Your user portal to the Vodafone Relate cloud PBX

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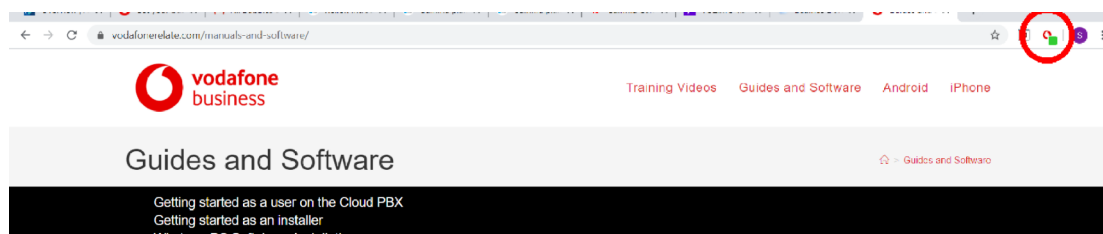
This guide refers to system software 21.101 and higher.

Your user portal to the Vodafone Relate Unified Communications platform

Your personal portal gives you quick and easy access to video conferences, chat, real time presence of colleagues, click-to-dial from contacts, call forwarding, voicemail, phone settings and speed dials.

Chrome Extension and click-to-dial

The easiest way to open your portal to the Unified Communications platform is with a Chrome browser. Simply add the 'Vodafone Relate Cloud extension' to your Chrome browser under the settings icon at the top right of the page Settings/More Tools/Extensions. Search for 'Vodafone Relate Cloud extension' and add it.

When the extension is added, a Vodafone Relate extension icon appears on on the top right of the browser page.

Click on this icon. Type in your username and password and the server address (PBX URL).


Press Save Settings to log in. The extension will now keep you connected to the Unified Communications platform to receive notification of incoming calls and chat messages.

A side-bar Vodafone Relate icon appears on the right of Chrome pages. Scrolling over this icon displays your extension name.


Clicking on the side-bar icon displays a reduced version of your Chrome extension with Voice Call management and Chat options and with a Scheduled Meetings menu option, for video and audio conferences, top right.
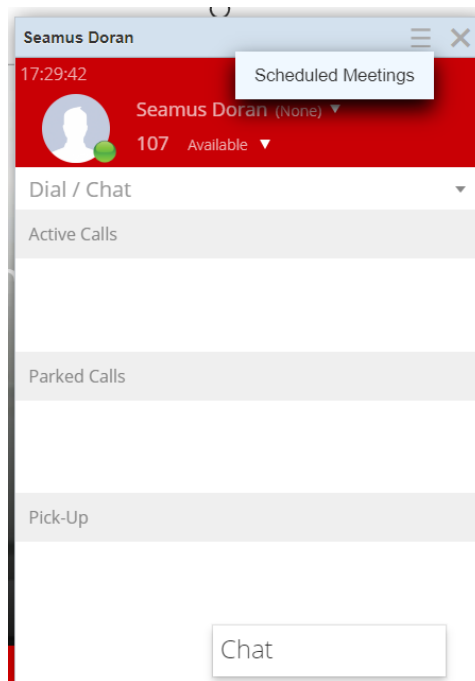
Click on the Vodafone Relate extension icon on the top right of your browser to open the full Chrome extension, with message notifications and links to your personal portal page.
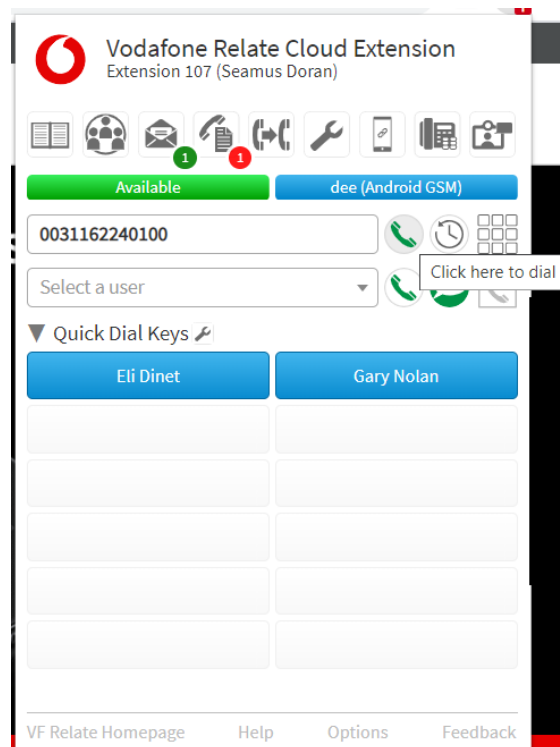
You can use the Chrome plug-in to highlight numbers on web pages, Google Contacts and Outlook 365 and click on the VF Relate icon to dial.
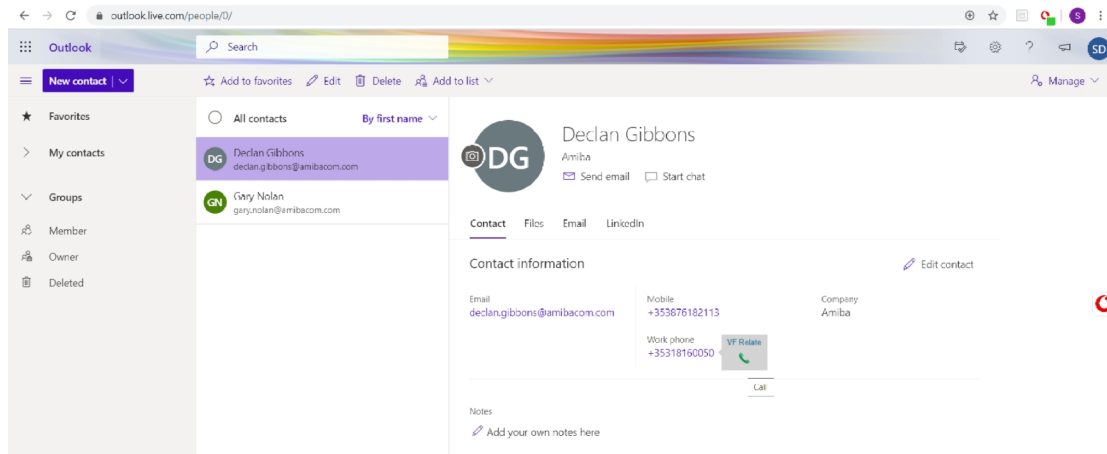

In order to dial a number in a customer-premise (non-cloud) Word doc or similar, copy the number to your Clipboard (Ctrl + C) and then use the Chrome Click-to-dial shortcut.

Call Handling panel on the user portal

You can easily handle multiple calls via your user portal.

To make a call from your phone using the portal, you can simply type the destination number into the white box in the call handling panel and click the handset icon. Alternatively, click the handset icon beside the number in the Phone Book or contact list.
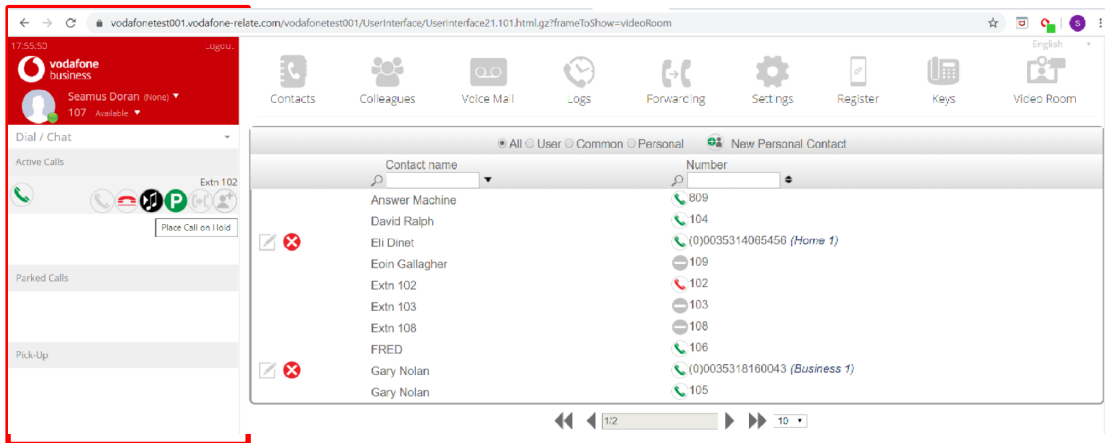

When you are on a call you can use the hold icon (music symbol) to place the other party on hold or to take a call back from hold. You can also use the park icon (P) to park or un-park a call.

Where many calls are active on your phone, the status of each one is displayed individually.

Instant Messaging

Enter the first letters of the user's name in the dialog box and click on the adjacent chat icon.
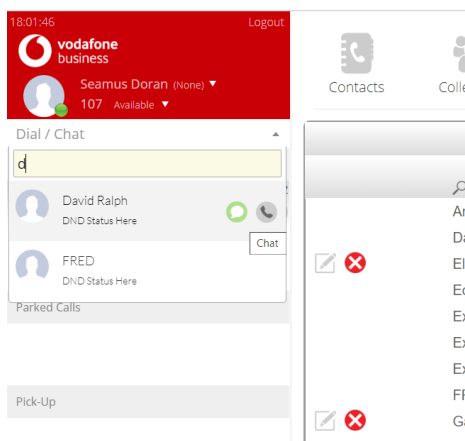
Type the message in the dialog box and enter carriage return to send.

User portal icons

The icons on your user portal give access to Phone Books, Presence of colleagues, Voice mails, Call Forwarding, Phone settings, Register Smartphone app, Function keys on desk-top phones and Video Rooms:
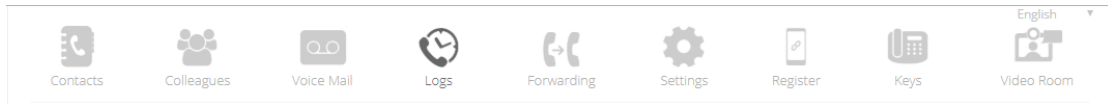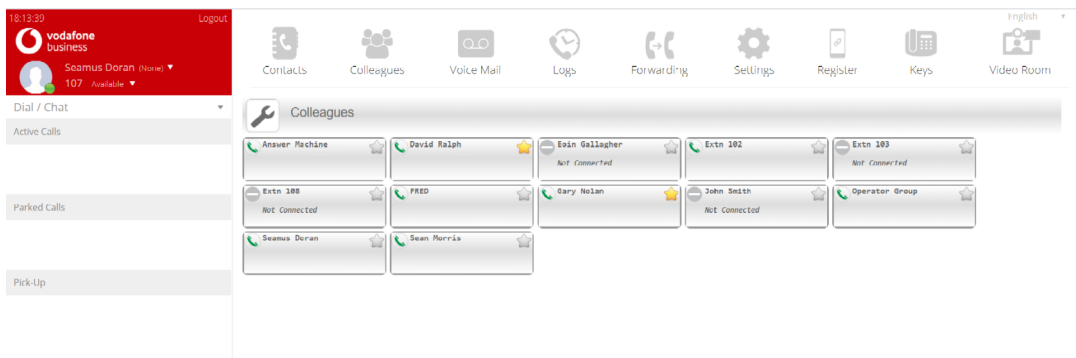

Contacts

Here you can click to dial from your contact list, from the company directory (common) or from the internal users' list. You can add or edit contacts, or search by typing a name or number in the search box.
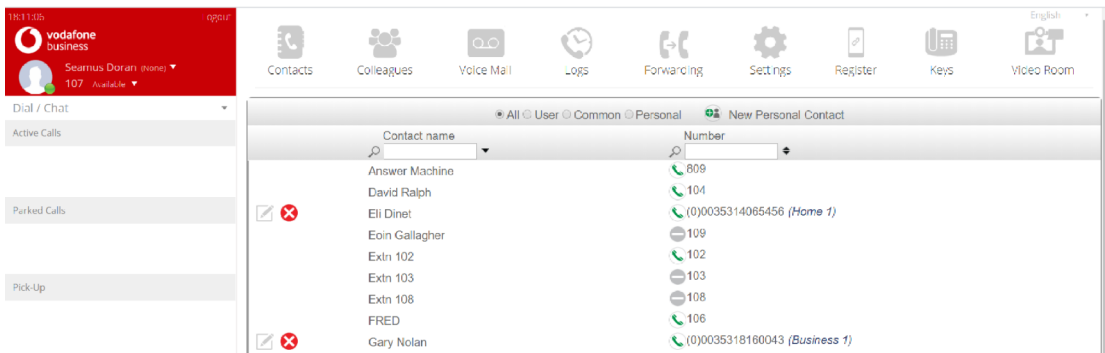

Colleagues

By clicking on this icon you see the live status of all other users on the system and you can call another user or start a chat session by simply clicking on the user call button or chat button.

Voice Mail and Recorded Calls

Clicking on the Voice Mail icon allows you to manage your voicemails and recorded calls. You can listen to, delete or download voicemail messages and recorded calls and create new contact using the call details. You can search for voicemails or recorded calls by date, calling party or name.
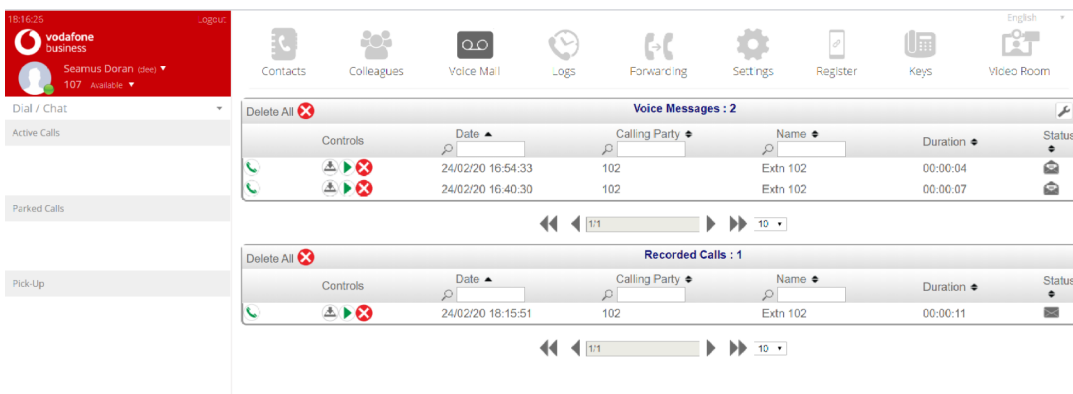
Click on the spanner icon, at the right hand side, to upload/download, play or delete recorded voicemail welcome and busy messages and your personal audio signature. This is a recording of you speaking your own name. It is used in the dial-by-name feature which allows incoming callers to type your name on the dial pad to connect to you.
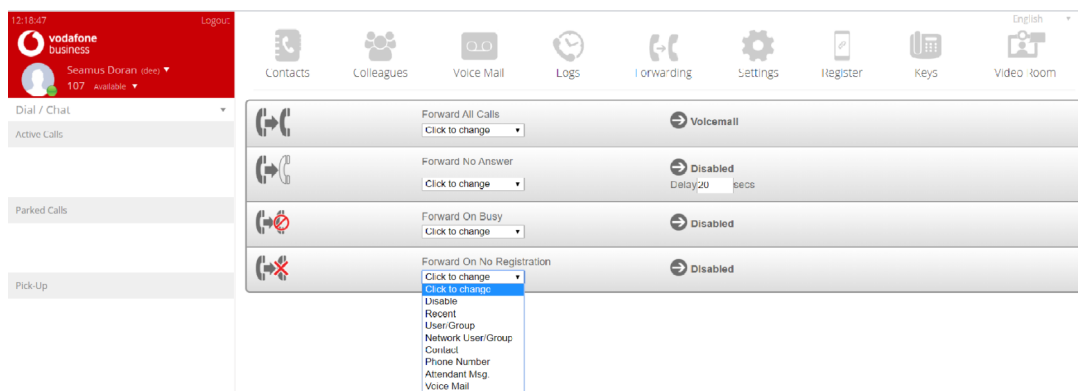
Logs

Click on the Logs icon to see lists of missed calls, dialled calls and answered calls.
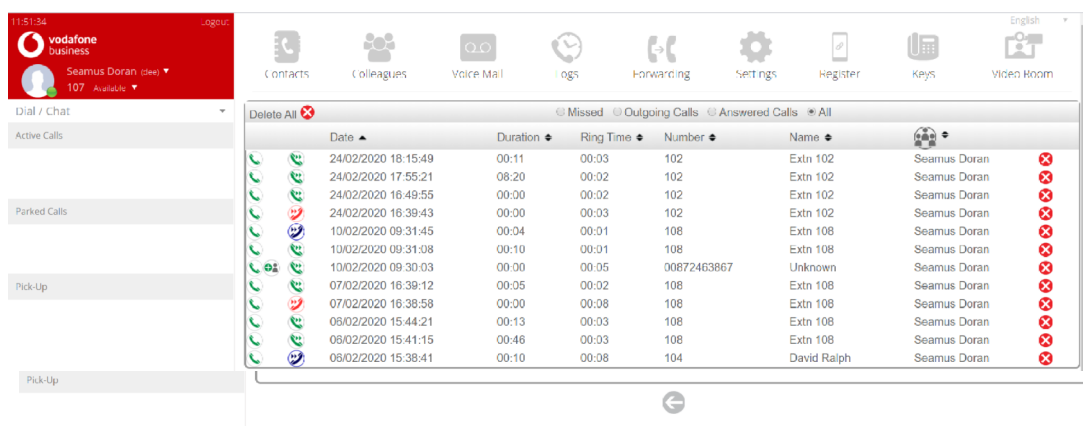
You can call back any missed call from this list or create a new contact using the details.
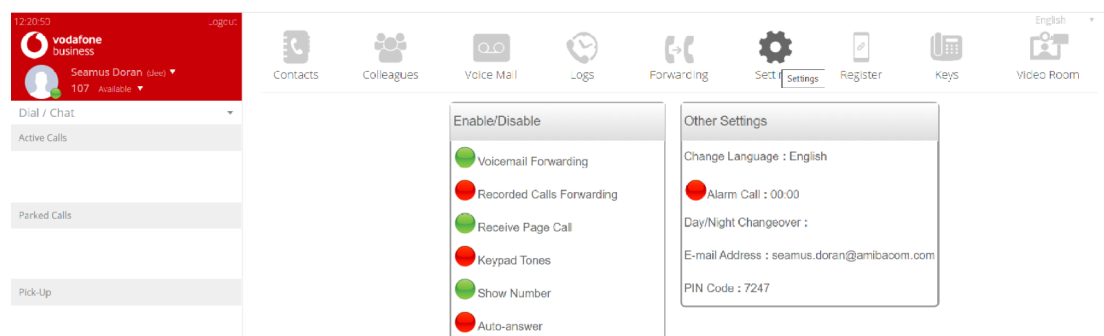
Forwarding

Click the Call Forward icon and select the forwarding options form the drop-down menus.

Settings

Clicking on Phone Settings allows you to change many of your phone's functions, to set alarm calls, to change language, to change your PIN, to log in or log out of a group or to switch the system to night mode if you are an operator.
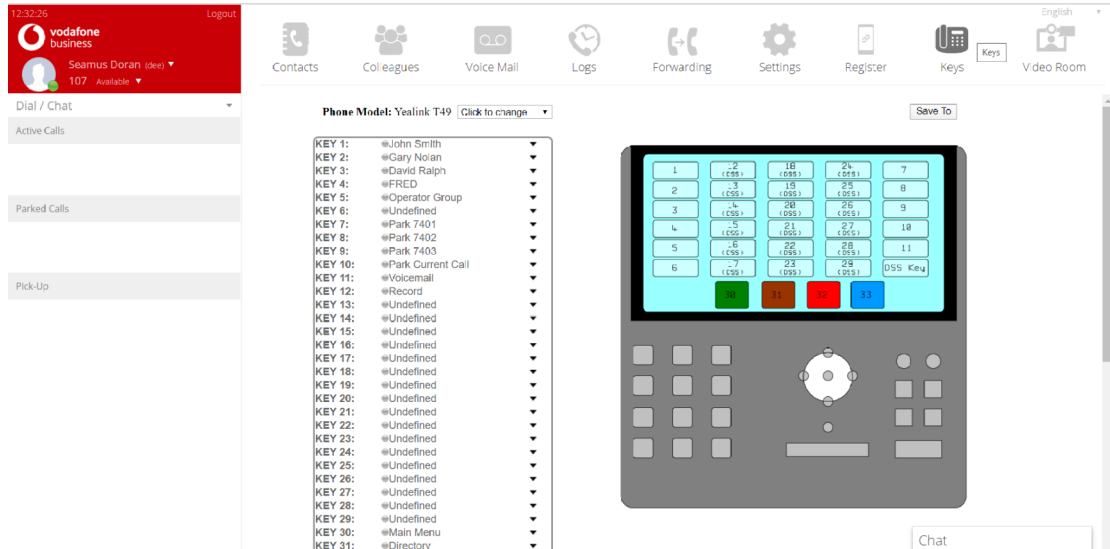

Register your smart phone app

Clicking on Register icon allows you to register your iPhone or Android app with the PBX, by entering the pairing code, which remains valid for two minutes.
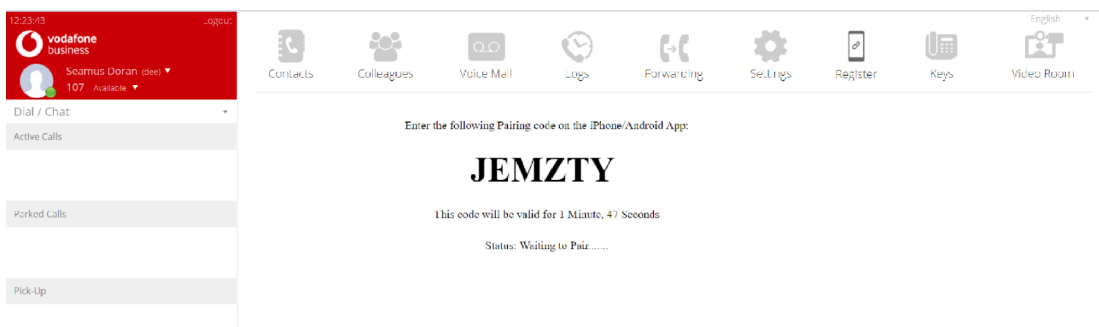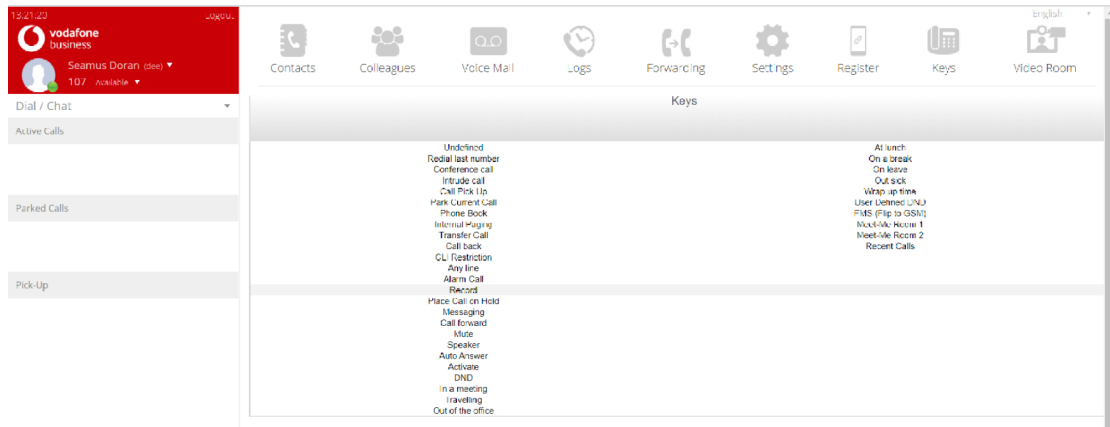
Keys

Click the Keys icon and select your desk-phone model from the drop-down menu, to programme the keys on your phone with speed dial numbers and tasks which you perform frequently.
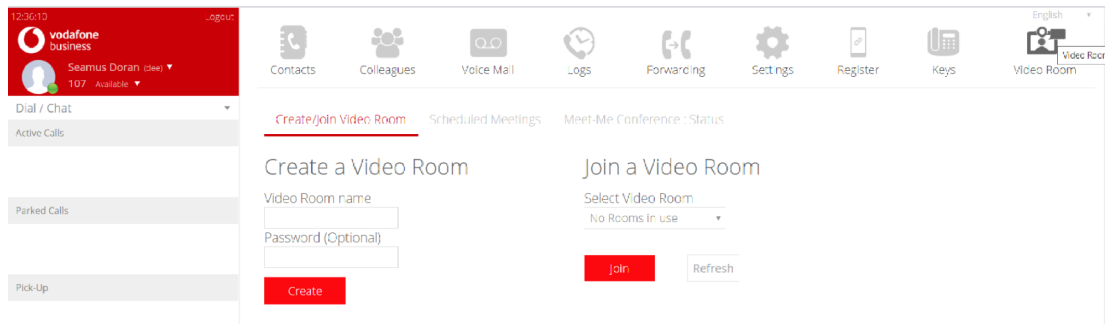

A function key can be programmed with an external contact or internal colleague or you can assign a function from the following list, under Keys, at the top of the drop-down menu:
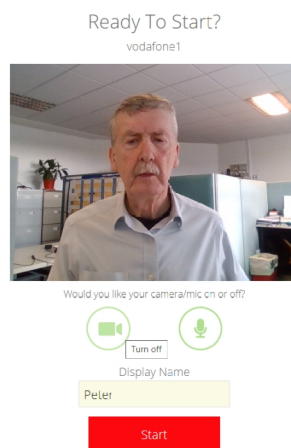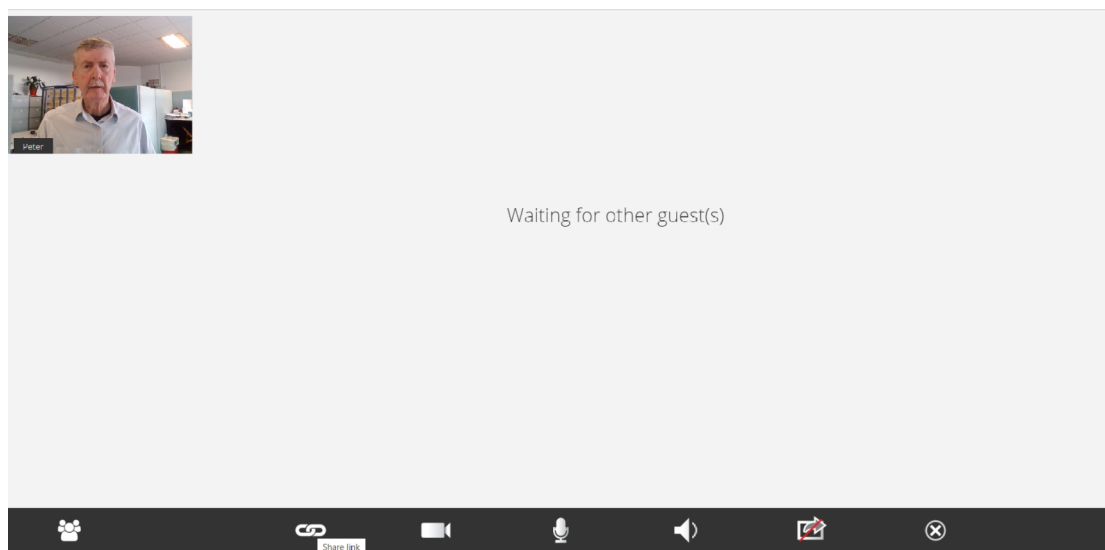
Video Room

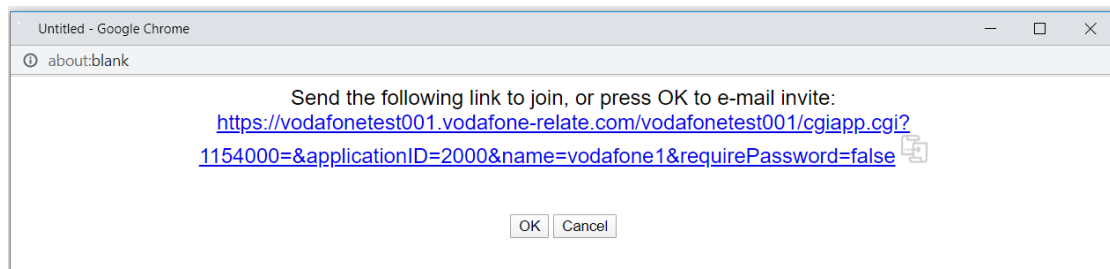Click the Video Room icon to set up, join or schedule a video conference.

Enter a name for the room and click Create. This brings you to the lobby.

Enter your Display Name, decide whether you want your camera on and click Start, to enter the meeting room.
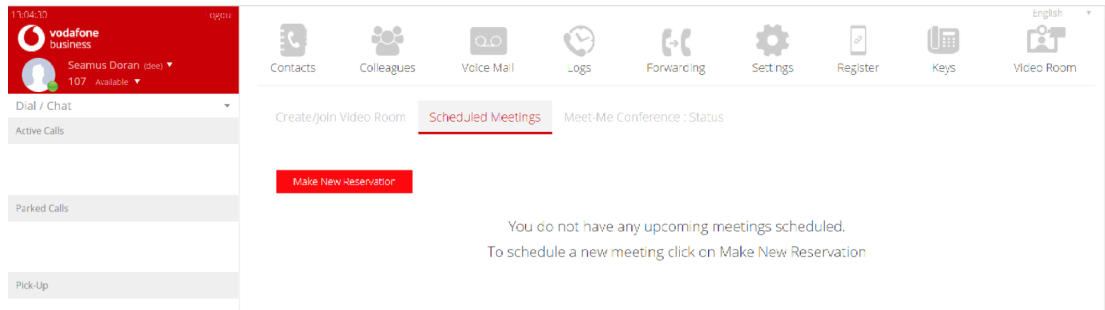
Click on the Share Link icon, second from the left, at the bottom of the screen, to access the link through which other participants can join your video meeting.

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Send the following link to join, or press OK to e-mail invite:

https://vodafonetest001.vodafone-relate.com/vodafonetest001/cgiapp.cgi?1154000=&applicationID=2000&name=vodafone1&requirePassword=false

OK   Cancel

Schedule a Meeting

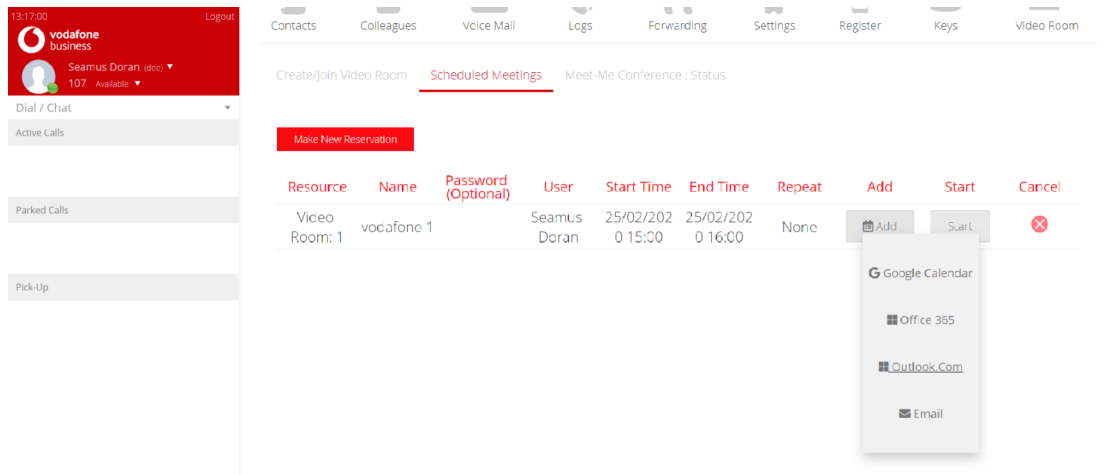After clicking the Video Room icon, click the Scheduled Meetings tab to review already scheduled meetings.

Click Make a New Reservation.

Select the Meeting Room Resource, enter meeting name, time, duration, click Done, and whether repeating and click Add.

The scheduled Meetings page is displayed, as above.

To send an invite to participants, select your calendar from the drop-down menu under the Add tab, Google, Office 365, Outlook.com or choose email.