



Tetherfi Cloud Application User Guide

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1. Preface

Welcome to the *Tetherfi Cloud User Guide*. This document describes the features and application usage by the application user.

This preface provides an overview of this document, intended audiences and document version.

Who should read this guide?

This guide is intended for anyone using Tetherfi Cloud Application.

Every effort has been made to present the application in an easy-to-understand manner. There are a significant number of unique features and market leading functionalities demonstrated here. Some of the terminologies might be new to you and there is a Glossary section provided to help you out.

Document Version

A version number appears at the bottom of the inside front cover of this document. Version numbers change as new information is added to this document.

2. Login to Application

This section will inform the user on the steps to login to the application.

You will be provided with the application URL. Click on the URL to launch the application in the browser. Login page will be displayed.

You will provide the email address and Password in the login page to proceed with Sign In to the application.

You are provided with an option to view the password in clear text to confirm the password before sign in.

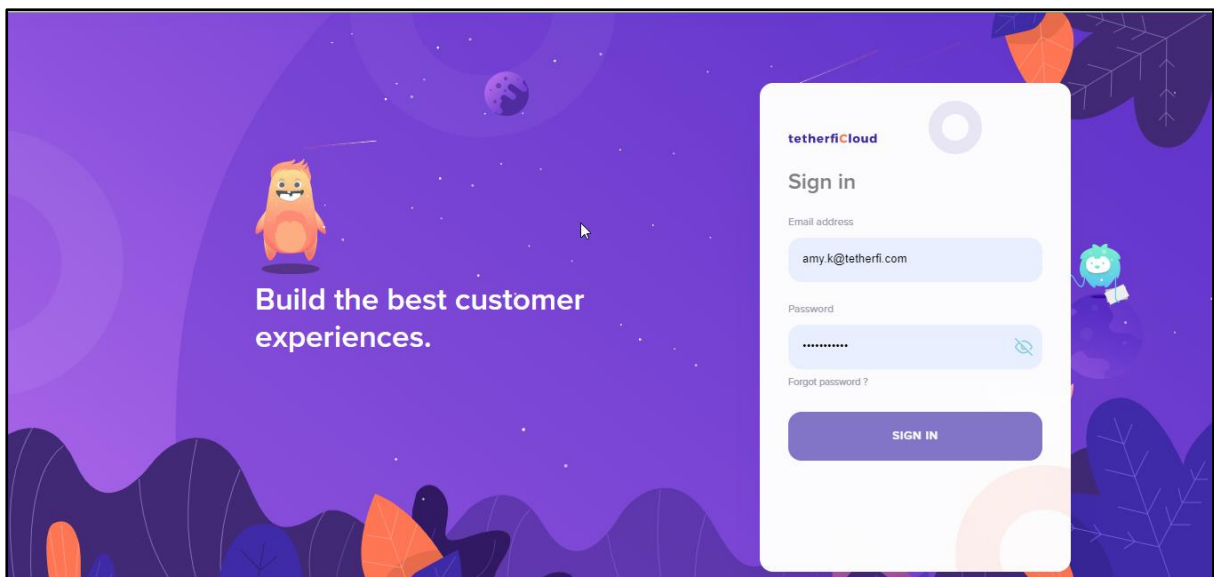


Figure 2.1 – Login page of the cloud application

3. Reset Password

Password of the users can be reset from the Admin UI or from the user UI. Steps to reset the password from both the UI is explained in this chapter.

How to reset password from Admin UI?

Steps:

1. Enter the URL of the application on the browser
2. User will be in the **Home** page of the **Admin console**
3. Click on **Sign In**

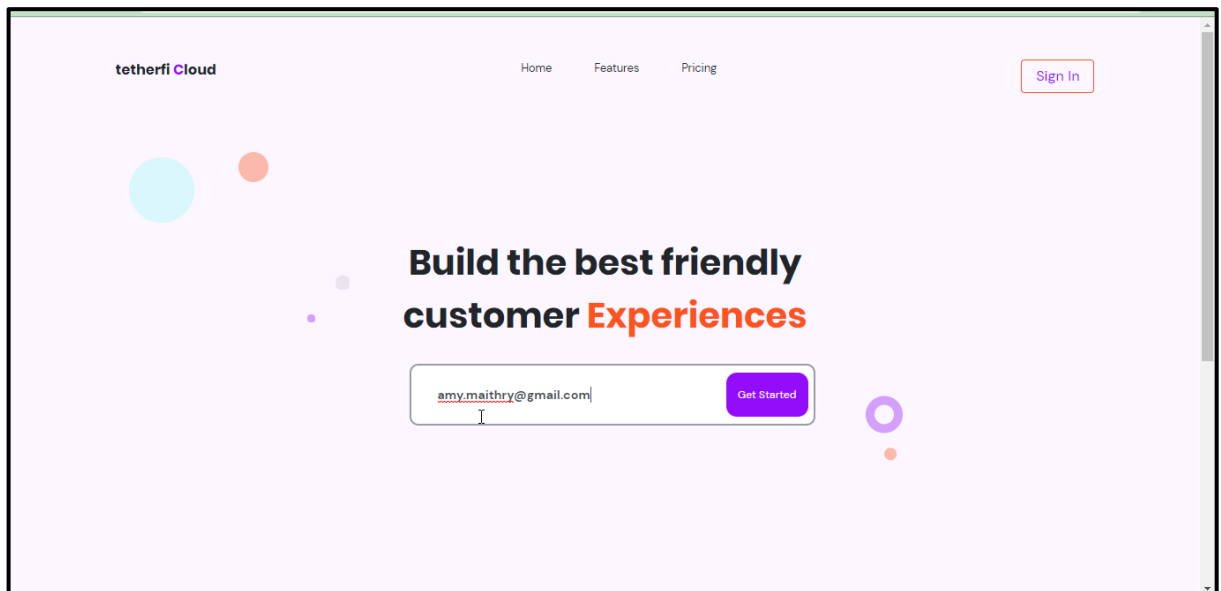
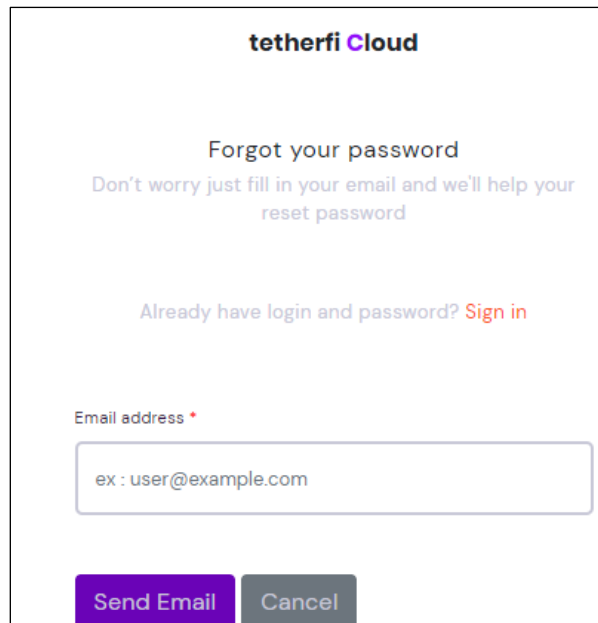


Figure 3.1 – Landing page of Admin console

4. You will be navigated to **Sign In** page
5. As the user has forgotten password, click on **Forgot Password**
6. You will be navigated to **Forgot your password page**
7. Enter the **email id** and click on **Send Email**
8. Click on cancel to clear the email field and provide correct email id
9. If the user remembers the password, user is provided with an option to navigate to Sign in page from here



tetherfi Cloud

Forgot your password

Don't worry just fill in your email and we'll help your reset password

Already have login and password? [Sign in](#)

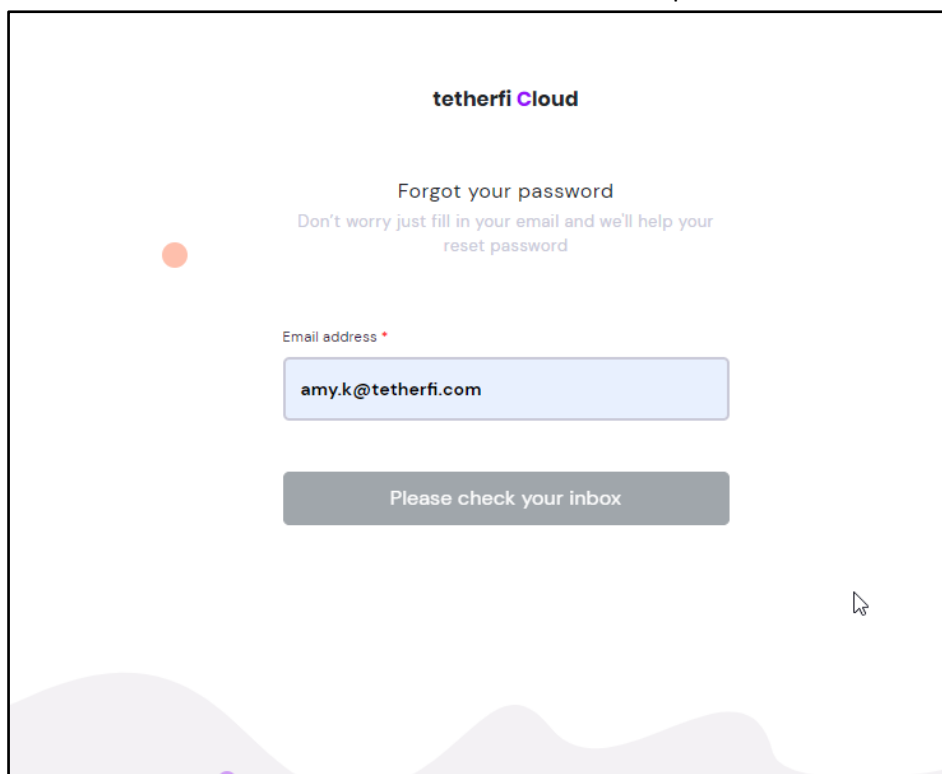
Email address *

ex : user@example.com

Send Email Cancel

Figure 3.2 – Provide email address

10. An email will be sent to the email address provided.



tetherfi Cloud

Forgot your password

Don't worry just fill in your email and we'll help your reset password

Email address *

amy.k@tetherfi.com

Please check your inbox

Figure 3.3 – Page after sending the email

11. Click on **Reset Now** in the email received by the user

12. **Forgot Password page** will be opened
13. Enter the **password** and also enter the same password again to Confirm in **Confirm Password** text field
14. Click on **Set**

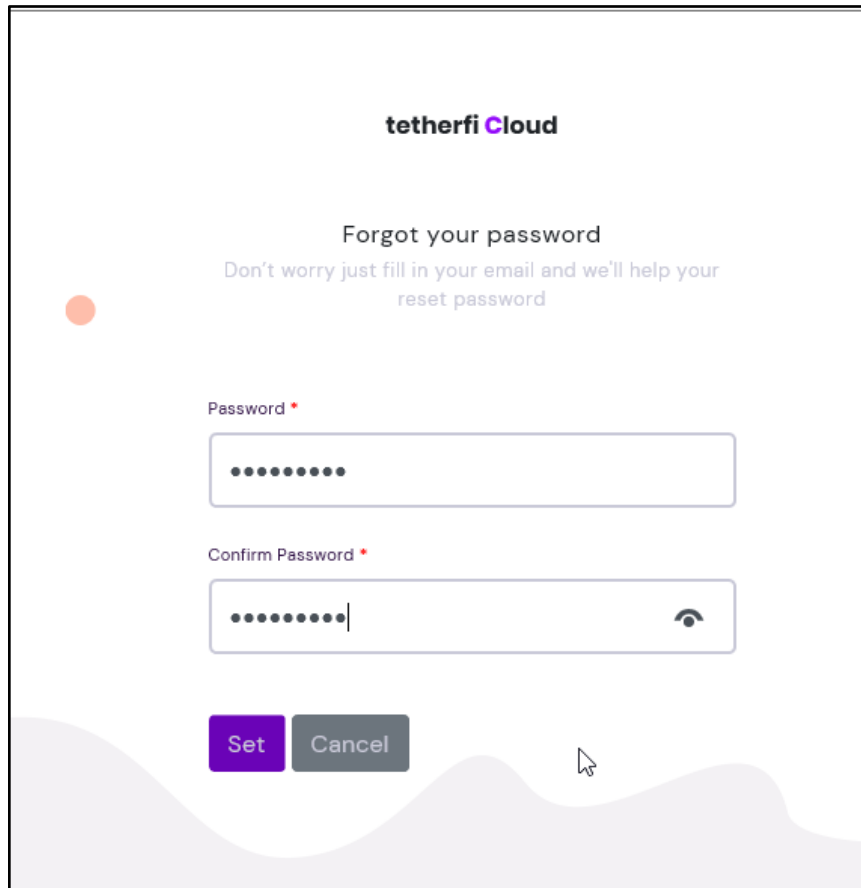


Figure 3.4 – Reset Password

15. Both Password and Confirm password should be same. If both of them are different then the password will not be set and an error will be thrown to the user “Both password should be same”.

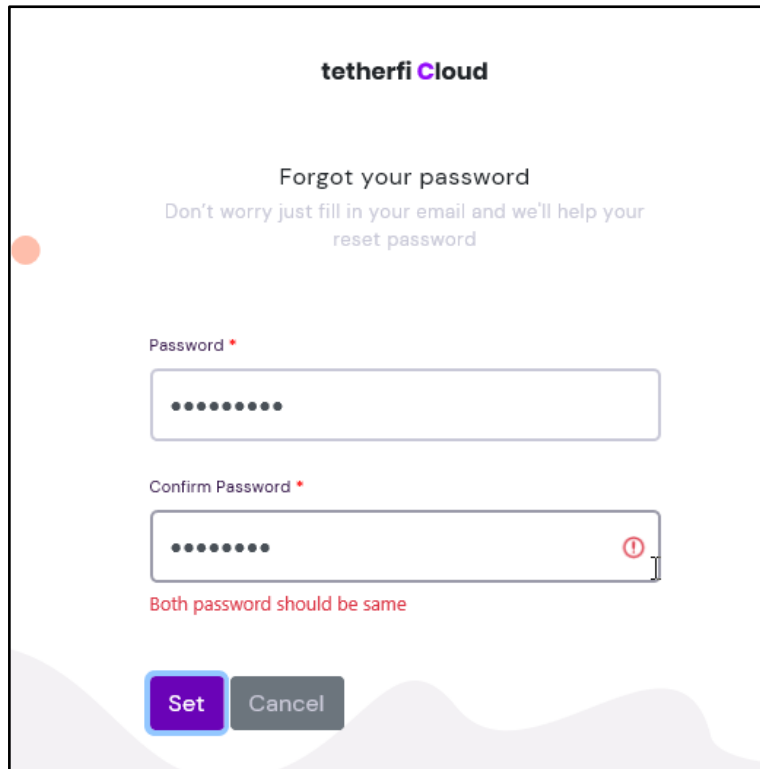


Figure 3.5 – Message when both Passwords do not match

16. You will be in the admin home page
17. Click on the drop down on the top right of the home page and then click on Agent menu
18. You will be in the login page of the application
19. Enter the email id and new password to Sign in

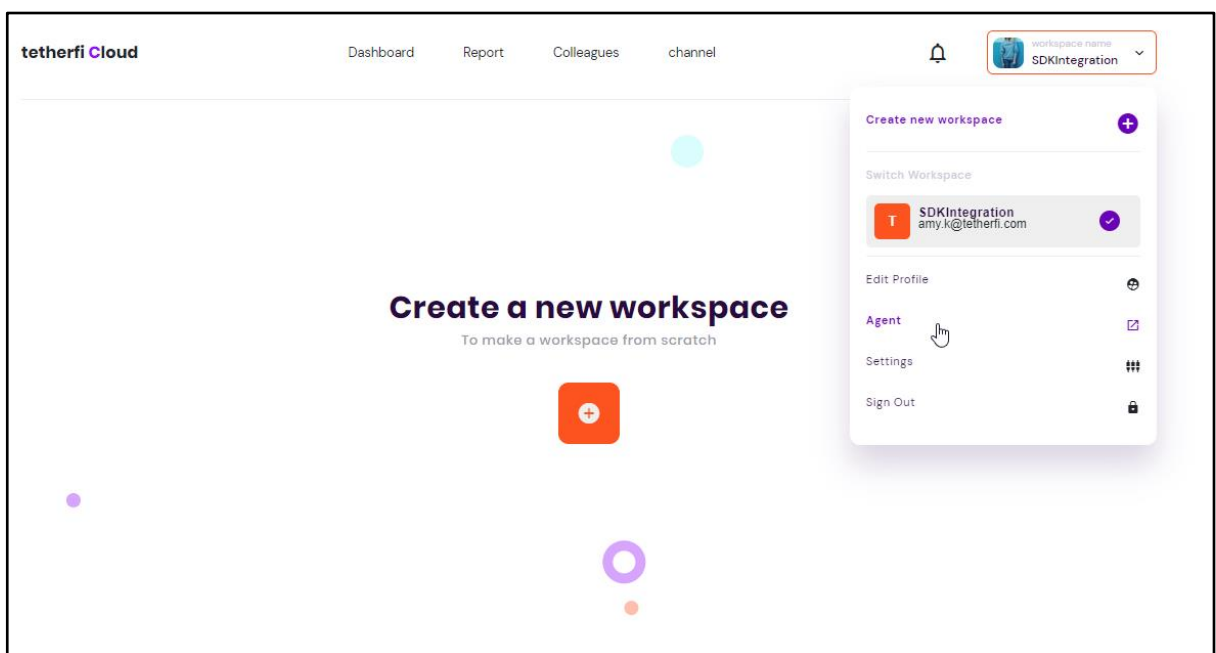


Figure 3.6 – routed to admin console after password reset

How to reset password as a User?

Steps:

1. Enter the URL of the application on the browser
2. User will be in the Login page of the application
3. As the user has forgotten password, click on
4. Click on **Forgot Password**

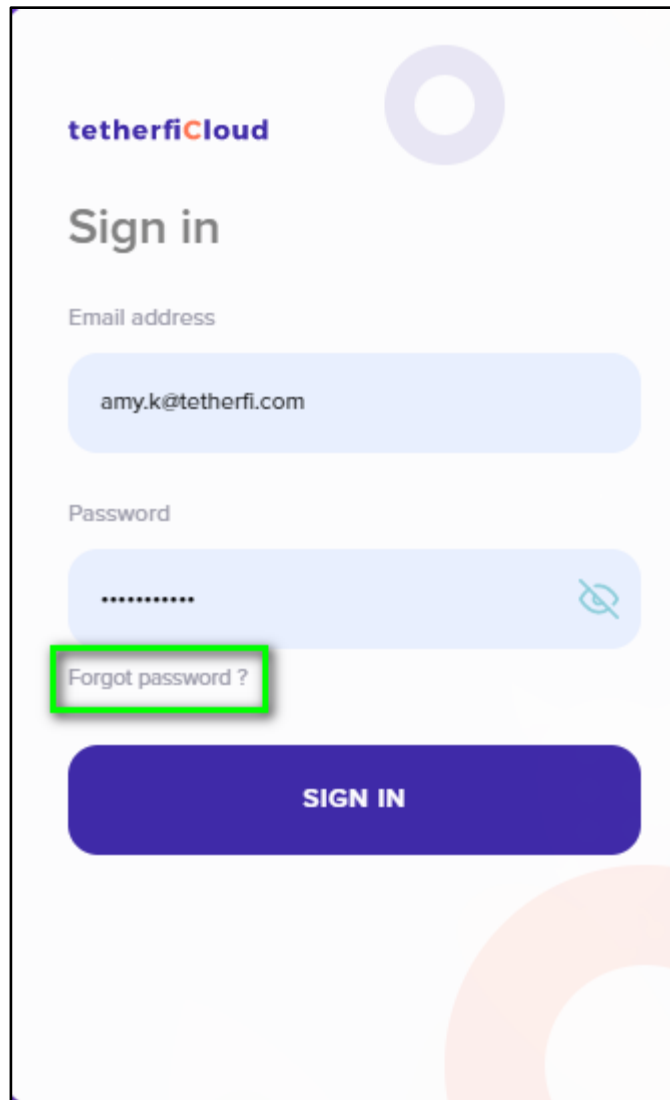


Figure 3.7 – Forgot Password in User UI

5. You will be navigated to the **Recover password** page.
6. Enter the **email id** and click on **Send**

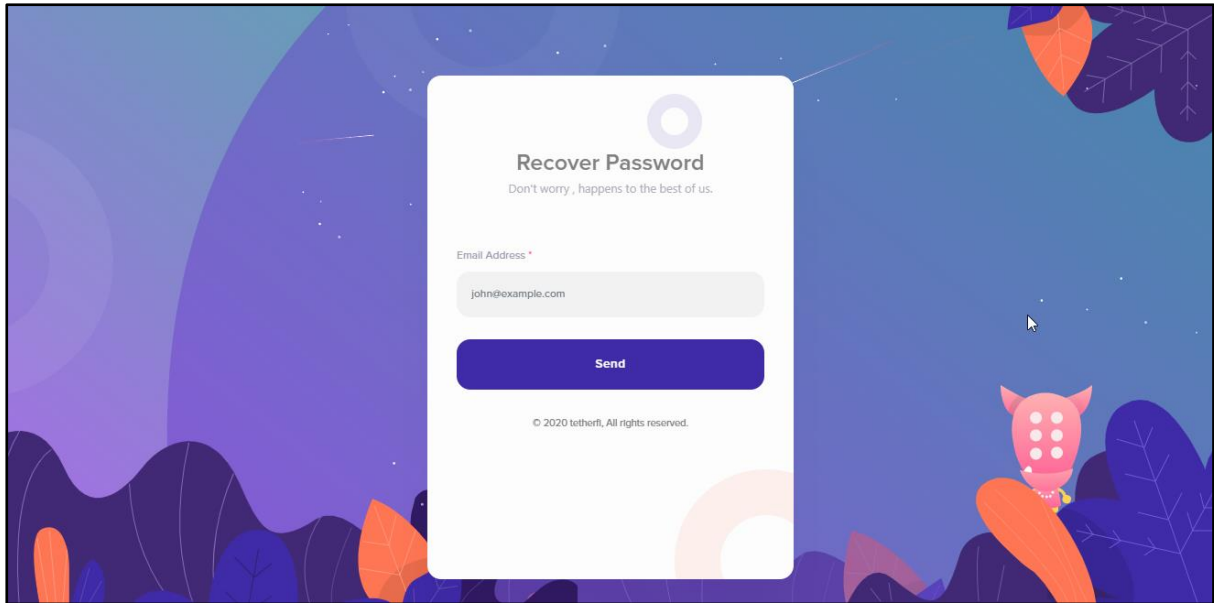


Figure 3.8 – provide email address

7. An email will be sent to you with the link to the reset password URL. User will also receive a message on the UI informing that the email is sent to the user's email id.

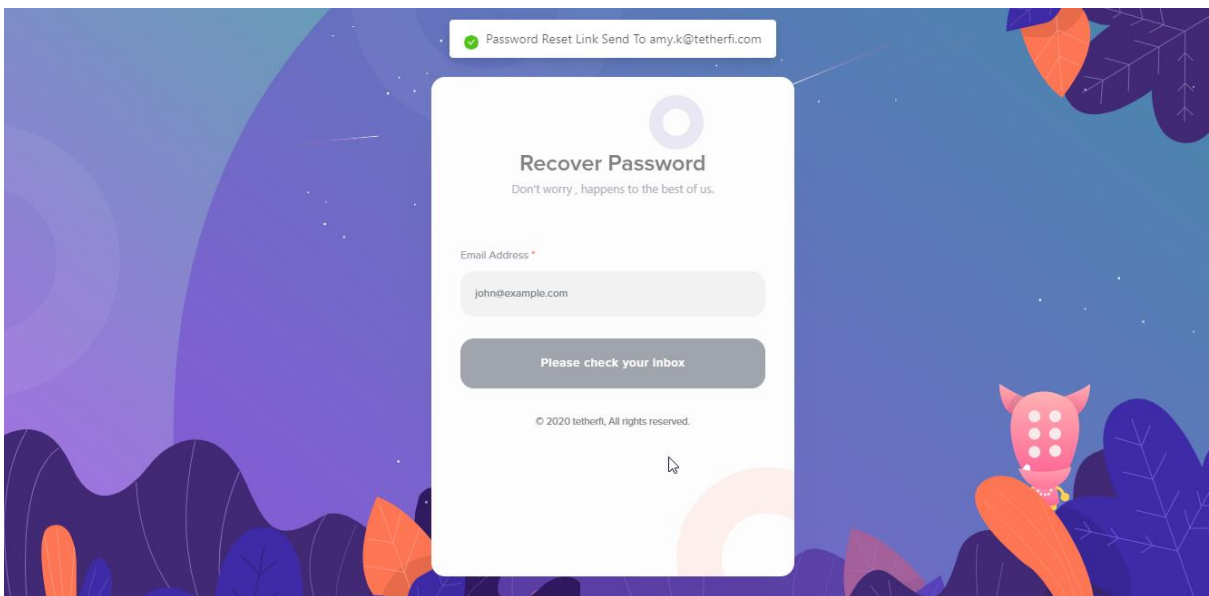


Figure 3.9 – Page after sending email to user

8. If the email is not received due to some reason, you can click on **Resend Now**

9. In case the email id has to be changed, click on **Back to Email**. You will be navigated to the previous page where the email id can be entered.
10. You will be navigated to **Enter your password** window
11. Provide the new **Password** and **Confirm Password** by the same the password again

Figure 3.10 – Set new password

4. My Profile

About My Profile

My Profile has user related details. You use the My Profile to set your status, availability, switch workspaces, update personal details and to reset password.

How to view My Profile?

You will be on the Home page on logging in to the application. To view your profile, you will have to mouse hover on your picture displayed on the extreme top left side of the application window.

My profile opens up as a pop up window next to profile picture.

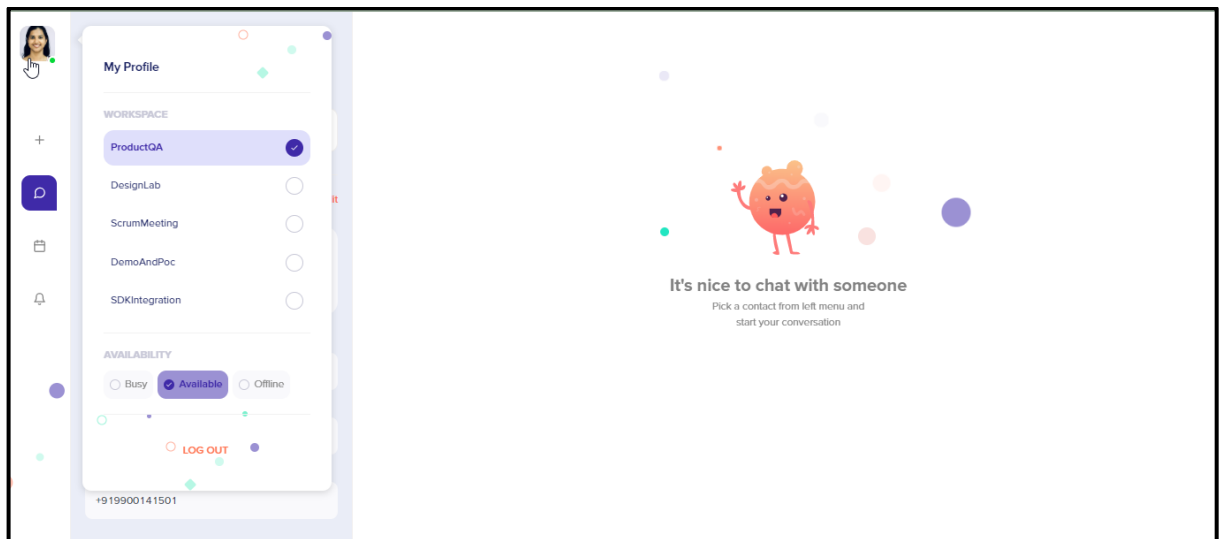


Figure 4.1 – My profile

Features:

1. Workspace switch
2. User Availability
3. Logout
4. User status
5. Personal details
6. Change password

How to switch workspace?

Steps:

1. In the leftmost panel on login, mouse hover on the profile pic

2. My Profile panel will be displayed
3. Choose the workspace to which you want to switch to
4. “Switched to workspace <workspace name>” message will be displayed
5. User will be able to see the contact list of the chosen workspace

How to set Availability?

Presence indicates the user’s availability and status to other users. User can set their own custom status, informing their workspace user of current status. This can be set in the availability section.

Steps:

1. In the leftmost panel on login, mouse hover on the profile pic
2. My Profile panel will be displayed
3. Below the workspace list, Availability section is present
4. Choose the Availability (presence)
5. Availability of the user will be changed to the set one. It is a dot on the profile pic of different colour to show different status.

How to set user status?

Steps:

1. In the leftmost panel on login, mouse hover on the profile pic
2. My Profile panel will be displayed
3. Click on the **My Profile** menu title on top left of the panel
4. My profile panel with more details will be displayed

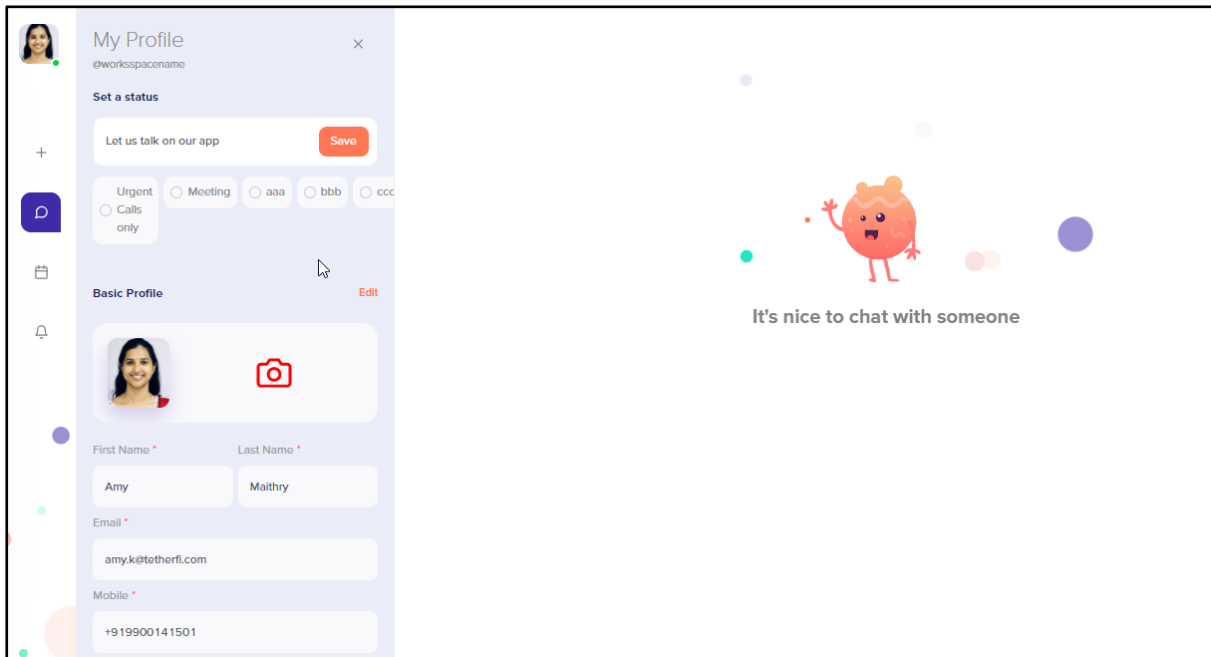


Figure 4.2 – My profile – set status and user personal details

5. Enter status in the **Set a Status** text field
6. Click on Save
7. Default status is also available, and this is set in the Admin application

How to manage user personal details?

Steps:

1. In the leftmost panel on login, mouse hover on the profile pic
2. My Profile panel will be displayed
3. Click on the **My Profile** menu title on top left of the panel
4. My profile panel with more details will be displayed
5. Click on **Edit** button present in the Basic profile section
6. To add the profile picture, click on camera icon to take a new picture and upload. To add an image from your system, click on + button and upload the picture.
7. **First name, last name** and **mobile** number will be editable. User can only view their email id.
8. Click on **Save** button on top right of the section to save the changes.
9. Click on **Cancel** button to undo the changes

How to reset password?

Users are provided with an option to manage their password. Let us see how it can be done.

Steps:

1. In the leftmost panel on login, mouse hover on the profile pic
2. My Profile panel will be displayed
3. Click on the **My Profile** menu title on top left of the panel
4. My profile panel with more details will be displayed
5. Click on **Edit** button present in the Basic profile section
6. Provide the **current password, new password** and confirm the **new password**
7. By default, the passwords are masked. Click on the open eye icon in each field to unmask the password.
8. Click on **Save** button on top right of the section to save the password.
9. Click on **Cancel** button to undo the changes

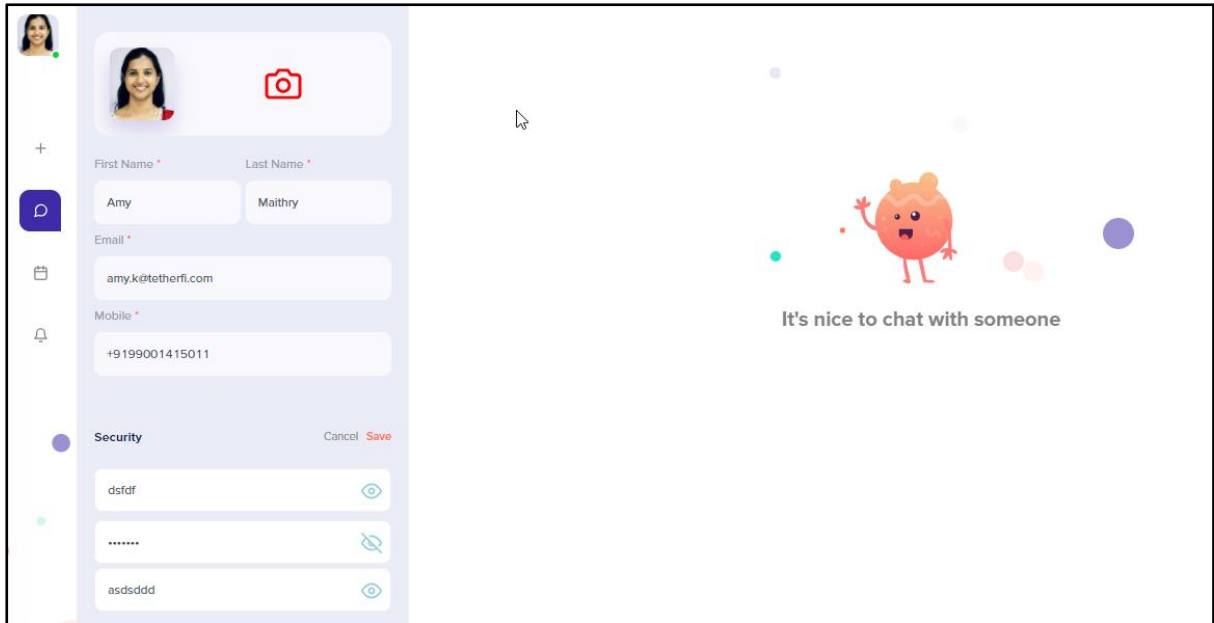


Figure 4.3 – My profile – password reset

5. Messaging Service

About Messaging

Text messages and media can be shared between 2 users or multiple users in a group. In this chapter, each of the feature is explained in detail.

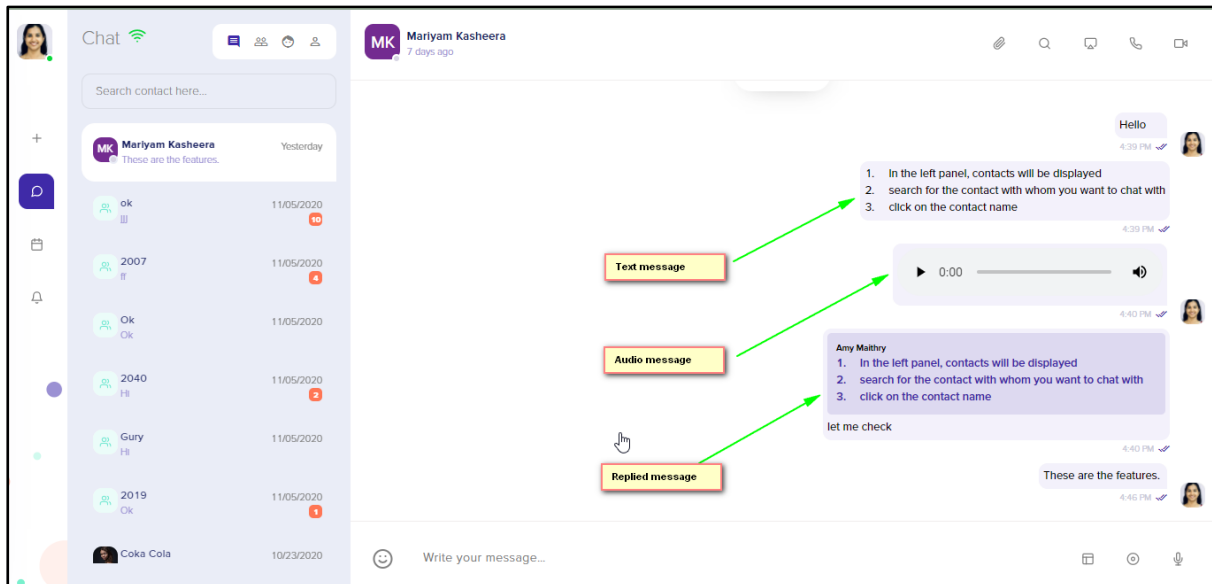



Figure 5.1 – Chat window with different types of messages

Send text message:

Steps:

1. In the left panel, contacts will be displayed
2. search for the contact with whom you want to chat with
3. click on the contact name
4. selected contact's chat transcript window will be displayed.
5. At the bottom, **Text field** will be available with the placeholder text *write your message*.
6. Enter the text message to be shared with the other participant
7. Click on **Send** . **Send** button will be enabled only when there is content in the text field.
8. Sent message will be present on the right side of the sender's chat window

Receive online text message:

Text messages will be received by the user when in both online and offline status.

Steps:

1. In the left panel, contacts will be displayed
2. You will know that the contact has sent you message when you see **unread message count** displayed for each contact
3. Click on the contact whose messages you wish to see
4. Messages received by you from the contact will be displayed on the left side of the chat transcript window

Receive offline text message:



Text messages will be received by you even when in offline status.

Steps:

1. Login to the application
2. In the left panel, contacts will be displayed
3. You will know that the contact has sent you message when you see **unread message count** displayed for each contact
4. Click on the contact whose messages you wish to see
5. Messages received by you from the contact will be displayed on the left side of the chat transcript window
6. After the offline messages are read, the unread message count will not be displayed.



Replying to a message with text:

Steps:

1. Select the chat to which you want to reply to
2. click on the **kebab menu**  present on the top right of the chat
3. list of menus will be displayed
4. click on **Reply**
5. original message will be displayed above the text field
6. enter your response
7. Click on **Send** 
8. Sent message will be displayed along with the original message



Replying to a chat message with video recording:

Steps:

1. Select the chat to which you want to reply to
2. click on the **kebab menu**  present on the top right of the chat
3. list of menus will be displayed
4. click on **Reply**. Original message will be displayed above the text field
5. enter the text to be sent
6. Click on **Send** 
7. Replied message will be displayed along with the original message



Send Audio message:

Steps:

1. In the left panel, contacts will be displayed
2. search for the contact to whom you want to send the audio recording
3. click on the contact name
4. selected contact's chat transcript window will be displayed.
5. Click on **Audio Recorder**  at the bottom, right of the text field
6. Start recording the audio. Maximum 10 seconds can be recorded.
7. Click on **Send** 
8. Sent audio message will be present on the right side of the sender's chat window

How to cancel sending Audio message:



Steps:

12. Click on **Audio Recorder**  at the bottom, right of the text field
13. Start recording the audio. Maximum 10 seconds can be recorded.
14. Click on **Cancel** 
15. Audio message will not be sent

Playing Audio message:


You can play the sent or received audio message.

Steps:

1. Click on **Play**  to listen to the sent or received voice message
2. Start recording the audio. Maximum 10 seconds can be recorded.
3. Click on **Cancel** 
4. Audio message will not be sent

Send Video message:

Steps:

1. In the left panel, contacts will be displayed
2. search for the contact to whom you want to send the audio recording
3. click on the contact name
4. selected contact's chat transcript window will be displayed.
5. Click on **Video Recorder**  at the bottom, right of the text field
6. Video recorder pop up window will be displayed
7. Click on **Turn camera On** button
8. Video of the user will be seen on the recording screen.
9. click on **start** button to start recording the video

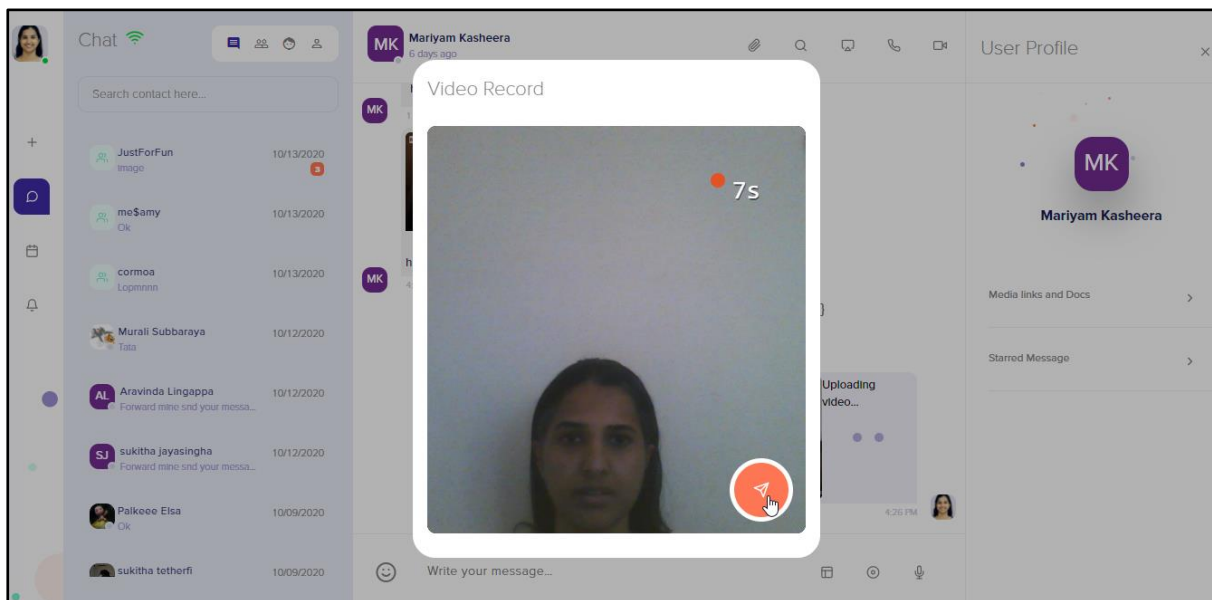





Figure 5.2 – Video recorder

10. Maximum 10 seconds can be recorded.
11. User can retake the video as well
12. Click on **Send** 
13. Sent video message will be present on the right side of the sender's chat window


Forwarding a chat message:

Steps:


1. Select the chat that you want to forward
2. click on the **kebab menu**  present on the top right of the chat

3. list of menus will be displayed
4. click on **Forward message**
5. **Forward Message To** pop up window will be displayed
6. You can either use search feature or directly select the contacts from the list
7. Selected contacts will be displayed at the bottom of the window
8. Click on **Send** 
9. forwarded message will be shared with all the selected contacts

Star a message:

1. Select the chat which you want to star
2. click on the **kebab menu**  present on the top right of the chat
3. list of menus will be displayed
4. click on **Star message**
5. **Star icon** will be displayed below the message

Unstar a message:

1. Select the chat which you want to unstar
2. click on the **kebab menu**  present on the top right of the chat
3. list of menus will be displayed
4. click on **Unstar message**
5. **UnStar icon** will not be displayed below the message

All the above features are provided for groups as well.

Screenshare while chatting:

User can start screenshare while chatting with another user.

Steps:

1. In the left panel, contacts will be displayed
2. search for the contact with whom you want to chat with
3. click on the contact name
4. selected contact's chat transcript window will be displayed.
5. Click on **Screenshare** button to share the screen. Option is provided to share entire screen, any application window or a chrome tab

6. Click on **Share**
7. Shared window will be displayed to the other user with whom the screen is shared
8. To stop sharing, click on **Stop Sharing** button

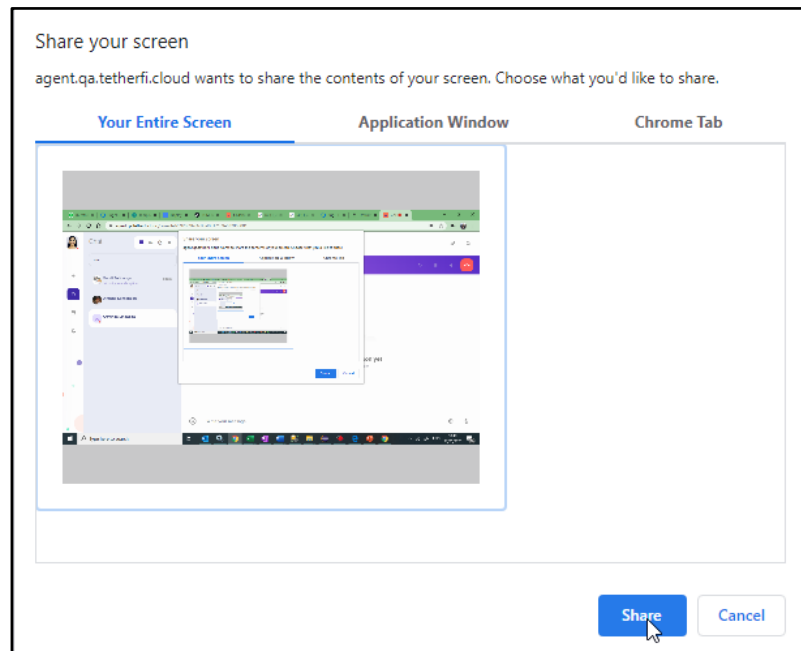


Figure 5.3 – Screenshare screen window to select the screen

6. User and Group Profile

About User Profile

User Profile of the contact will contain the media, documents and links shared between the two contacts. These will be grouped and displayed to the user. In this chapter, each of the feature is explained in detail.

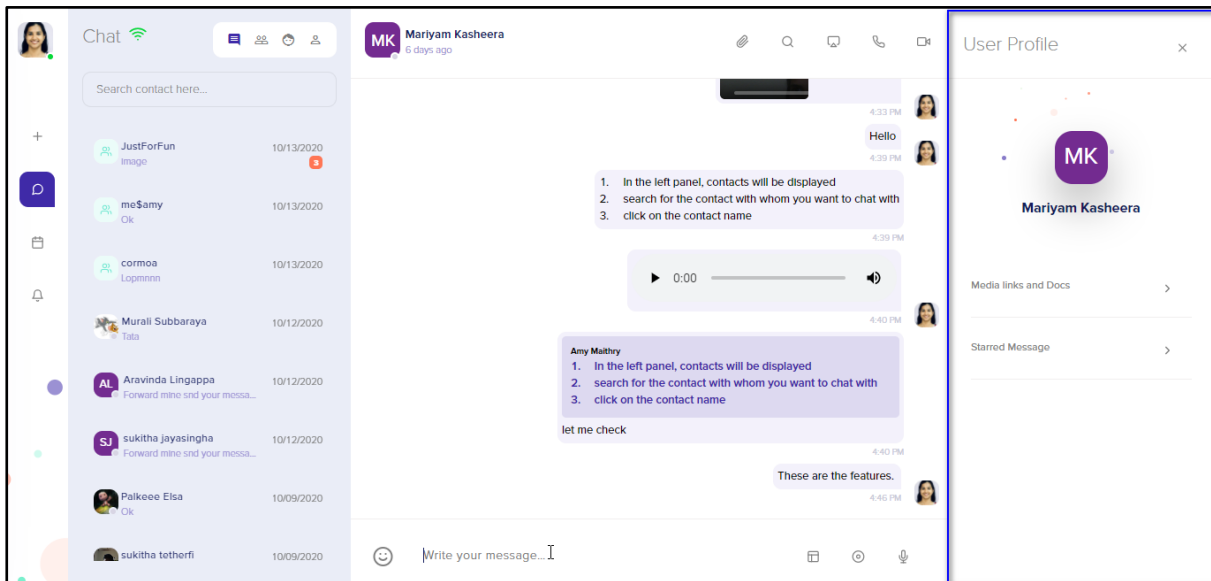


Figure 6.1 – User Profile panel on the right side of the chat window

Features:

1. User profile pic
2. Media, links and docs
3. Starred message

Media, Links and Docs:

User will be able to view all the media, links and documents that are shared with the contact here.

Steps:

1. Select the contact from the contact list
2. click on the contact name in the chat window
3. **User Profile** panel will be displayed on the right side of the chat window

4. click on the Media, Links and Docs menu
5. Click on Media and all the media shared between the user and the contact will be present here

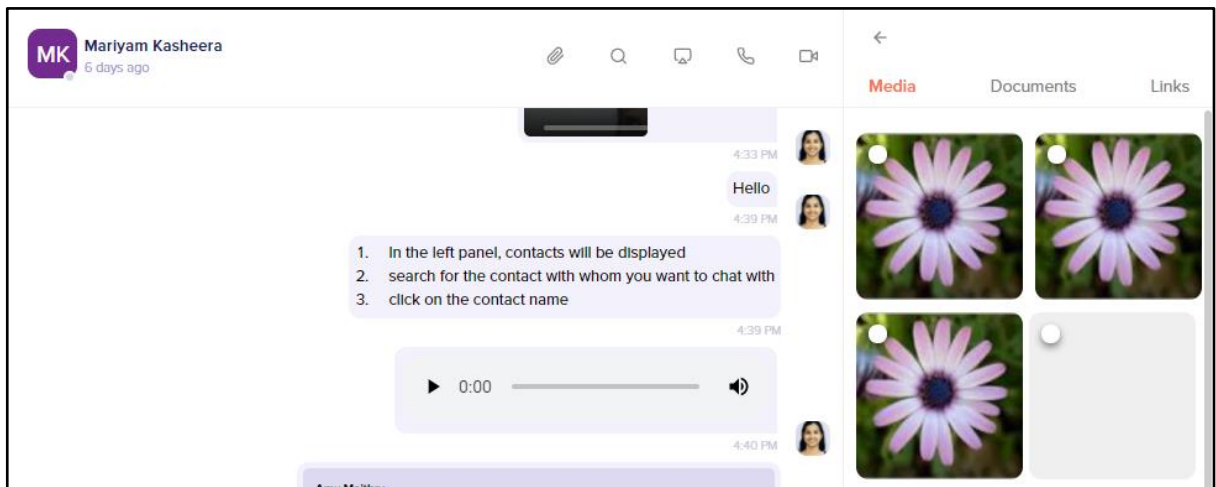



Figure 6.2 – Media shared between contacts

Forwarding Media from Media, Links and Docs

Steps:

1. Select the contact from the contact list
2. click on the contact name in the chat window
3. **User Profile** panel will be displayed on the right side of the chat window
4. click on the Media, Links and Docs menu
5. Click on Media and all the media shared between the user and the contact will be present here
6. Click on radio button of each media to select the media
7. You can forward the media to group or a contact by clicking on  button on the top right
8. User list pop up window will be displayed
9. Choose a user or group or multiple user or multiple group
10. Click on send
11. Similarly, documents and links can also be forwarded

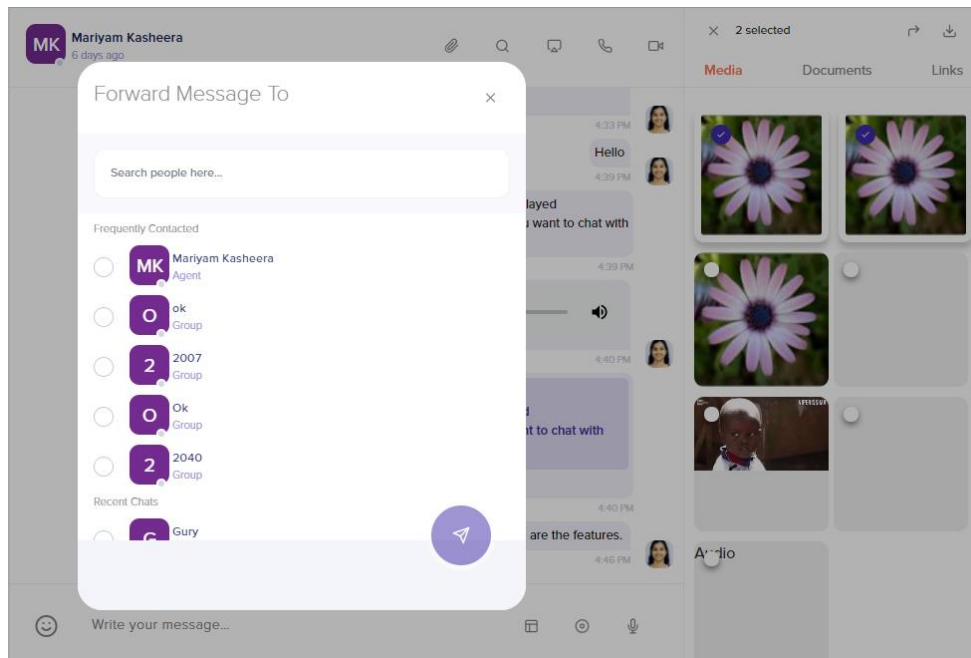



Figure 6.3 – forwarding media from User profile

Downloading media and documents from Media, Links and Docs

Steps:

1. Select the contact from the contact list
2. click on the contact name in the chat window
3. **User Profile** panel will be displayed on the right side of the chat window
4. click on the Media, Links and Docs menu
5. Click on Media and all the media shared between the user and the contact will be present here
6. Click on radio button of each media to select the media
7. You can download the media to group by clicking on  button on the top right
8. File will be downloaded to the local system
9. Similarly, documents can also be downloaded

Starred messages:

Steps:

1. Select the contact from the contact list
2. click on the contact name in the chat window
3. **User Profile** panel will be displayed on the right side of the chat window

4. Click on the **Starred message** menu
5. All the messages that are starred for the contact will be displayed
6. You can reply, forward and unstar messages from here

Note: you can **unstar** the message from the User profile panel as well. Unstarred message in the User profile panel will be updated in the chat window as well.

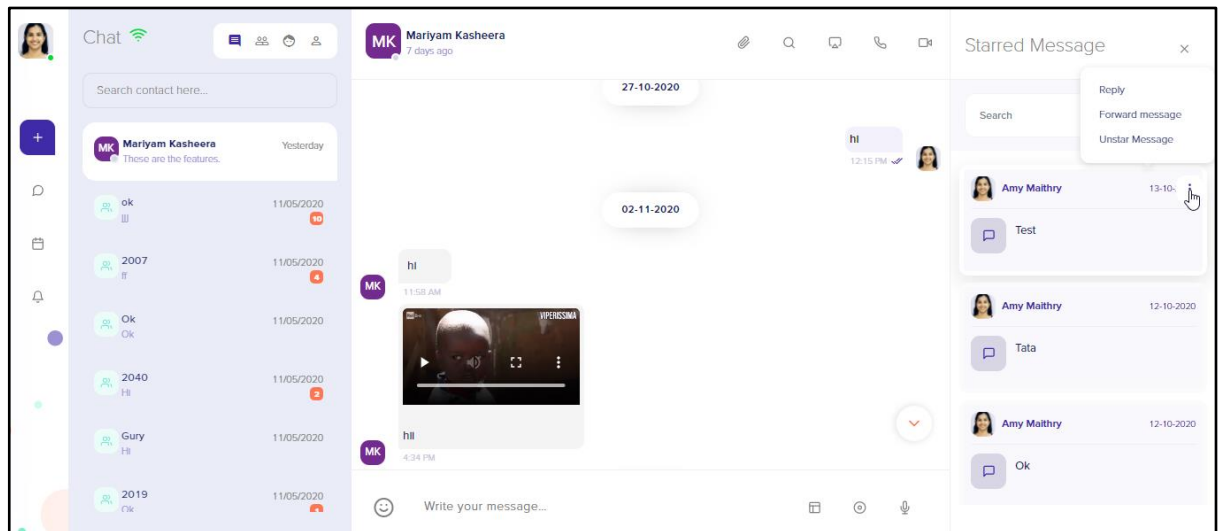


Figure 6.4 – Starred message panel

Similarly, group user can navigate to group profile. Media, links and docs and starred messages can be viewed from here. All the features present for an individual user in user profile will be present for group user in group profile.

7. Group Management

About Groups

Group feature will enable a group of people to communicate with each other based on the common interests. In this chapter, we will support you to create and manage groups.


Creating Groups:

To start group conversation, groups have to be created and users have to be added to the group. Let us the step-by-step procedure to the same.



Figure 7.1 – Add group menu

Steps:

1. In the leftmost panel, click on + icon
2. Click on the **Group** menu
3. Choose the users of the group by clicking on the radio button
4. Click on the  button at the bottom of the contact list

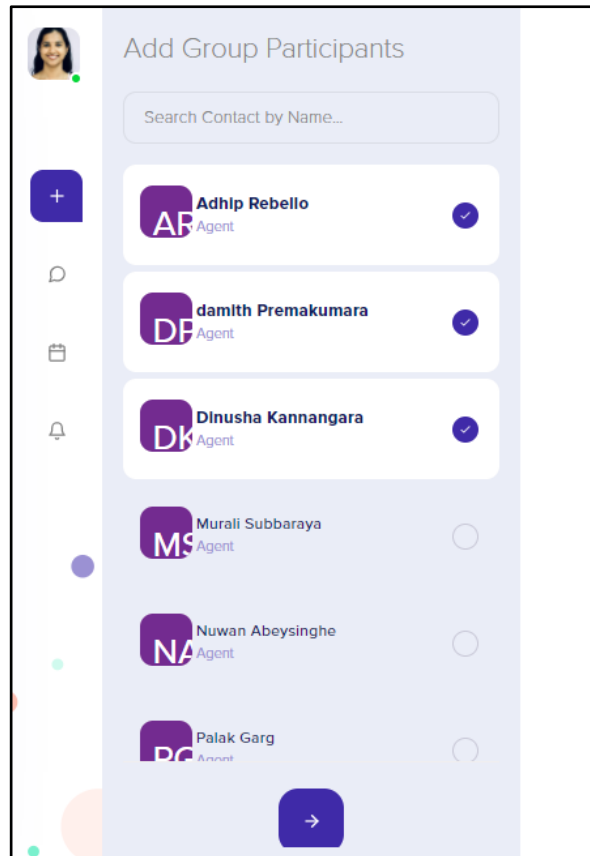


Figure 7.2 – select group users

5. Provide the group name and click on next
6. Group will be created with the added users

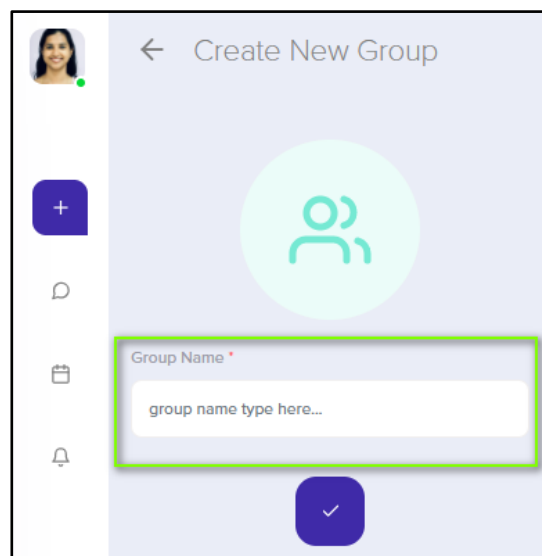


Figure 7.3 – provide group name and create group

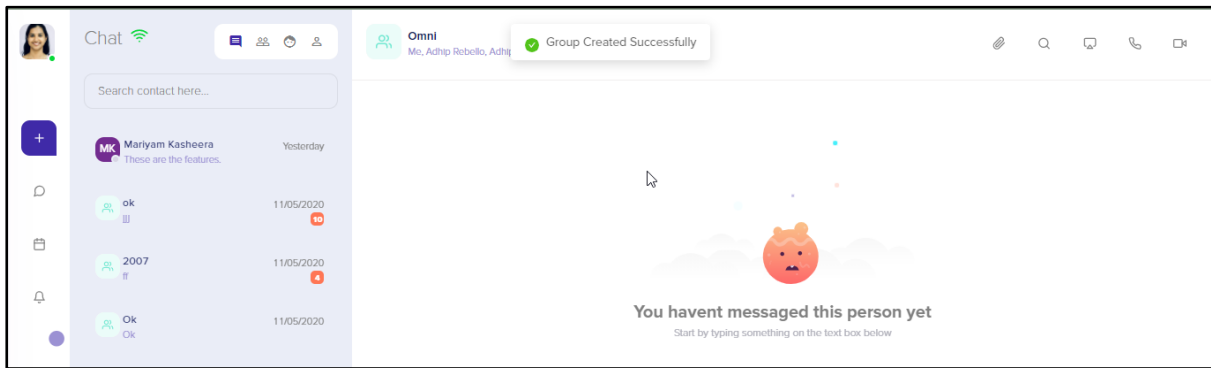


Figure 7.4 – New group is created

Adding users to an existing Group:

Users can be added to an existing group from User Profile panel.

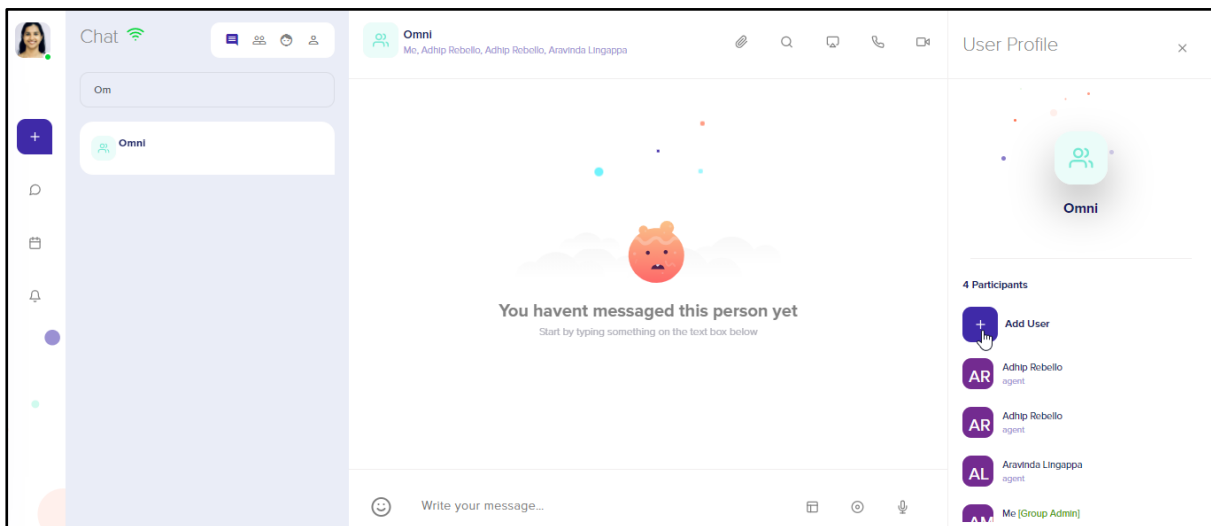


Figure 7.5 – Adding user from Group profile

Steps:

1. From the contact list on the left side of the chat window, select the group
2. Click on the **Group** name on top of the chat window
3. **Group Profile** panel will be displayed on the right
4. Click on **Add User**
5. Contact list will be displayed in a pop-up window
6. Choose the users for the group by clicking on the radio button
7. Chosen users will be displayed at the bottom of the pop up

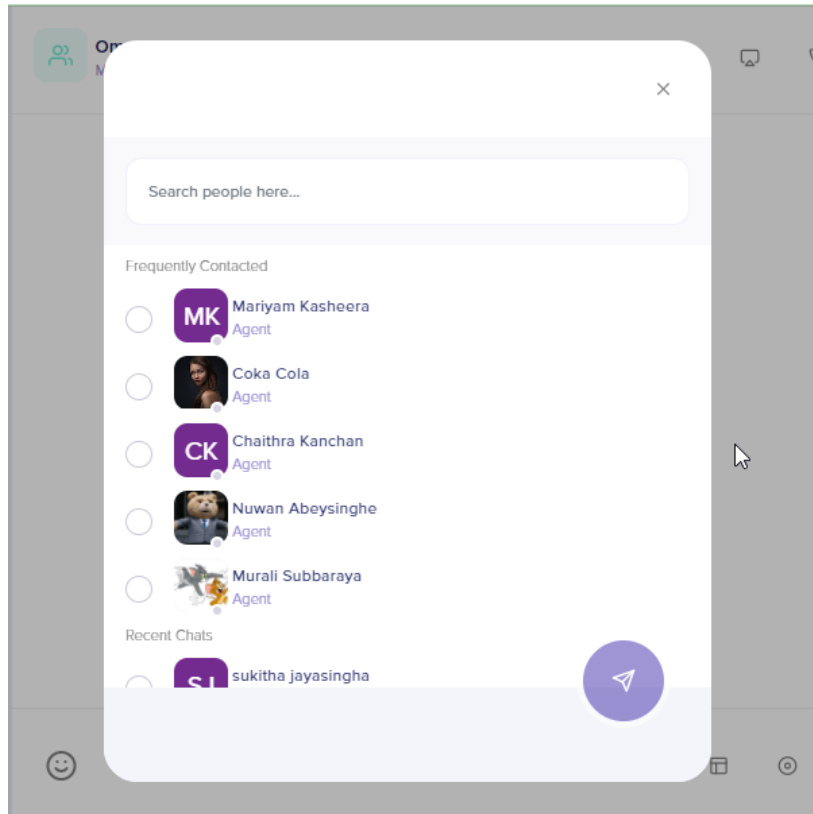


Figure 7.6 – Choosing group user

8. Click on Add button at the bottom right of the window
9. Chosen users will be added to the group and will be displayed in the user list under the Group name on top chat window and also in the group profile panel

Removing group user:

Users can be removed from group. This has to be done from Group Profile panel.

Steps:

1. From the contact list on the left side of the chat window, select the group
2. Click on the **Group** name on top of the chat window
3. **Group Profile** panel will be displayed on the right
4. Mouse hover on a group user, menu will be displayed on the right
5. Choose **remove** menu
6. **Do you wish to remove user?** Pop up message will be displayed
7. Click on **Ok** to remove the user

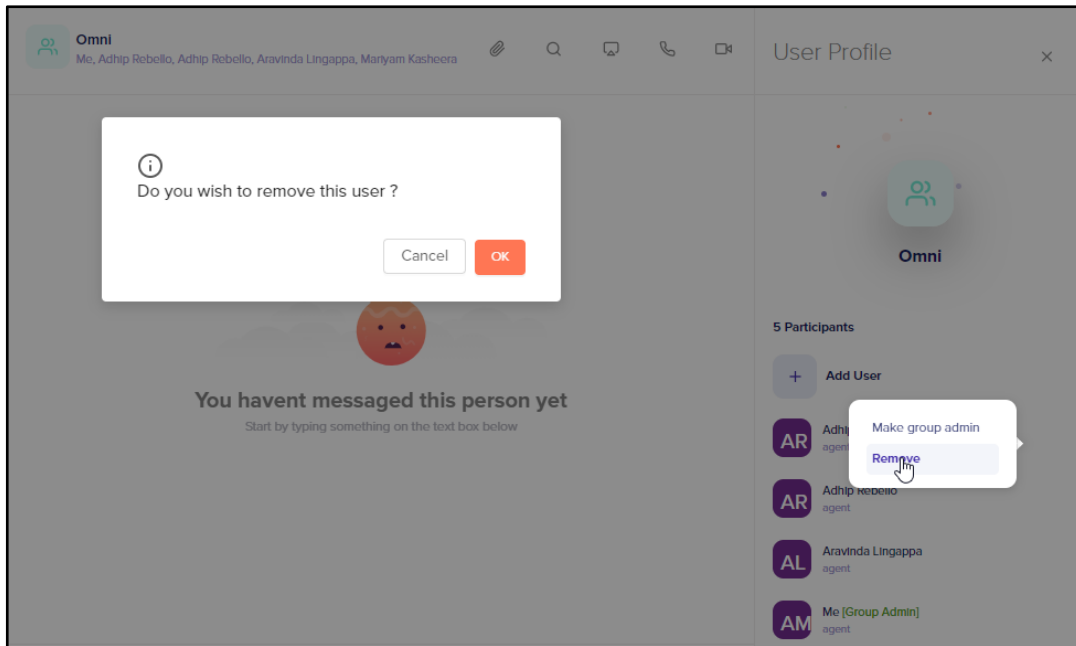


Figure 7.7 – Removing group user

Adding group admin:

Users can be made as group admin by another group admin. Non admin users will not be able to make another user as a group admin. This has to be done from Group Profile panel.

Steps:

1. From the contact list on the left side of the chat window, select the group
2. Click on the **Group** name on top of the chat window
3. **Group Profile** panel will be displayed on the right
4. Mouse hover on a group user, menu will be displayed on the right
5. Choose **make group admin** menu
6. User will immediately be made as Group admin
7. Next to the name of the user, [group admin] text will be present

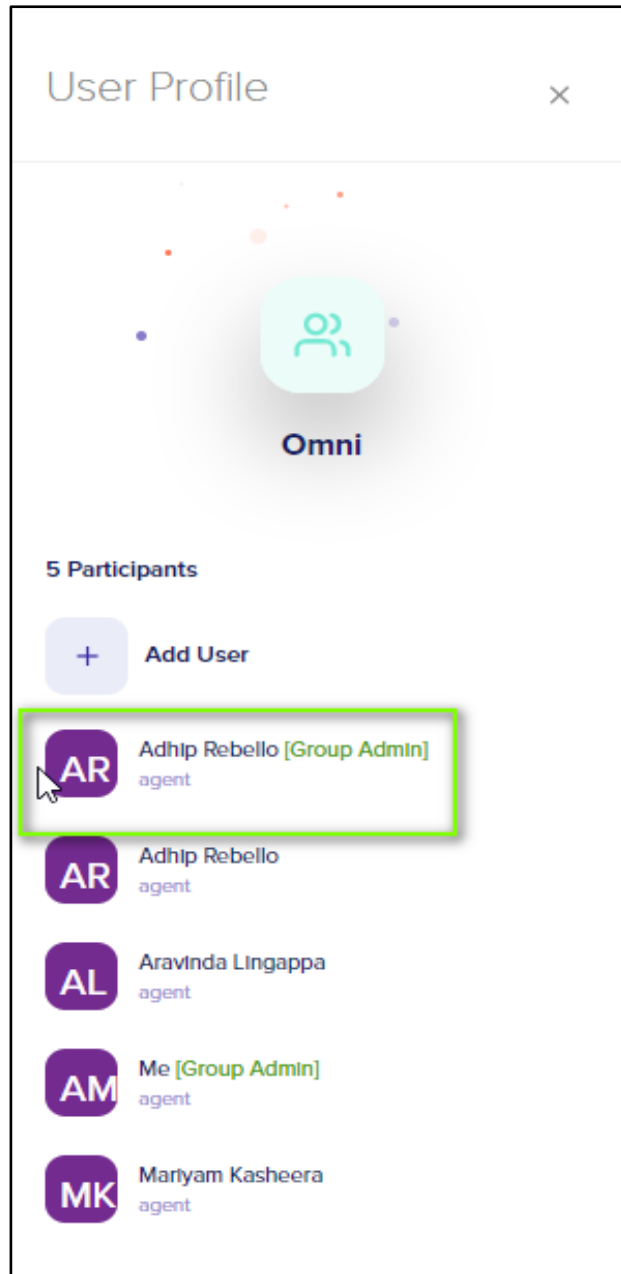


Figure 7.8 – Adding group admin

Removing group admin:

Users can be removed as group admin by another group admin. Non admin users will not be able to remove another user as a group admin. This has to be done from Group Profile panel.

Steps:

1. From the contact list on the left side of the chat window, select the group
2. Click on the **Group** name on top of the chat window
3. **Group Profile** panel will be displayed on the right

4. Mouse hover on a group user who is a group admin, menu will be displayed on the right
5. Choose **dismiss group admin** menu
6. User will immediately be removed as Group admin
7. Next to the name of the user, [group admin] text will not be present

Leaving group:

Users can leave group. This has to be done from Group Profile panel.

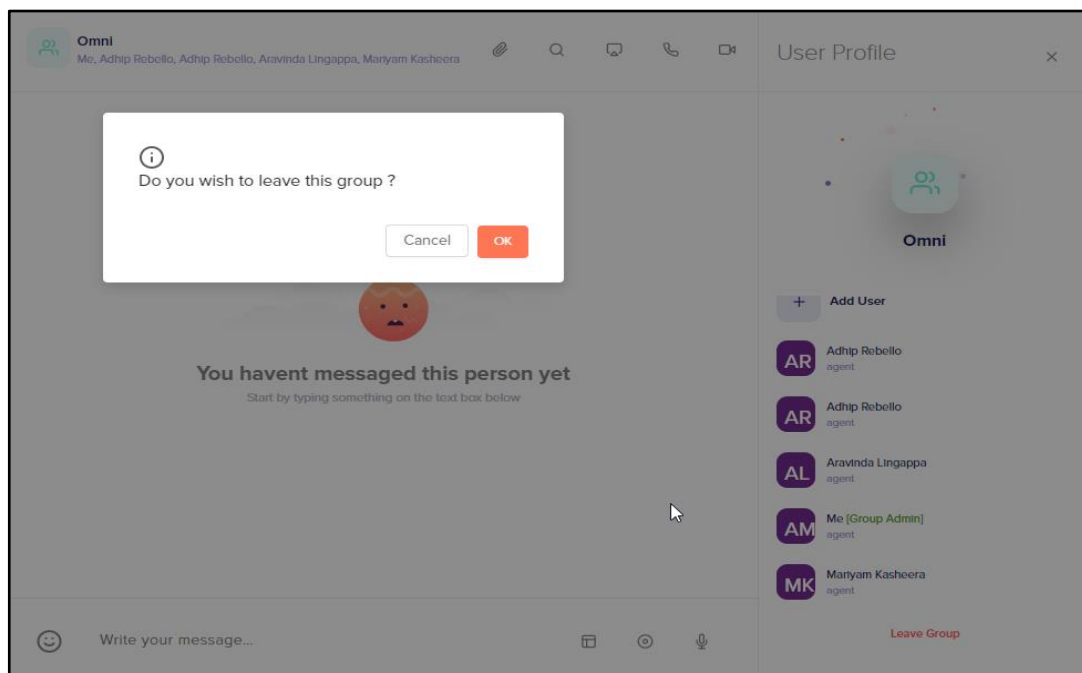


Figure 7.9 – Adding group admin

Steps:

1. From the contact list on the left side of the chat window, select the group
2. Click on the **Group** name on top of the chat window
3. **Group Profile** panel will be displayed on the right
4. Click on **Leave group** button at the bottom
5. Click on OK in the pop-up message
6. User will be removed from the group and group will not be present in the contact list and so the user will not be having access to the previous messages shared in the group.

8. Audio Calling with Screenshare

About Audio Calls


Audio calls can be made between 2 users or multiple users can have an audio conference call. They can also have screenshare while on the audio call. This chapter explains the audio calling feature.

Feature of Audio Call:

1. Audio between 2 participants
2. Share screen while on audio call
3. Invite participants for audio conference
4. Hold the call
5. Mute/Unmute the audio
6. Switch to video

Audio call between 2 participants:

Steps:

1. In the left panel, contacts will be displayed
2. search for the contact with whom you want to have a video call
3. click on the Contact name. Note that only the contacts who are online can be dialled out
4. Selected contact's Chat window will be displayed
5. On the top right of the chat window, click on the 

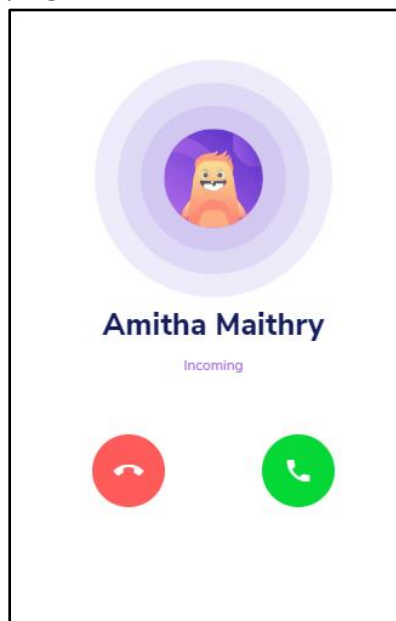


Figure 8.1 – Audio call ringing at callee end

6. Audio call will start ringing at the callee end
7. Callee receives the call

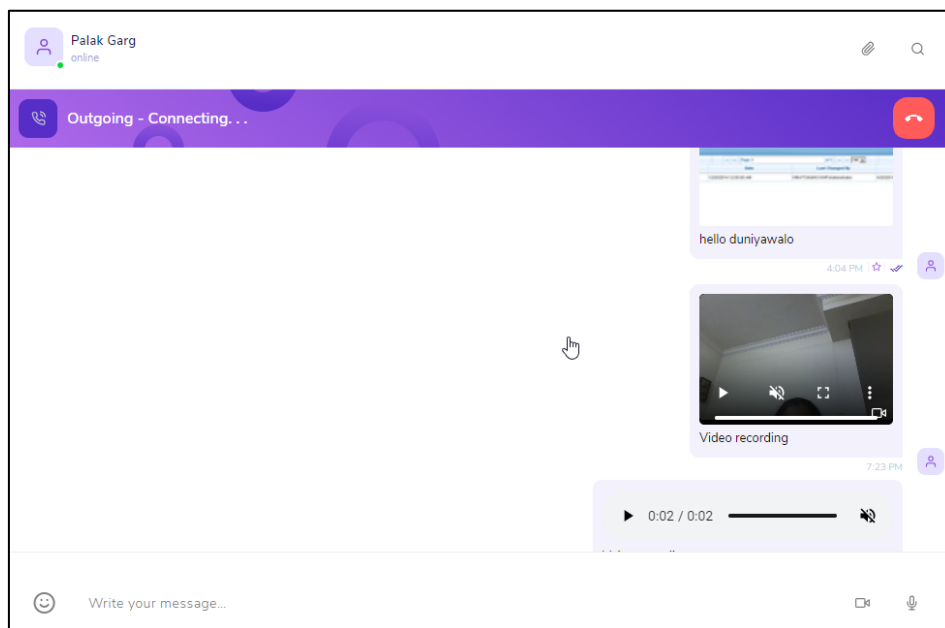


Figure 8.2 – Audio call connecting at caller end

8. Audio call bar in purple will be displayed on the user chat window with the **Dis connect** button.
9. Caller can mute, hold, switch to video, screenshare while on the audio call

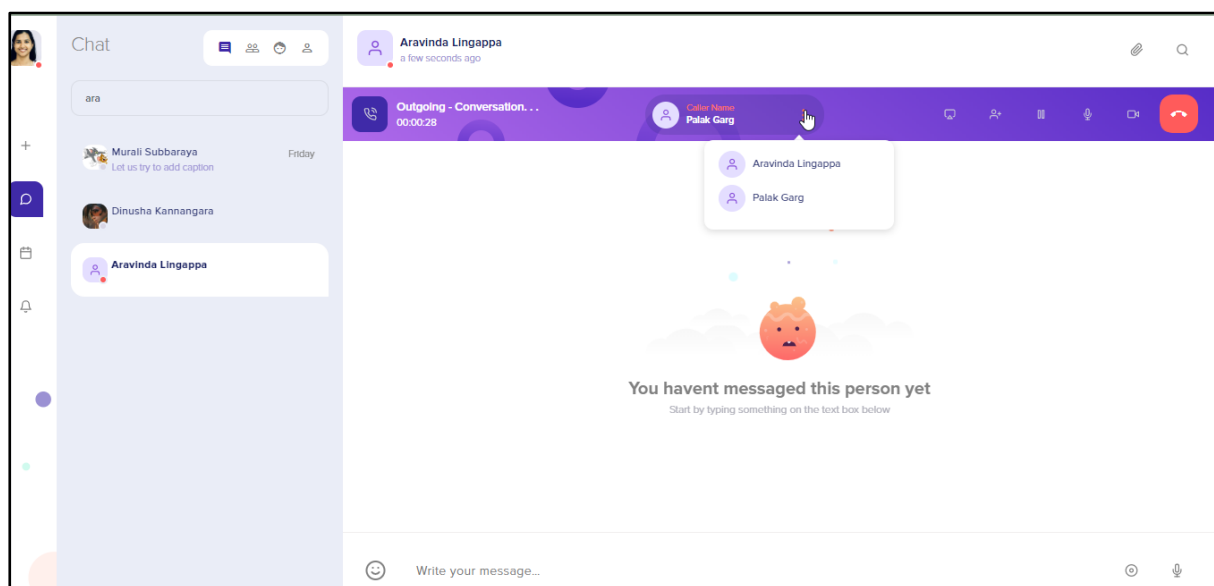


Figure 8.3 – Audio call connected to callee

10. Click on **Screenshare** button to share the screen. Option is provided to share entire screen, any application window or a chrome tab
11. Click on **Share**
12. Shared window will be displayed to the participants of the call
13. To stop sharing, click on **Stop Sharing** button present at the bottom the screenshare window

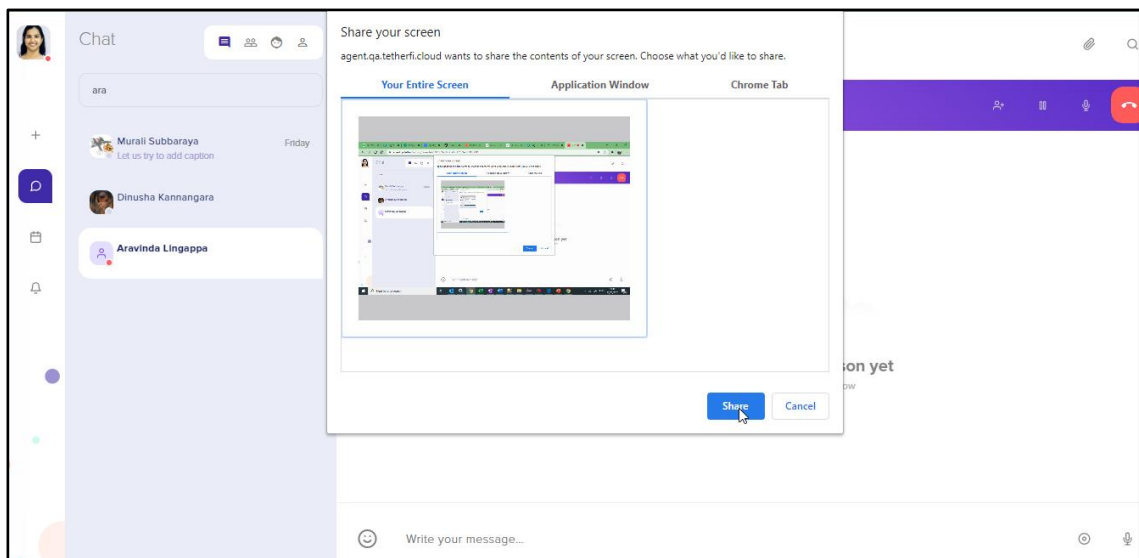



Figure 8.4 – Screenshare while on audio call

Audio Conferencing

Steps:

1. In the left panel, contacts will be displayed
2. search for the contact with whom you want to have a video call
3. click on the Contact name. Note that only the contacts who are online can be dialled out
4. Selected contact's Chat window will be displayed
5. On the top right of the chat window, click on the 
6. When the call is dialled out, on the caller end, Outgoing, Ringing.. audio call bar is displayed.
7. First callee gets connected and all the audio call buttons will be displayed
8. Click on **Invite participant**

9. Choose the participants from the list and **send** the invite
10. All the participants of the call will be displayed in a list as in the below screenshot

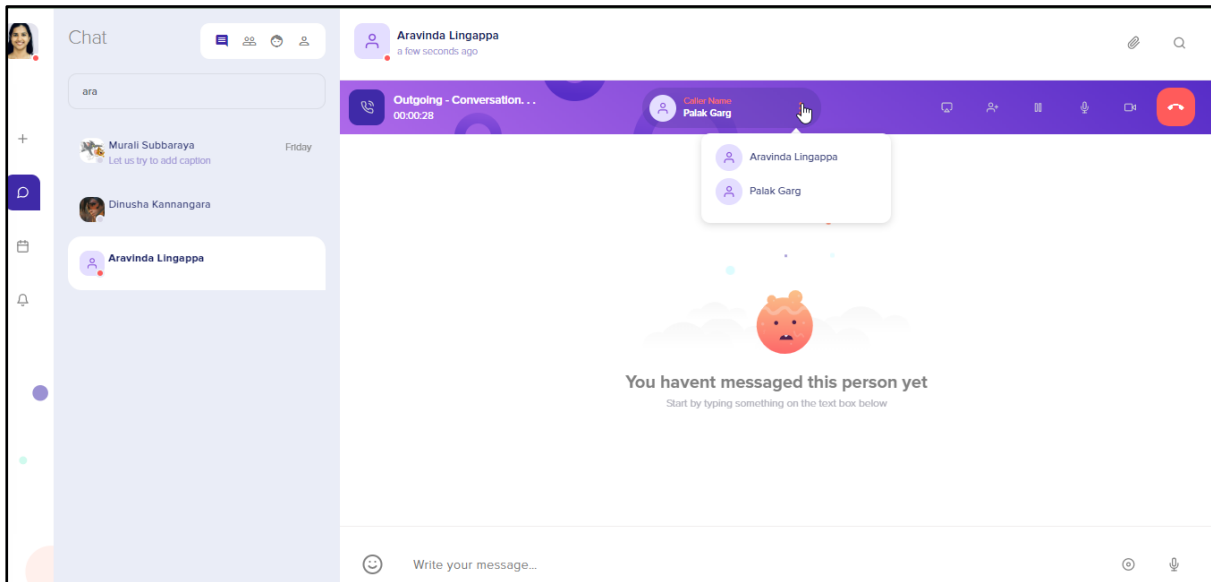


Figure 8.5 – Audio conference call

11. Click on **Screenshare** button to share the screen. Option is provided to share entire screen, any application window or a chrome tab
12. Click on **Share**

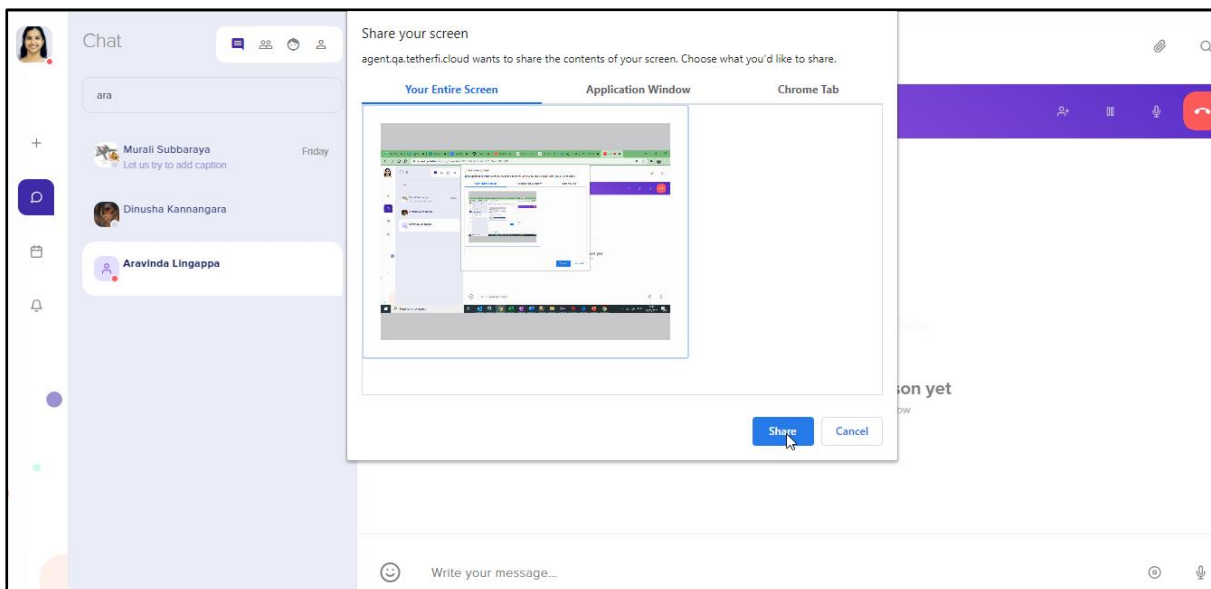


Figure 8.6 – Screenshare while on audio call

13. Shared window will be displayed to the participants of the call
14. To stop sharing, click on **Stop Sharing** button

9. Video Calling with Screenshare

About Video Calls


Video calls can be made between 2 users or multiple users can have a video conference call. They can also have screenshare while on the video call. This chapter explains the video calling feature.

Feature of Video Call:

1. Mute/Unmute the audio
2. Mute/Unmute the video
3. Minimise and maximise the window
4. Invite participants
5. Dock the video

Video call between 2 participants with screenshare:

Steps:

1. In the left panel, contacts will be displayed
2. search for the contact with whom you want to have a video call
3. click on the Contact name. Note that only the contacts who are online can be dialled out
4. Selected contact's Chat window will be displayed
5. On the top right of the chat window, click on the 
6. On callee receiving the video call, caller UI and Callee UI will have video call pop up window.
7. Click on **Screenshare** button to share the screen. Option is provided to share entire screen, any application window or a chrome tab
8. Click on **Share**
9. Shared window will be displayed to the participants of the call
10. To stop sharing, click on **Stop Sharing** button

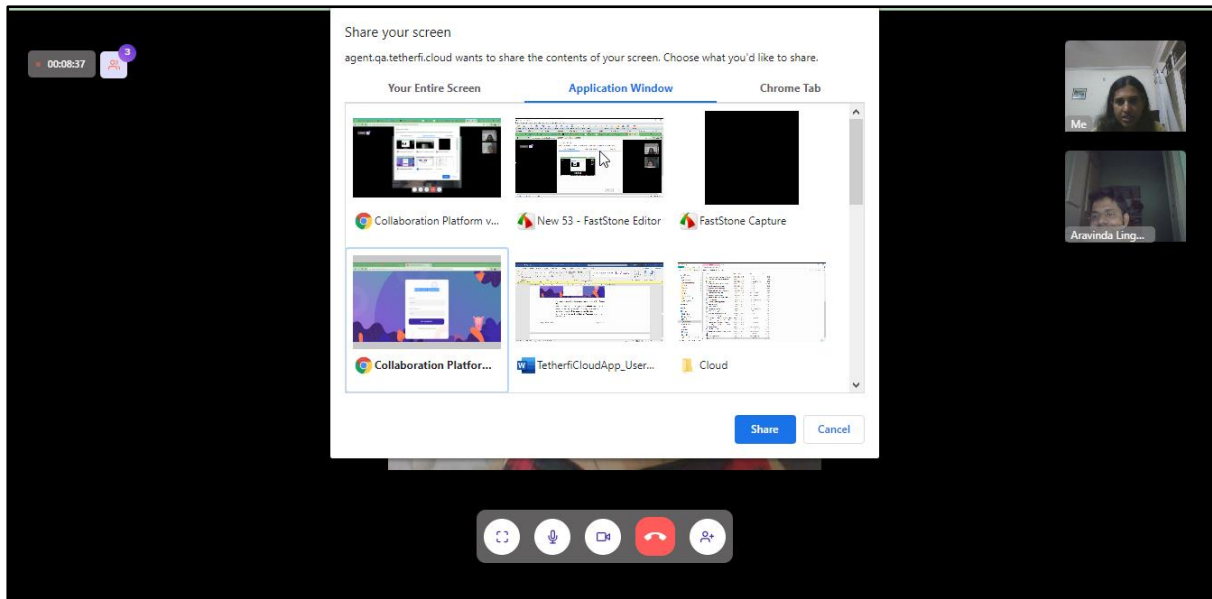




Figure 9.1 – Screenshare while on video call

Video Conferencing with screenshare

Steps:

1. In the left panel, contacts will be displayed
2. search for the contact with whom you want to have a video call
3. click on the Contact name. Note that only the contacts who are online can be dialled out
4. Selected contact's Chat window will be displayed
5. On the top right of the chat window, click on the 
6. On callee receiving the video call, caller UI and Callee UI will have video call pop up window.
7. Click on **Invite participant** 
8. Choose the participants from the list and **send** the invite
9. All the participants of the call will be present on the right side in a small video

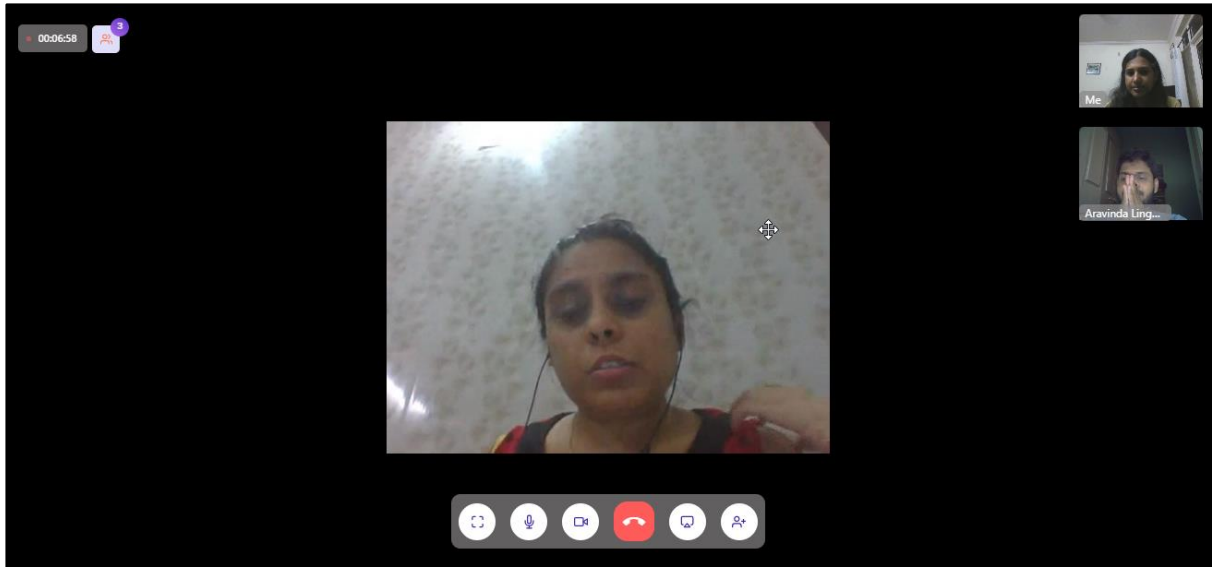


Figure 9.2 – video conference call

10. All the participants of the call will be present on the right side in a small video
11. Click on **Screenshare** button to share the screen. Option is provided to share entire screen, any application window or a chrome tab
12. Click on **Share**

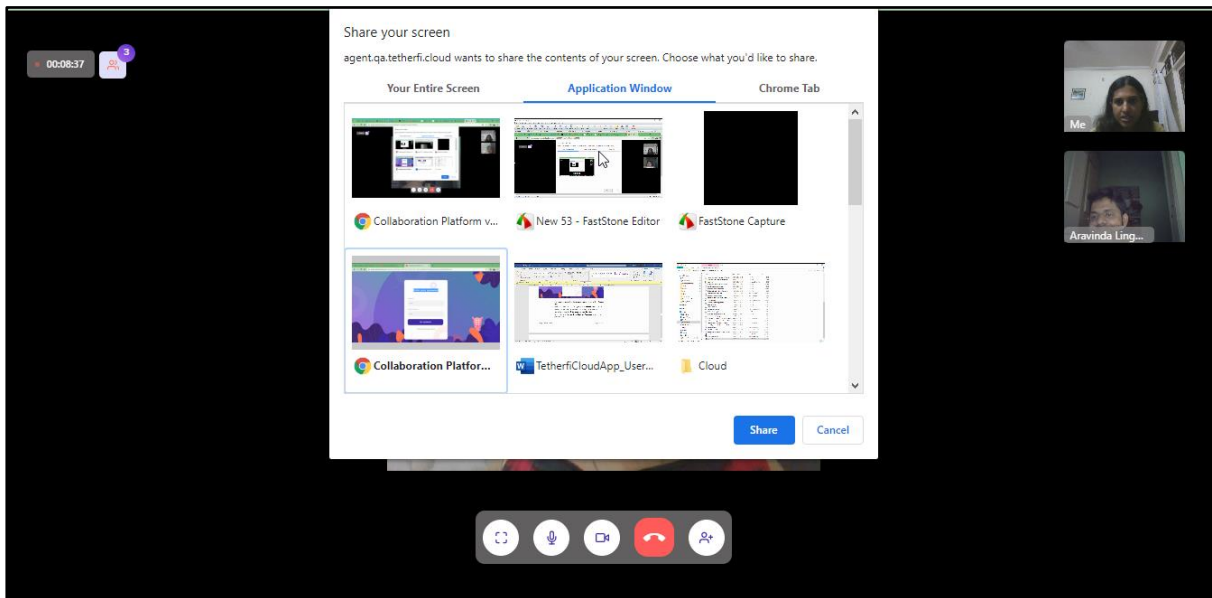


Figure 9.3 – Screenshare while on video call

13. Shared window will be displayed to the participants of the call
14. To stop sharing, click on **Stop Sharing** button

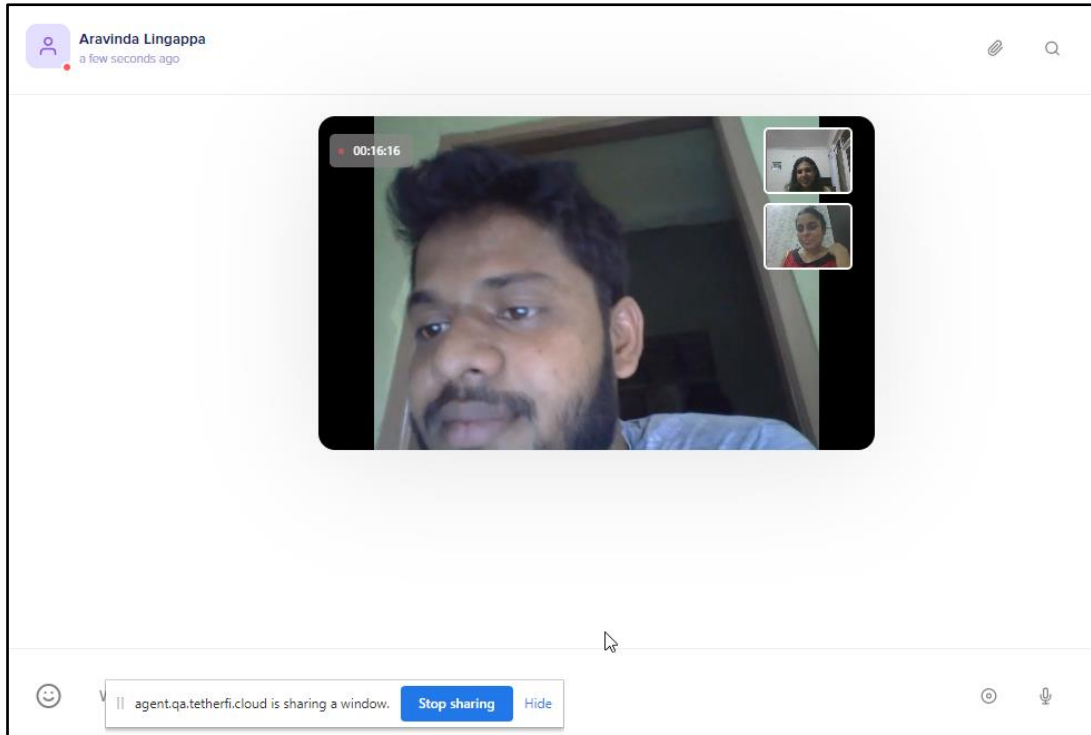


Figure 9.4 – Video docked in chat window