HCS MISSION CRITICAL

Webphone & Softphone

User Instruction Manual

v. 12.10.2025

HCS Webphone and Softphone

Quick Start Guide

This guide serves as a quick-use guide for the HCS/911inform browser-based Webphone and Softphone desktop phone application. Reproduction or transmittal of the contents without the express written permission of Hunter Carrier Services is not permitted. Information within this guide is subject to change without notice.

Softphone

Built for communications flexibility across in-office and remote work environments, the HCS Webphone and Softphone are modern and cost effective tools for any organization. The HCS Webphone and Softphone supports VoIP calling, messaging, IM channels, calendar and scheduling integration, with additional standard emergency features like built in inbound call threat tracking and panic buttons powered by 911inform.

The HCS Softphone can be deployed on desktops, laptops, tablets, and smartphones.

The HCS Webphone is browser-based and can be logged in from any Internet browser on any Internet-capable device.

HCS and 911inform

HCS utilizes 911inform hardware for carrier services deployments.

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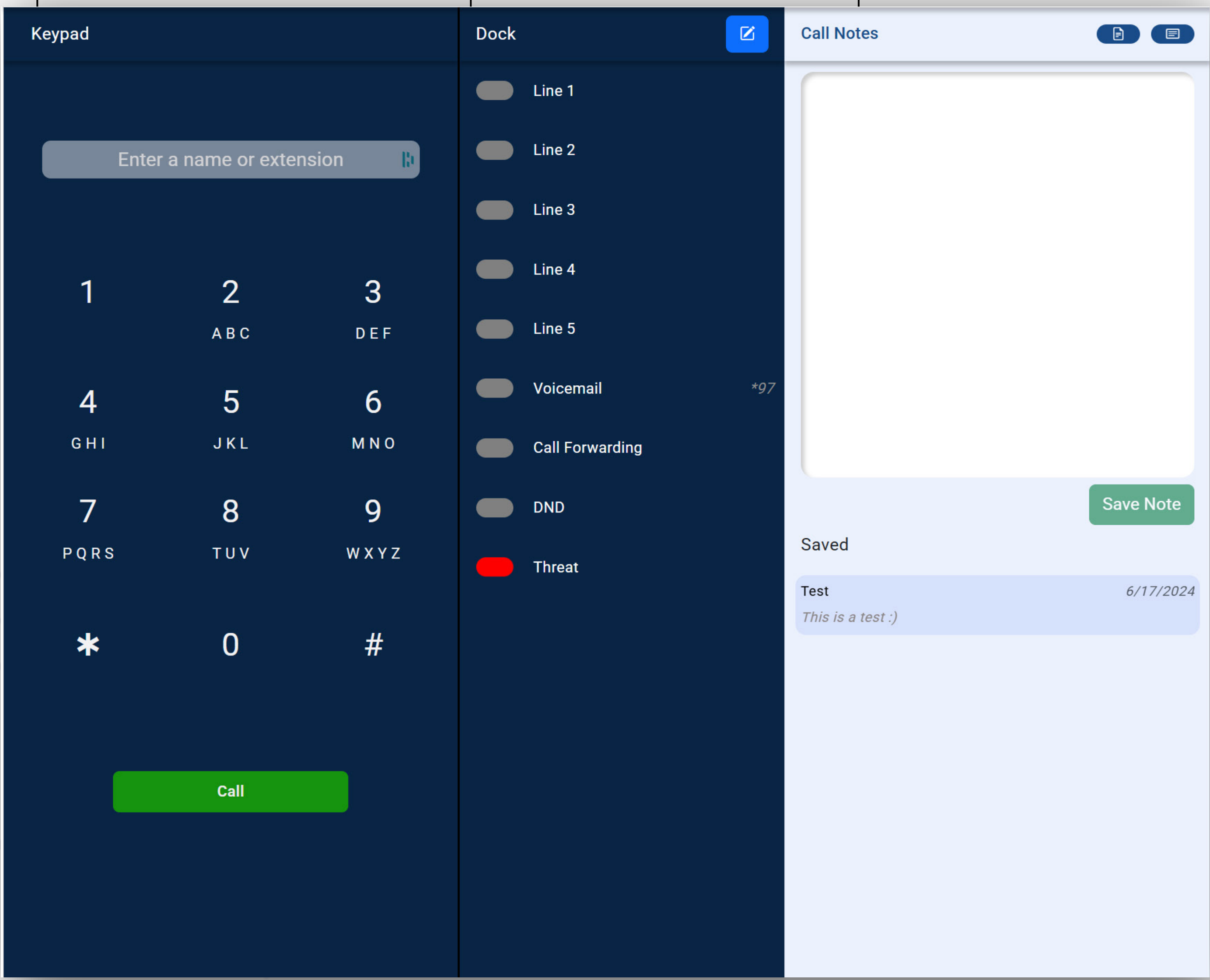
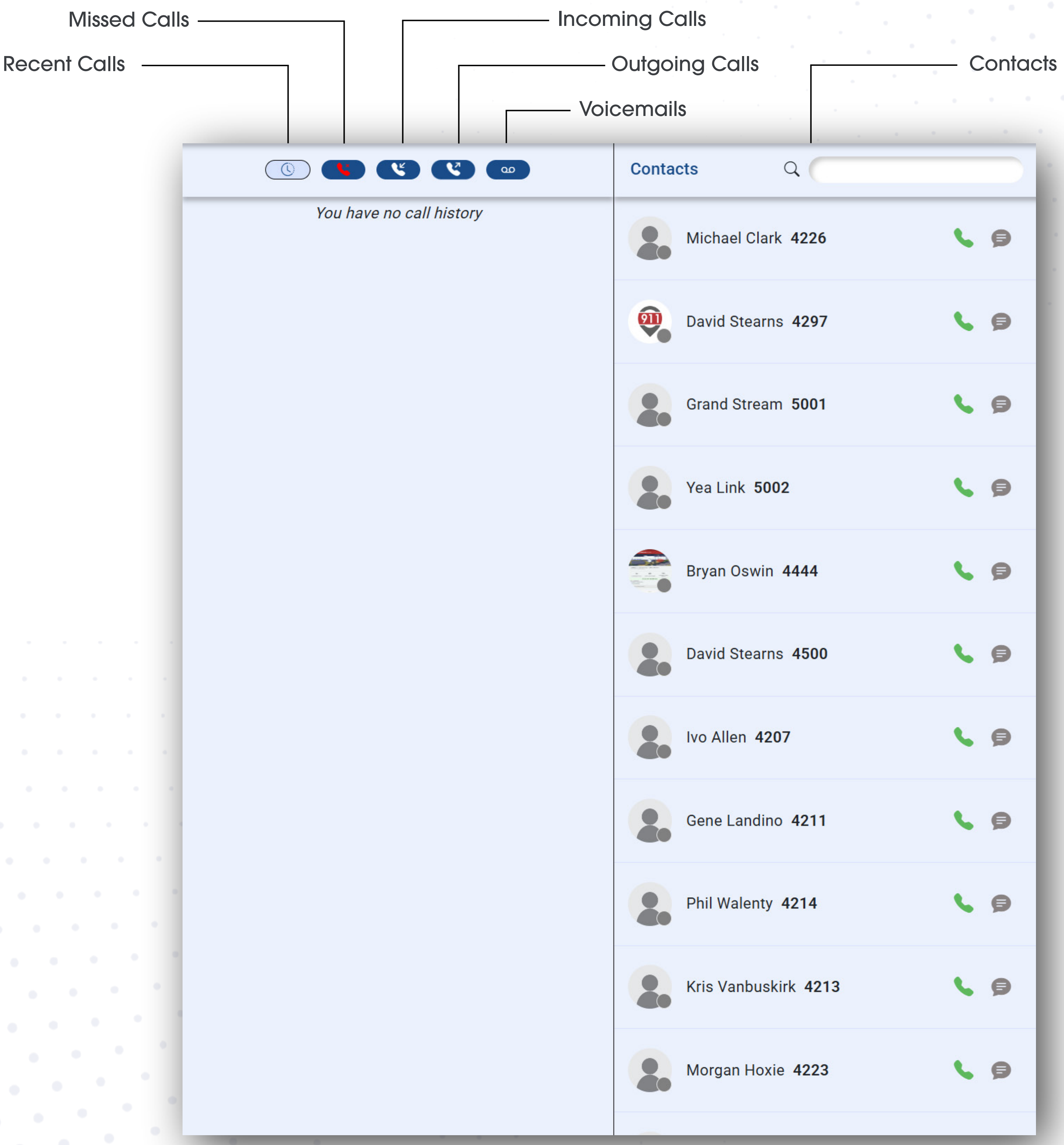


Soft Phone Description



Installation

Browser-Based Webphone

1. Visit app.hcs-hosted.com.
2. Sign in with email and password.
3. If using for the first time, allow system use of your chosen microphone and speakers.

Softphone Application

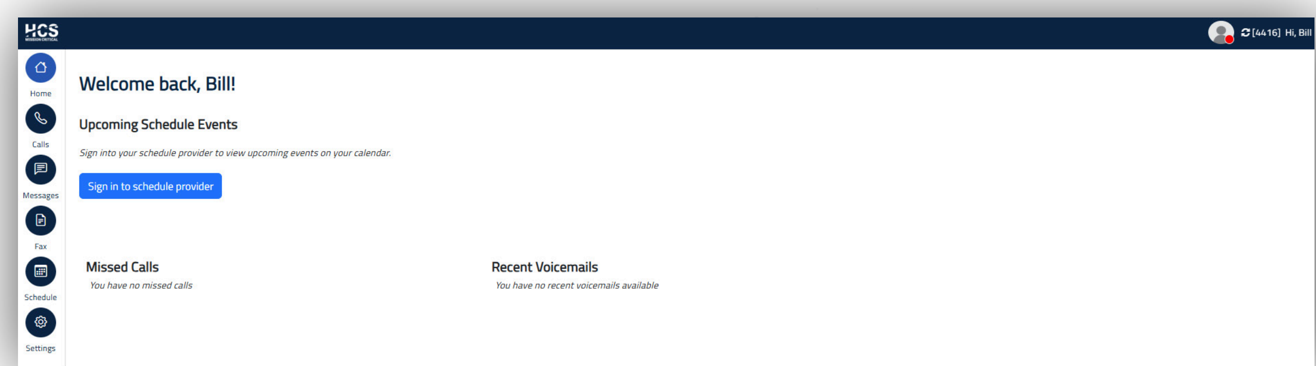
1. An administrator will download the HCS Webphone client to your device.
2. Open the application.
3. If using for the first time, allow system use of your chosen microphone and speakers.

Basic Phone Operation

Dashboard

The Dashboard page is a quick look at pertinent information, and displays the user's calendar (if integrated), unread messages, missed calls, and voicemails.

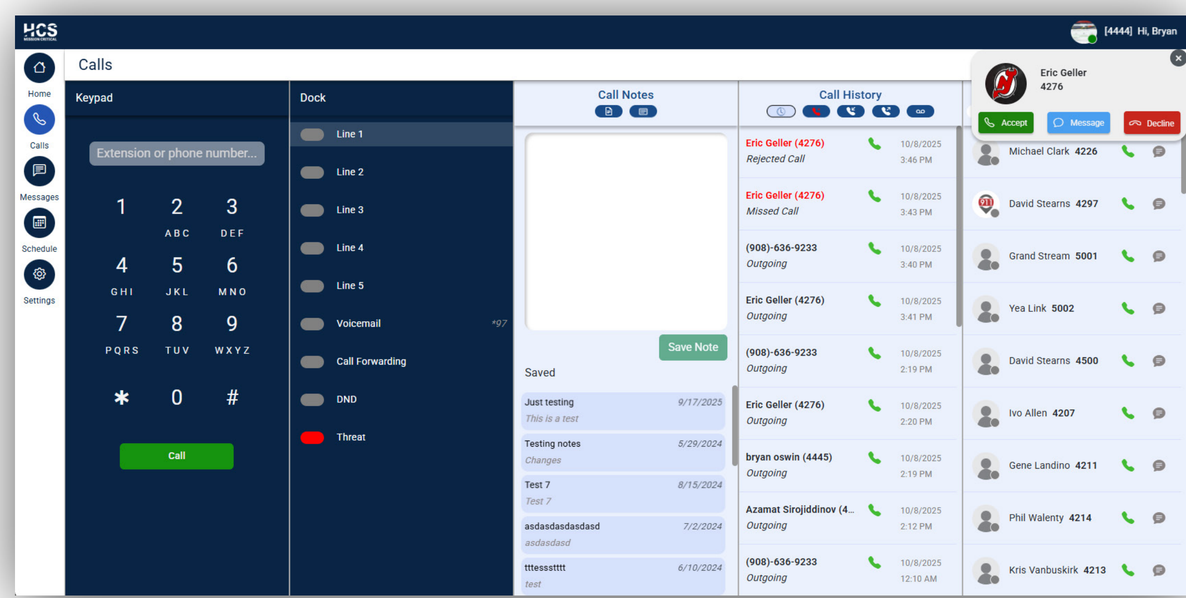
1. Clicking on a calendar event in the "Upcoming Scheduled Events" section will redirect to the event on the Schedule page.
2. Clicking an unread message in the "Unread Messages" section will redirect to the Messages page and open the message.
3. Clicking a missed call in the "Missed Calls" section will redirect to the missed call on the Calls page.
4. Clicking a voicemail in the "Recent Voicemails" section will open a pop-up window to listen to the voicemail.



Calls Page - Making and Answering a Call

The Calls page provides all functionality for making a call, transferring or holding a call, parking calls in a dock, taking notes or transcribing, as well as call history, voicemails, and contacts. Additionally, suspicious or threatening calls can be marked and recorded with the 911inform/HCS "Threat" button during a call directly from the keypad. Calls are also answerable using a pop-up notification on the screen.

The page is divided into five panes: "Keypad," "Dock," "Call Notes," "Call History," and "Contacts." When the browser is maximized in the Webphone or fully open in the Softphone, all five panes are visible. When making the browser smaller, the panes proportionally shrink until the rightmost pane disappears. By pressing the "Swap" button next to each pane's name, the user can customize which panes are displayed in their window. The Keypad will always be visible.

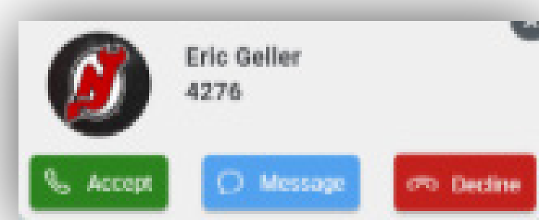


Keypad

1. Enter the desired phone number or extension in the "Extension or phone number" field or dial the number with the keypad; press the green "Call" button to dial.

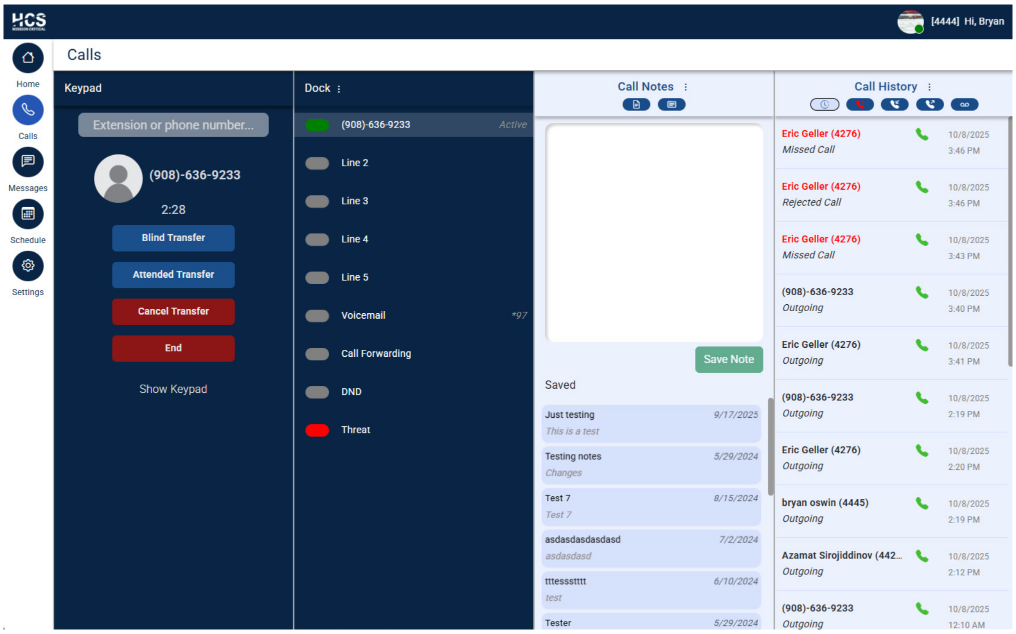
Answering a Call

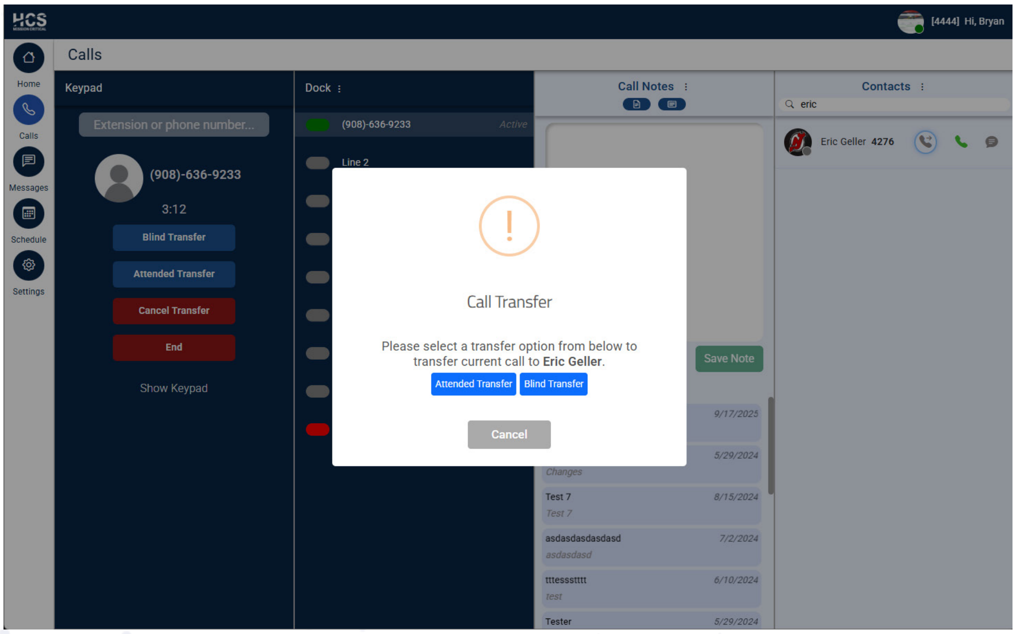
1. An incoming call will pop up on the screen,.
2. Use the options to answer, message, or deny the call.



Transferring a Call

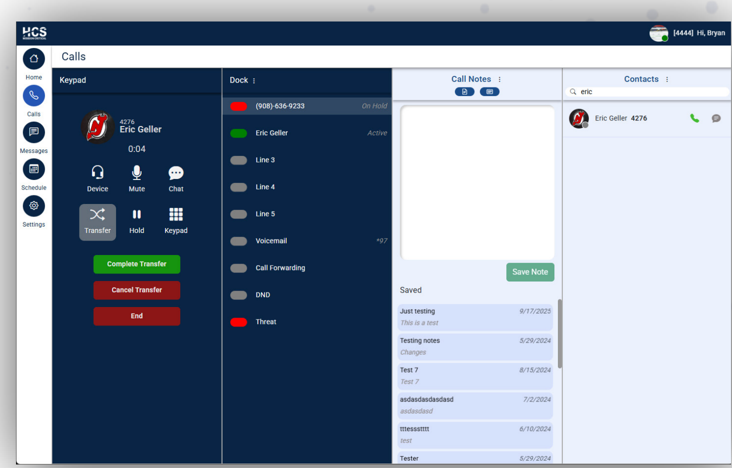
1. Calls can be transferred from the Keypad, Dock, or Contact List when in an active call.
2. From the Keypad:
   a. Press the "Transfer" button.
   b. Options will present for "Blind Transfer" or "Attended Transfer;" Blind Transfers immediately sends a call to a new recipient without prior announcement, while an attended transfer allows the caller to speak with the new recipient first to provide context and ensure they are ready for the call.
   c. Whether choosing "Blind" or "Attended," type in the extension or phone number, select the other call from the Dock, or select the user from the Contact List with the highlighted Handset icon.
   d. Press the green "Complete Transfer" button to finish transferring the call.





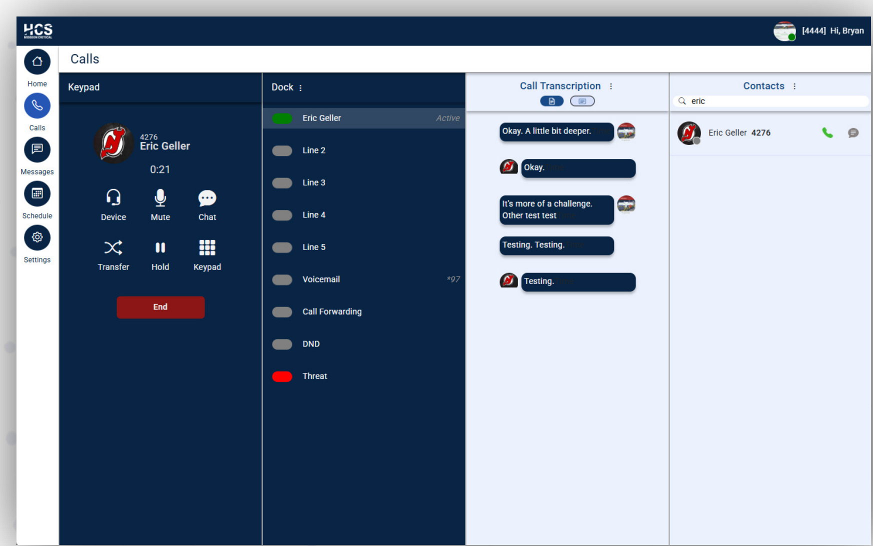
Dock

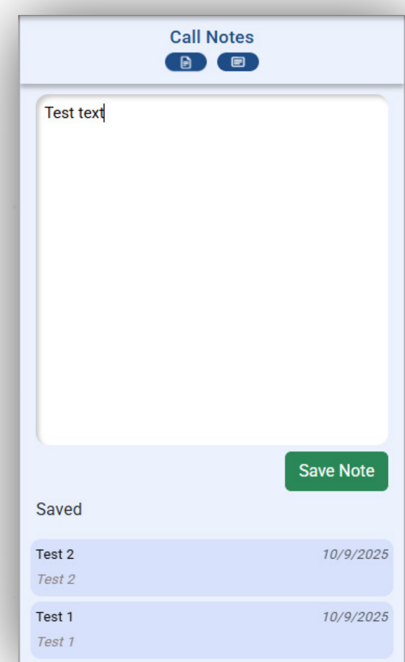
1. Active calls for each of the five lines will populate the Dock.
2. Inactive lines will display as gray.
3. Active calls display as green; this is the line the user is actively speaking through.
4. Lines On Hold will display as red.
5. To switch calls to Hold or Active, click the colored indicator for each call.



Call Notes

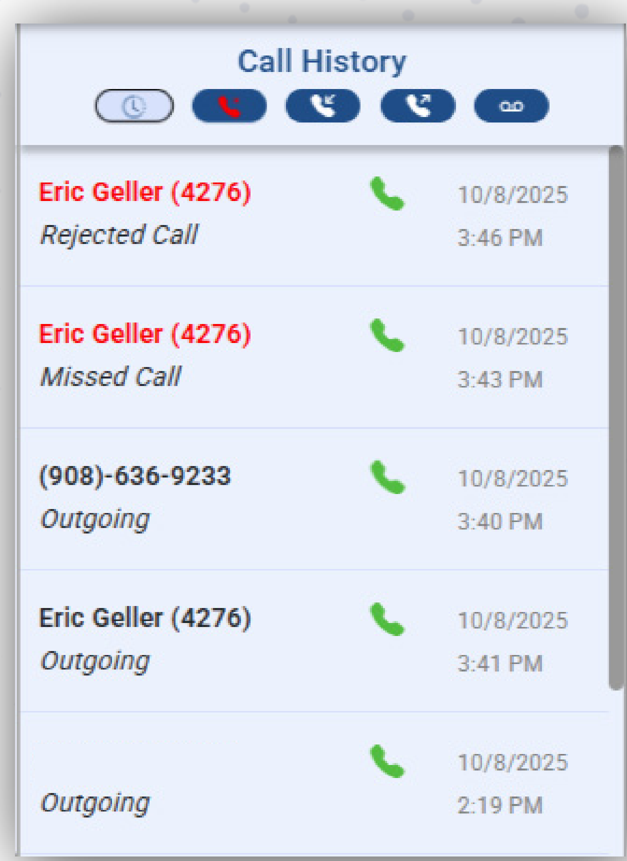
1. Make notes during a call by typing in the open field.
   a. To save the note, press the green "Save Note" button and enter a title in the subsequent pop-up window.
   b. Press the green "Confirm" button.
2. Browse saved notes in the "Saved" list and click a note to bring it back to the open field; these notes can be updated and saved again.
3. Call transcriptions are currently only available for extension-to-extension internal calls; they can be searched by pressing the "Transcription" button at the top of the "Call Notes" section during an active call.





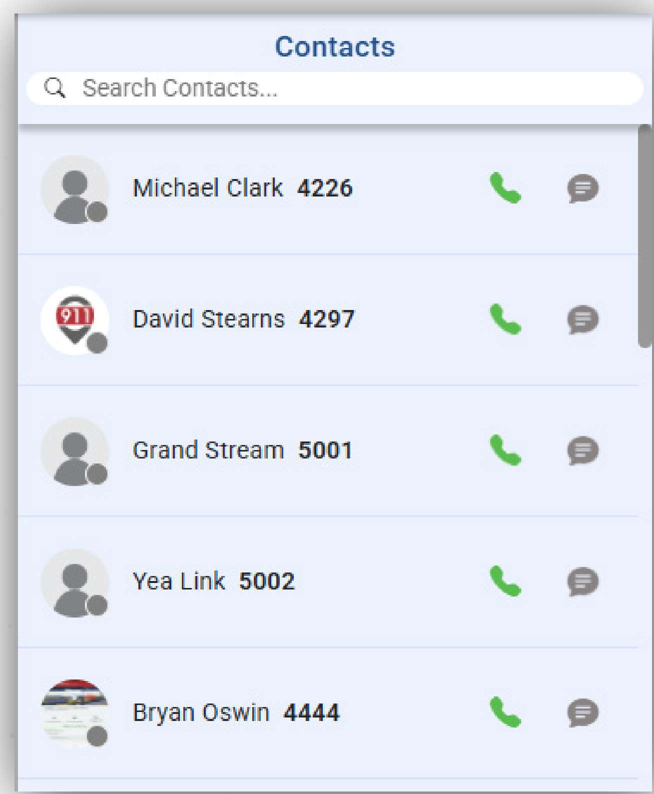
Call History

1. This section records all calls made or received and is filterable by "Recent Calls," "Missed Calls," "Incoming Calls," "Outgoing Calls," and voicemails.
   a. The buttons at the top of the section filter the list by their respective filters.
2. From the list, the user can call the number or extension back by pressing the green Handset button.



Contacts

1. The "Contacts" section lists all contacts and extensions within the organization and is populated by the organization.
2. Each contact displays a profile picture (if set on the Profile page), name, and extension.
3. The user can call each contact by pressing the green Handset button.
4. The user can message the contact by pressing the gray Message button.



Messages Page - Chats and Channels

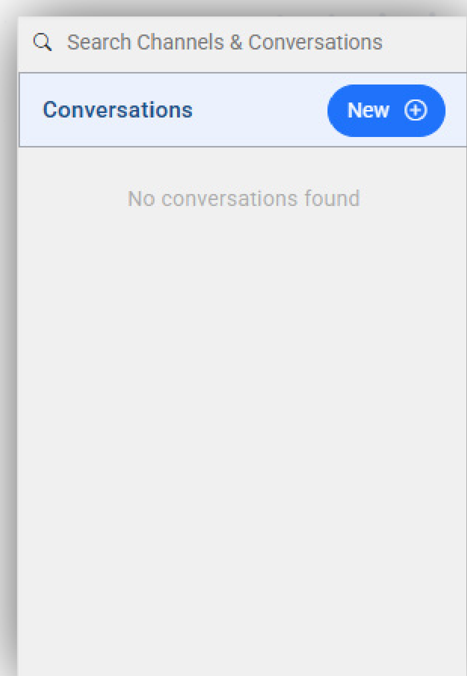
The Messages page houses instant messaging between users, as well as public and private channels.

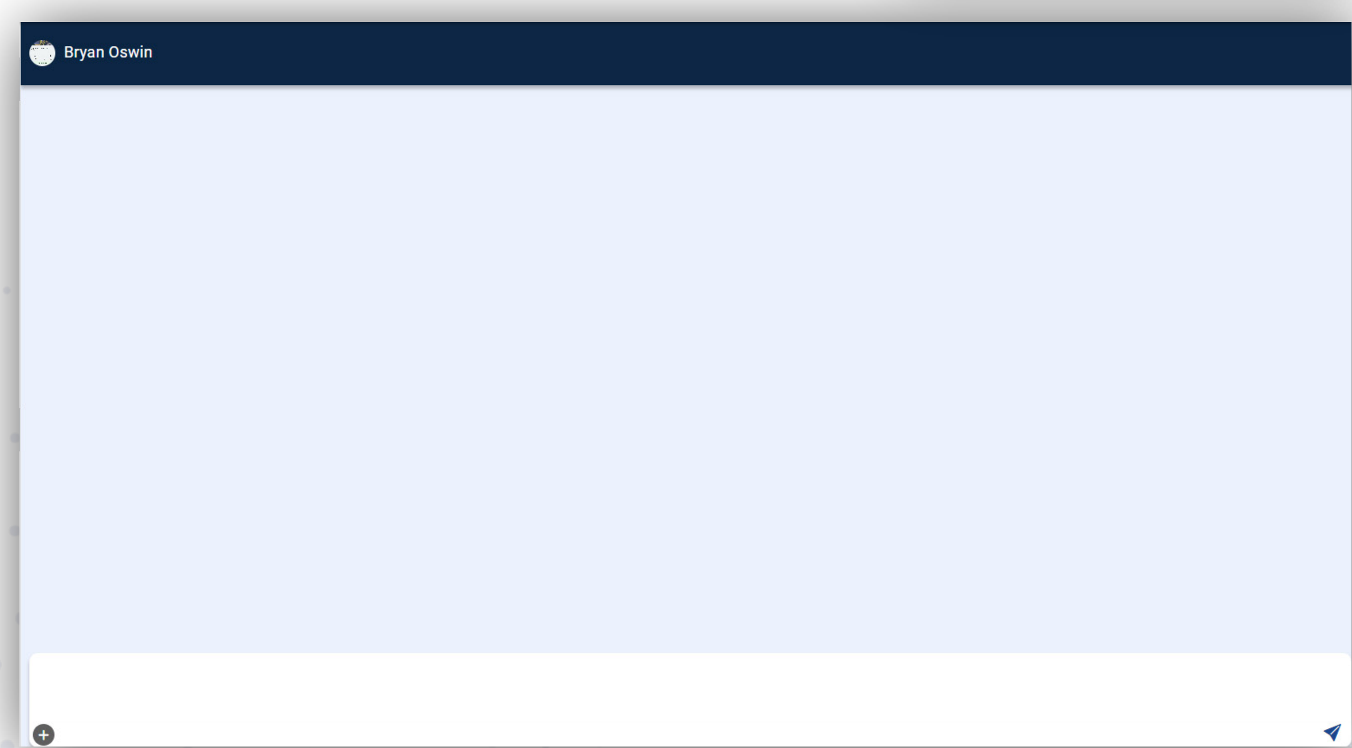
Use the "Conversations" section to create and search through direct instant messages between users within the organization.

Use the "Channels" section to create or join public or private chat channels.

Conversations

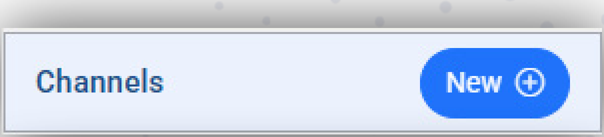
1. Create a new message with the blue "New" button.
   a. Select recipient(s) from the list or search by name or extension on the opened pop-up window.
   b. Click "Create."
   c. Type the message in the field; previous messages will populate in the chat above.
   d. Files can be uploaded to the chat with the gray Plus icon; a maximum of five files can be added at a time.
   e. Send a message by pressing Enter or the blue Arrow send icon in the text field.
2. Select existing conversations from the list in the "Conversations" section
3. Users can also send SMS text messages using the Conversations section; texts are signified by an identifier next to the number in the Conversations List and will send to numbers by a 10-digit DID.

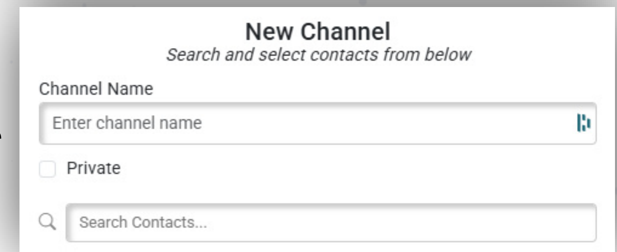




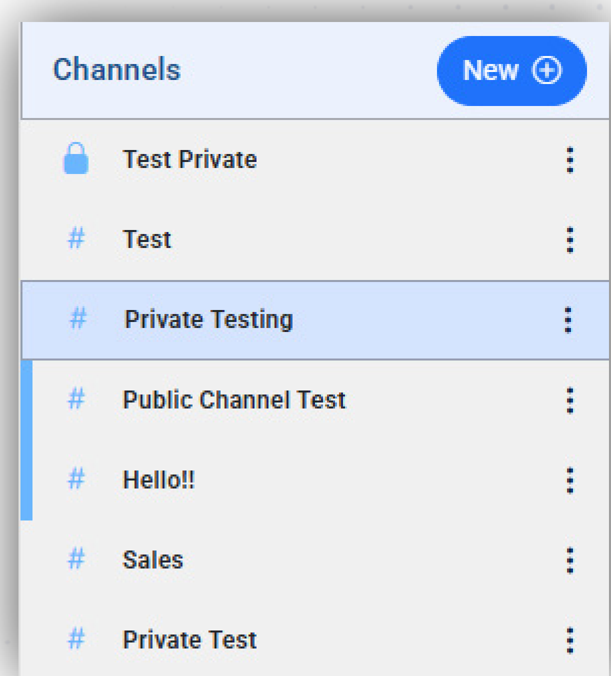
Channels

1. Create a new Channel with the blue "New" button.
   a. Enter a name in the "Channel Name" field.
   b. Select member(s) from the list or search by name or extension on the opened pop-up window.
   c. To create a Private Channel, where users are invite-only, check the "Private" checkbox; Private Channels will appear in the list with a Lock icon while Public Channels will appear in the list with a # icon.
   d. Click "Create."
   e. Type messages in the field; previous messages will populate in the chat above.
   f. Files can be uploaded to the chat with the gray Plus icon; a maximum of five files can be added at a time.
   g. Send a message by pressing Enter or the blue Arrow send icon in the text field.

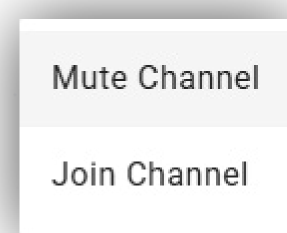




2. Select existing conversations from the list in the "Channels" section.
   a. To mute or unmute the Channel, click the three dots icon in the Channel List for the specific Channel and select the "Mute/Unmute" button.



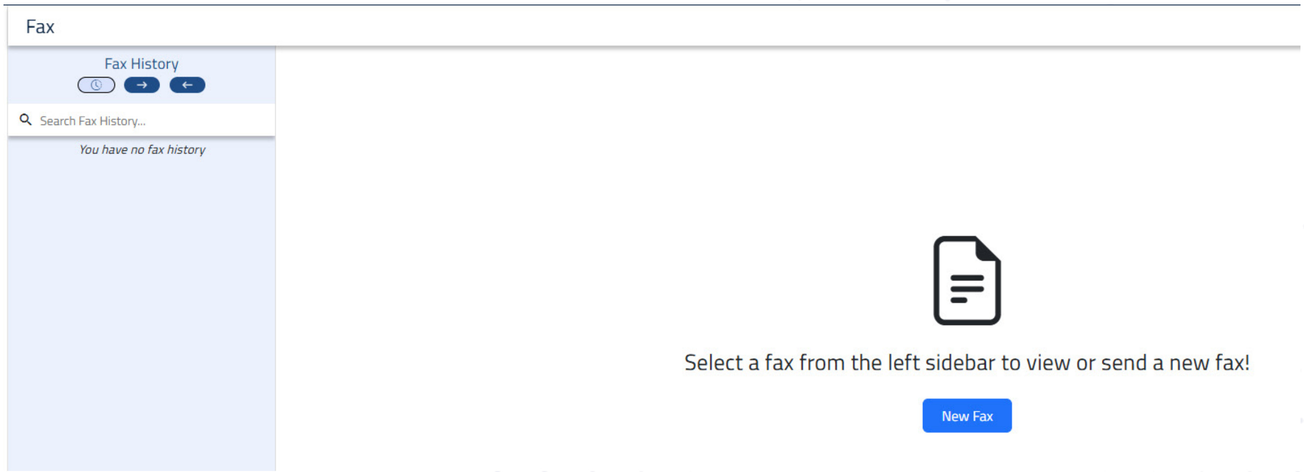
3. Public Channels can be viewed by any user in the organization.
   a. Public Channels, by default, do not send notifications to users until they are joined.
   b. Until a user has joined a Public Channel, they cannot contribute messages to the Channel.
   c. To join a Public Channel, click the three dots icon in the Channel List and click the "Join Channel" button.
   d. To leave the Channel, click the three dots icon in the Channel List and click the "Leave Channel" button.



4. Private Channels require an invitation from an existing member to view or participate.
   a. Once invited, a user will receive notifications and be able to contribute messages to the Private Channel.
   b. To leave the Channel, click the three dots icon in the Channel List and click the "Leave Channel" button.
   c. Once the user has left the Private Channel, they will no longer receive messages or notifications from the Channel and it will no longer appear in their Channel List.

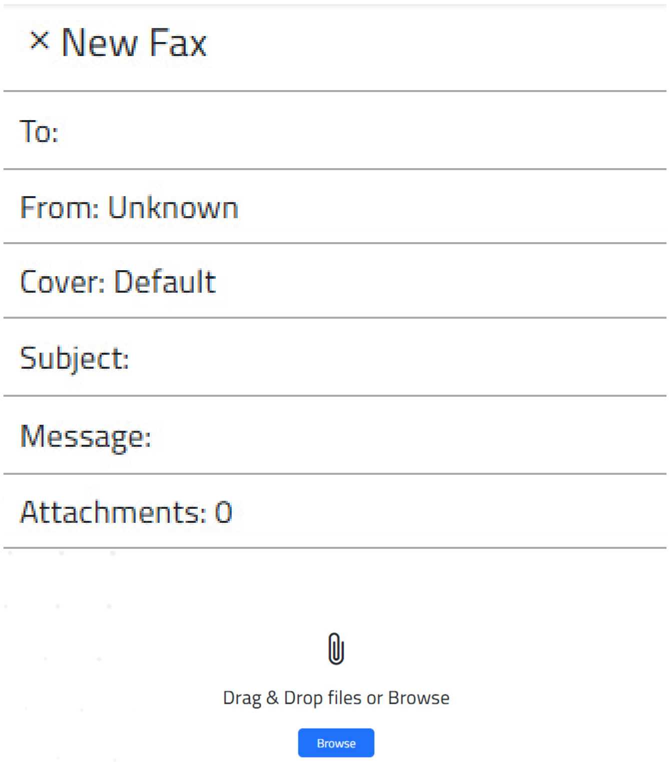
Fax Page

Send and receive faxes with the Faxes page. Users can create and send new faxes, or view their fax history.



New Fax

1. Create a new fax with the blue "New Fax" button in the center of the page.
2. Add the recipient's fax number in the "To:" field.
3. The "From:" field will display your fax number; this is provisioned by your administrator.
4. The "Cover" field attributes a default cover page for the fax.
5. Add a subject in the "Subject" field.
6. Add a message in the "Message" field.
7. Add attachments with the file browser on the page.
    a. A maximum of 20MB can be faxed.
    b. Attachments can be removed or added to the message.



Fax History

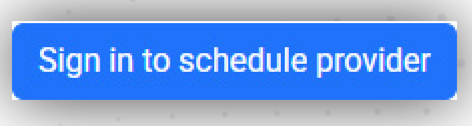
1. View previous faxes in the "Fax History" panel.
2. Click the Clock icon to view all recent faxes.
3. Click the Right Arrow icon to view all of your sent, outgoing faxes.
4. Click the Left Arrow icon to view all received, incoming faxes.
5. Search for specific faxes with the "Search Fax History" search bar.
6. Select a fax to view the message and attachments.

Schedule Page

The Schedule page integrates with email and calendar application to add calendar events and schedules to an HCS Webphone or Softphone. Currently, HCS integrates with Microsoft Outlook.

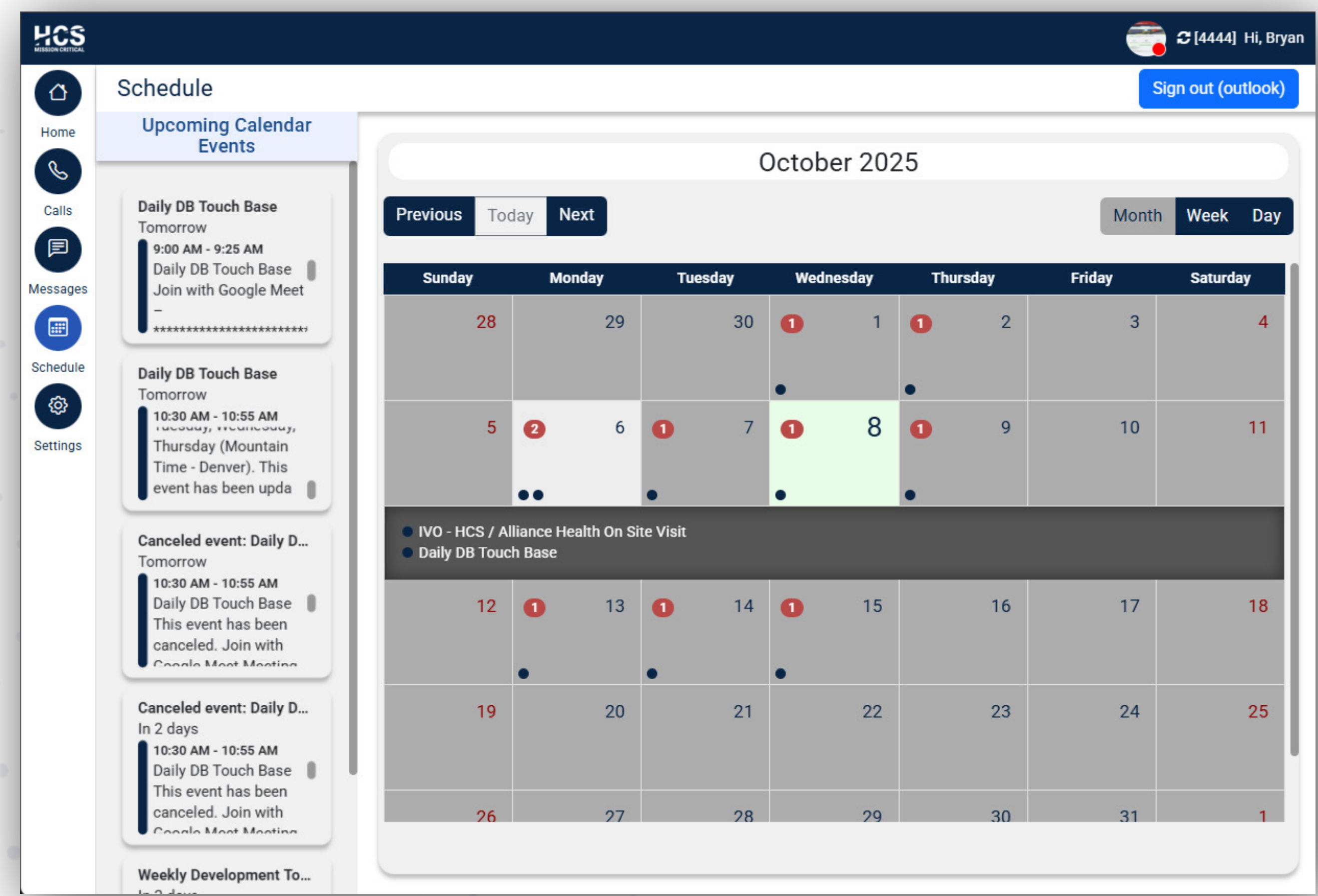
Linking Outlook

1. On the Dashboard page or the Schedule page, click the blue "Sign in to Schedule Provider" button; a pop-up will open to enter your Microsoft credentials.



Schedule Page

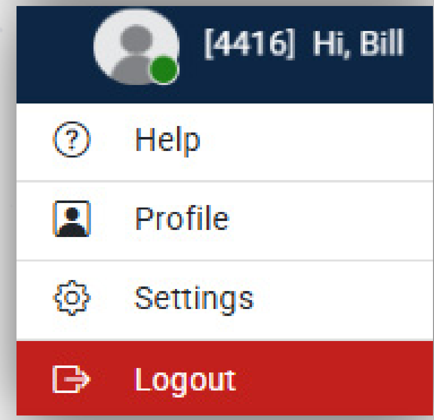
1. The "Upcoming Events" pane displays a scrollable list of scheduled events from the Calendar, including their names, days, times, and a brief summary.
2. The Calendar section can be formatted by Month, Day, or Week,, and the user can cycle through Today,, and previous or next days.
3. The current day is highlighted in green, while events on specific days or times are symbolized by circles on the calendar.



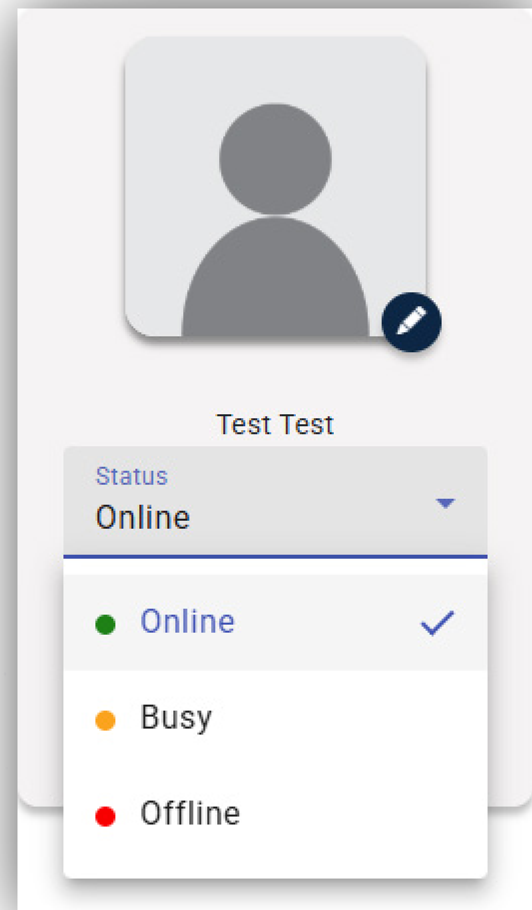
Profile and Settings

Profile Drop-Down

The "Profile" drop-down menu is located in the top right header of the interface and can be used to change profile settings, be redirected to system settings, request help , or log out.



1. Expand the "Profile" drop-down menu to view the Profile," "Settings," and "Logout" options.
2. The "Profile" option redirects to the Profile page.
   a. On the Profile page, users can edit their first and last names and update their passwords in the respective fields.
   b. Users can change their profile picture with the file uploader on the profile picture field.
   c. Users can set their profile status to "Online," ":Busy," or "Offline,'" which will appear to other users as a green, yellow, or red dot on their profile picture, using the "Status" drop-down menu under their profile picture
3. The "Settings" option will redirect to the Settings page, also accessible from the left-hand navigation bar.
4. Log out using the red "Logout" option.



Settings Page

The Settings page allows the user to set audio input and output devices.

1. Select audio input from the "Input Device" drop-down menu.
2. Select audio output from the "Output Device" drop-down menu.
3. Click the green "Save & Apply Changes" button to confirm the selection,.