

HSB-Call Wave Agent Guide

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HSB-Call Wave is your phone on the computer: you make and take calls from Chrome or Edge, with a headset, and you join your team's call queue simply by signing in.

What you need

- A Windows or Mac computer on the office network
- **Google Chrome** or **Microsoft Edge** (other browsers may not support the app install)
- A **headset** with microphone — USB headsets give the clearest sound
- From your administrator: the **HSB-Call Wave link**, your **username** and your **password**

1. Sign in for the first time

1. Plug in your headset first.
2. Open the link from your administrator in Chrome or Edge (it looks like `https://192.168.1.50:8080`).
3. If the browser says the connection isn't private, click **Advanced** → **Continue**. This only appears the first time; it's normal for your company's own phone system.
4. Enter your **username** and **password** → **Sign in**.
5. When the browser asks to use your **microphone**, click **Allow**. Without it, callers can't hear you.

The status under your name turns **Connected** with a green dot. You're ready to take calls.

2. Install it as an app

Installing gives HSB-Call Wave its own window and a desktop icon, so you don't lose it among browser tabs.

1. Click the blue **Install app** button at the top right.
2. Confirm with **Install**.

If you don't see the button, use the browser menu: **⋮** → **Cast, save and share** → **Install page as app** (Chrome) or **...** → **Apps** → **Install this site as an app** (Edge).

From now on, open HSB-Call Wave from the desktop or Start menu icon. Keep it open while you work — when the app is closed, calls can't reach you. Sign out properly at the end of your shift (section 6).

3. The screen at a glance

Area	What it shows
Left sidebar	Dialpad, History, Contacts, Apps, Settings and Sign out
Top bar	Your initials, name, extension number and status
Status dot on your initials	Green = connected · orange = on a call or ringing · grey = not connected
Recent calls list (wide screens)	Your latest calls next to the dialpad; type in the search box to filter
Red "Do not disturb" tag	Shown while do not disturb is on — no calls will ring

4. Make and take calls

To call: type the number with the dialpad or your keyboard → press the green **call** button or **Enter**. Colleagues: dial their extension (for example **1003**). Outside numbers: dial them as your company has set up (your administrator can tell you if a prefix is needed).

When a call comes in: a card shows the caller's number and the app rings. Press the green button to **answer** or the red button to **decline**.

During a call:

Button	What it does
Mute	The caller can't hear you; press again to talk
Hold	The caller hears music; press again to resume
Transfer	Type an extension → Transfer . The call moves to that person and you're free
Red button	Hang up

The timer under the number shows how long the call has lasted.

5. History and contacts

History lists your recent calls: incoming, outgoing and **missed** (in red), with time and duration. Click a call to put the number in the dialpad, then press call to ring back.

Contacts lists your colleagues' extensions, departments and call queues. Type a name or number in the search box; hover a contact and press the green phone button to call.

6. Your call queue

If you're a **queue agent**, signing in to HSB-Call Wave also puts you in your team's queue, so customer calls start ringing for you. Signing out takes you out of the queue.

You want to...	Do this
Start your shift	Open HSB-Call Wave and sign in
Take a break without leaving the queue for good	Settings → Call queue → Leave ; later Join
Stop all calls for a moment (meeting, break)	Settings → Do not disturb on — the red tag appears in the top bar. Turn it off afterwards
End your shift	Sign out (bottom of the sidebar)

On a desk phone you can do the same with codes: dial ***45** to join your queues and ***46** to leave them.

Do not disturb rejects **every** call, including calls from colleagues, until you turn it off.

7. Settings

Open **Settings** in the sidebar. Your choices are saved on this computer.

Setting	What to choose
Microphone	Your headset microphone
Speaker	Your headset
Ringtone	On, so you hear incoming calls
Desktop notifications	Click Enable — a pop-up shows incoming calls even when the window is minimised
Run echo test	Calls *43 : speak and you should hear yourself back. Use it to check your headset

The Settings page also shows your username, extension and connection status.

8. Problems and fixes

Problem	Fix
Status stays grey / Connecting...	Check you're on the office network, then close and reopen the app. Still grey: tell your administrator.
The caller can't hear me	Allow the microphone: click the lock icon left of the address → Microphone → Allow , then reload. Check Settings → Microphone is your headset.
I can't hear the caller	Check Settings → Speaker and the headset volume. Run the echo test.
No calls ring for me	Check the red Do not disturb tag is off, and that you've joined your queue (Settings → Call queue → Join).
No Install app button	Use Chrome or Edge, and the browser menu (section 2).
"Invalid username or password"	Check capital letters. Ask your administrator to reset your password.

For anything else, contact your administrator with your **username** and **extension number**.