

HUD HIGHLIGHTS

Heads Up Display™ (HUD) was designed to be very easy and intuitive. We encourage you to jump right in at <https://hudweb.fonality.com>. Here's a quick overview to get you started.



Your Profile
Calls & Recordings
Conferencing
Call Center
Search

View and search your contacts

Find integrations and other optional tools like Video Collaboration here

Dock your favorite Groups, Queues and Contacts

Measure call stats (w/ Advanced Call Center License)

Manage parked calls

Adjust settings, including uploading your profile pic

Click to check notifications

See your active call and click for controls like Transfer and Record

FONALITY

Search [] New

All Favorites Recent External Groups

NAME	EXTENSION	CALL STATUS	HUD STATUS
Arlene Bugarin	#7005	offline	offline
James Haynie	#7007	Away	away
Jeff O'Malley	#7002	Available	available
Karl Gilgenbach	#7001	offline	offline
Kim Jones	#7003	Available	available
Lushunda Chun	#7004	offline	offline
Ross Ferguson	#7006	offline	offline
Sally Smith	#7000	do not disturb	do not disturb
Yvonne Mendenhall	#7008	offline	offline

Notifications - 2 events **Open**

9-877-366-2548
Outbound on call 00:34 **End Hold**

Phone number **New Call**

Maria Jimenez

CHAT STATUS: Available, Away, Busy

CUSTOM STATUS: []

LOCATION: Office (7003)

Place a call

Phone number # **Call**

Recent calls

DATE/TIME	FROM	TO	DURATION
Today 06:10 pm	You @ 7003	7009	00:18
Today 06:08 pm	You @ 7003	8655	01:11
Today 06:08 pm	You @ 7003	7001	00:31

Preferences

General Phone Web Launcher Queues My Account Alerts CP About

INTERFACE

Application tuning

Language: English (United States)

Autoclear search

Autoclear after: 30 seconds

Sales None

members(s)

- Arlene Bugarin offline
- Jeff O'Malley Available
- Lushunda Chun offline
- Maria Jimenez Available + on call
- Ross Ferguson offline
- Sally Smith do not disturb
- Yvonne Mendenhall offline

Parked Calls no calls on park

My Queues Logged In(2)

My Queues

SalesQueue Logged In

SupportQueue Logged In

SalesQueue Agents: 2/3/3

	00:11	03:13
Waiting	0	0
Long Hold	0%	0
Avg Talk	2	0
Total	2	0
Abandon	0%	0
Active	3	0

SupportQueue Agents: 1/2/2

	00:29	02:53
Waiting	0	0
Long Hold	0%	0
Avg Talk	3	0
Total	3	0
Abandon	0%	0
Active	0	0

Feedback

Sign out

ME in (2)

Available

3 QUICK WAYS TO CONNECT WITH HUD WEB

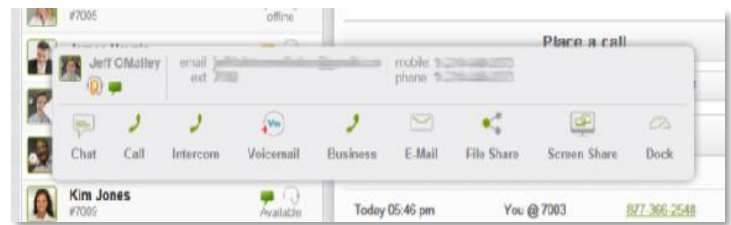
1. Hover over a coworker's picture and select from the menu to call, chat, email, and more.
2. Type or paste a number in the lower left corner and click New Call.
3. Answer a call (or not) by clicking Accept or Decline on the pop-up notifications made possible by the Fidelity browser extension, which you'll be prompted to download the first time you HUD.

MORE THAN JUST VIDEO COLLABORATION

The avatar pop-up menu shows you available options to connect instantly. In addition to starting a call or chat, customer favorites include:

- Add this Contact to your Dock for easy access any time (that area on the far right)
- Leave a voicemail when you see the Contact is Offline, Busy, or on the phone.
- Start an instant Video Collaboration session*
- Barge, Monitor, or Whisper on other calls for quality assurance and training if you have [Advanced Call Center*](#)

HINT: Hover over the avatar for Groups, Queues, and Conference Rooms to access their features in a similar fashion. You can Dock them, too!



WORK FROM ANYWHERE: STAYING CONNECTED

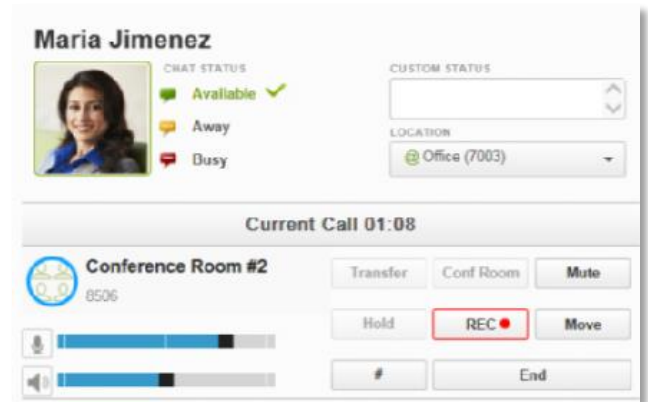
Here are a few ways to personalize your HUD:

- Change your device location to mobile, Softphone, or desk phone depending on where you are.
- Create a custom status to pull up your company: Know what's going on, even if you're away from the office.
- Flexibility: A connection to the Internet is all you need to harness the power of HUD.
- Chat with internal users like you never left the office. The whole company is at your fingertips.
- Upload your Avatar photo in the center console of your Me section in the App Tray under My Account. (**HINT:** Cropped square works best.)
- Drag a Contact, Group, or Queue to the right to add it to your Dock for easy access. Or hover over their avatar image and clicking Dock. Do the reverse to undock.
- Click through to your User Control Panel from the CP tab in the center console of your profile to set up other features like Find Me, Follow Me.

TAKE CONTROL OF YOUR CALLS

Click any call in progress from the Notification area of HUD or a pop-up notification. From this menu, you can:

- Transfer to a coworker
- Move it to a conference room
- Change your location. i.e. transfer from your deskphone (Office) to your cellphone (Carrier)
- Mute/unmute
- Start and stop recording
- Adjust mic and speaker volume
- End the call



MORE RESOURCES

NetFortris Support
netfortris.com/support

Webinar Training
netfortris.com/support-webinar

How-To Videos
netfortris.com/support-training-video

*Included in Ultimate Edition; optional for Professional.
HUD Web is available for systems running CP 14.0 or newer.
For other terms and conditions, visit www.netfortris.com/legal.

CONTACT US TODAY TO LEARN MORE ABOUT HUD WEB!

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About NetFortris

NetFortris delivers secure, reliable communication solutions, customized to meet the unique needs of mid-market and enterprise customers. NetFortris cloud solutions, carried over our private, nationwide MPLS network, include SD WAN, Voice & UCaaS, Network and Data Security and 4G backup. Not only do we manage these services with, or on behalf of our customers, we consolidate billing to streamline their operation. Customized Solutions, Secure and Reliable, Geared toward Growth, that's Business Communications Simplified.

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