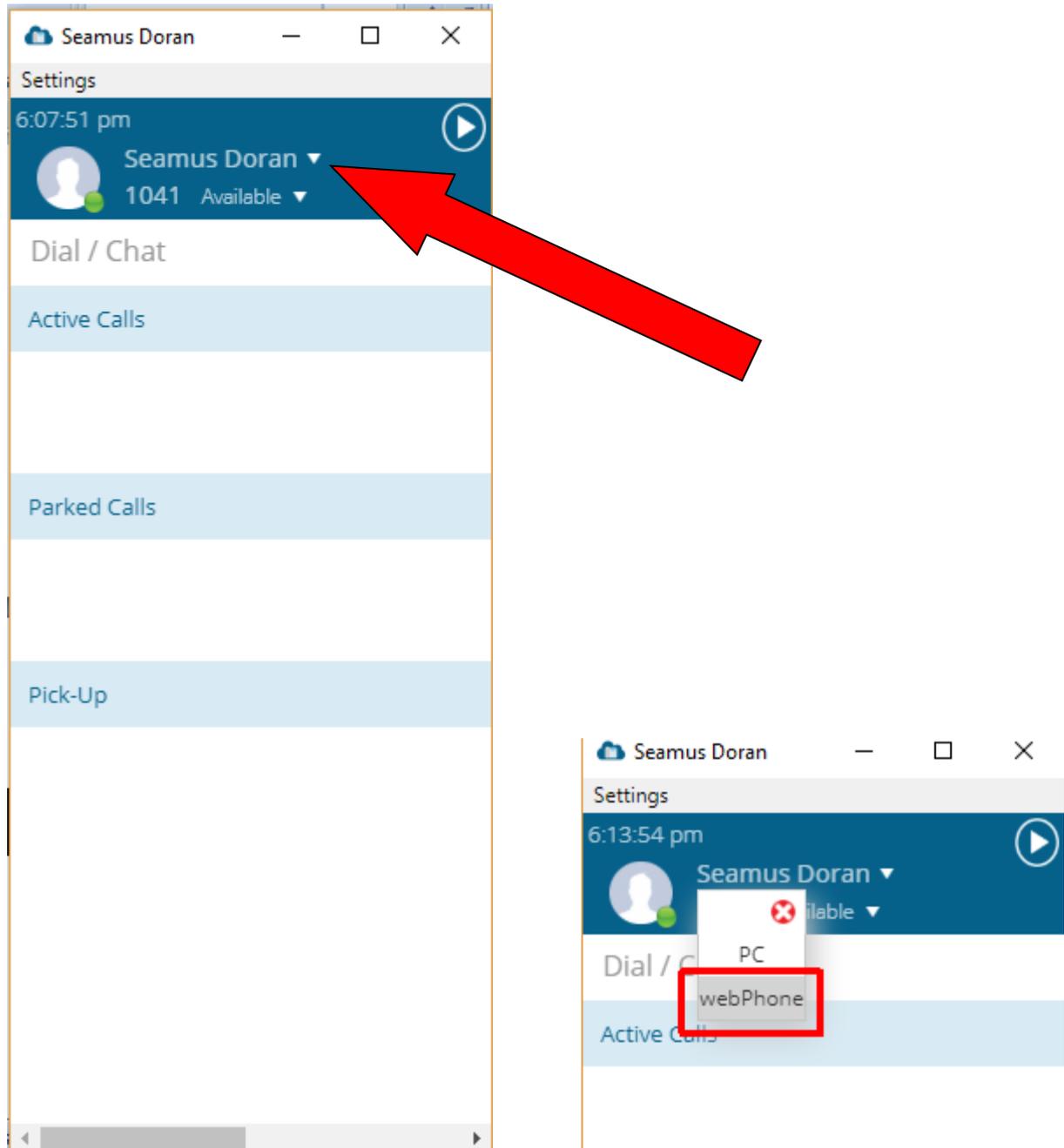


Click on any of the user portal icons, contacts, colleagues, voice mail etc. to proceed.

4. Use the webPhone to handle calls.

Activate the webPhone.

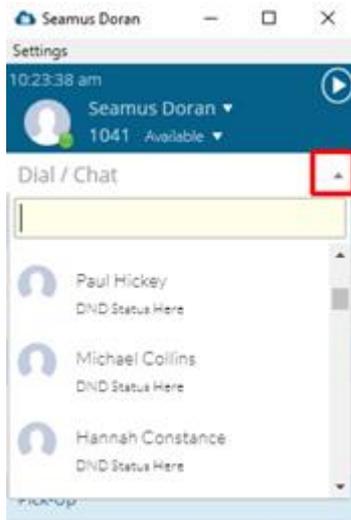
To activate the webPhone, click on the arrow beside your name and select webPhone from the drop-down list.



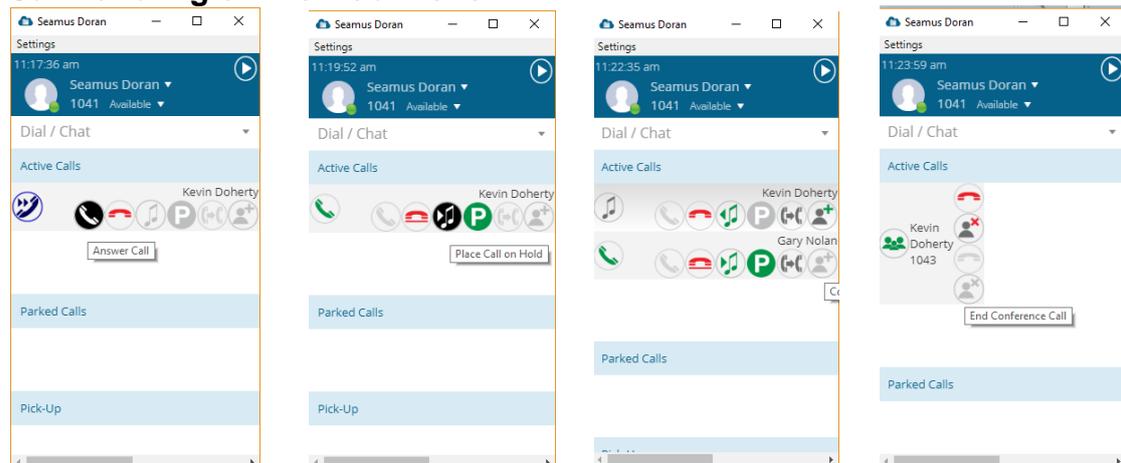
Clicking the X at the top right corner minimises the MyPortal app to the task bar while leaving it running. To exit the MyPortal app down, press Settings and Exit.

Making a call on the webPhone

Click in the Dial/Chat area or on the drop-down button. Enter the number in the Dial/Chat box and press the Enter key or scroll down the list of colleagues and select.



Call handling on the webPhone



Use the call handling icons to answer a call and place it on hold. You may place the call on hold, place a second call and conference both calls together using the call handling icons as shown above.

Switch devices during a Call.

To move calls between the MyPortal webPhone and your smartphone app, dial *** on the device pulling the call.