WESTCOAST CLOUD VOICE
powered by **Blueface**

DEVICE FUNCTION GUIDE

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The 'Functions' tab (located in the Device section) allows customers to configure additional functions for each applicable device on their account. Customer administrators can configure this on the portal.

Note: functions are only available on compatible devices, listed below:

- Panasonic UT: 133, 136 and 248
- Panasonic HDV: 230, 330 and 20

BLF (BUSY LAMP FIELD)

BLF monitors specific lines on another user's device providing each user with a visual indication when others are on or receiving calls through a lamp indication on the sidecar of their phone. It also shows one-touch call pick up, call transfer and speed dial. Lamp indicators work as follows:

- Static red: The line is on a call
- Flashing red: The line is receiving a call
- Rapid flashing red: The line is on a call and receiving a second call

CALL PICK UP

When a lamp indicates another user is receiving a call on their line, press the flashing button on your handset to pick up the call.

CALL TRANSFER

If you wish to transfer a call to another user who is configured to your sidecar, while on a call, press Transfer on the handset followed by the button that corresponds to their device line.

LINE

The line option allows you to set a specific line on the device to show a set caller ID when making calls. It also allows you to apply a label to each line on your handset. Using a callflow to direct incoming calls from certain numbers to this line allows you to identify the number, department or IVR option the caller wishes to reach.

SPEED DIAL

Speed dial allows you to configure the sidecar on a device to dial a specific number or extension at the touch of a button. The speed dial function does not provide a lamp indication of when that number is in use; it is simply an option for making calls with one touch.

CALL PARK

Call park as a function on a sidecar allows you to monitor or transfer calls to a park position with one touch.

Park allows you to create a callflow that sends a call to a single, defined call parking space (a static park) or to one of a range of call parking spaces (a dynamic park). The former can be thought of as a single parking space, while the latter can be thought of as a parking lot.

When a call is sent to a parking space (using the transfer button on the device, followed by pressing the sidecar button of an available park spot), the call is placed on hold, and will remain on the sidecar button linked to the parking space until a user retrieves the call.

HEADSET

The headset function allows a user to make or receive calls on their connected headset when the sidecar button configured for the headset is pressed. This is mainly for lifter-less handsets. Lifters signal the device to make or receive the call on a headset automatically.

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USEFUL CONTACTS

To set up partner or customer accounts on
Westcoast Cloud Voice portal please email:
admin@westcoastcloud.co.uk

For sales info: **voice@westcoastcloud.co.uk**,
or support: **support@westcoastcloud.co.uk**