Remote Phone Answering with RLKMobile Computers

Login to Computer

The computer should automatically login. If it does not, here is the necessary information:

Login: rlkuser

Password: RLK906user

Using Headsets

When inserting headset into jack, make sure to use the forward jack on the right side. A pop-up will ask what kind of device was inserted: choose Headset (not headphones). The computer will ask each time unless you select Remember my choice.

Shortkeys

The following shortkeys have been set on the computer:

=2 2230300

=3 3230300

=u1 201@276243 (login for phone user 1)

=u2 202@276243 (login for phone user 2)

=u3 203@276243 (login for phone user 3)

=up RLK906phone (password for all 3 phone users)

Logging into remote voice system

Go to <https://pbx.simplelogin.net/webphone> and login using the shortkeys listed above (you will be assigned a particular user for each shift. There is a shortcut for the remote phone system on the desktop. Feel free to bookmark it as well.

Answering calls

When a call comes in, a small pop-up will appear in the browser and a notification should appear in the tray. Click on the green phone icon to answer, the gray X icon to ignore, and the red phone icon to reject.

Placing caller on hold

Click the hold button. The caller will hear music until you click hold again.

Transferring calls

To transfer a call, click on the transfer button. You will be given the opportunity to choose a contact or enter a number on the keypad. After you have chosen the number, you will be given the option of blind transfer or assisted transfer. A blind transfer is direct with no interaction. An assisted transfer lets you speak with the person being transferred to before the caller does. The caller will be put on hold until you click Complete Transfer.

Hanging up

Click the big red phone icon when you have completed your call.