



101

DOCUMENTATION · GETTING STARTED

Make your first call

Hear your new phone system ring within five minutes — from the browser you are already signed in to, with nothing to buy, plug in or install.

Updated 12 October 2026

filantis.com/docs/make-your-first-call/

© 2026 Filantis™. All rights reserved.

At a glance

- **Your browser is already a phone.** The dial pad is built into Filantis.
- **You need two extensions** — yours, and one colleague's.
- **Calls between extensions are free** and never leave Filantis, so nothing else has to be set up.
- **On your own?** Dial ***97** to reach your voicemail — a one-person test.
- **Outside numbers come next**, once you connect a carrier.

On this page:

1. [What you need](#)
2. [Open the dial pad](#)
3. [Call a colleague](#)
4. [Answer a call](#)
5. [Test on your own](#)
6. [If it does not ring](#)
7. [Calling outside numbers](#)
8. [Questions](#)

1 What you need



Two computers

Each with a microphone and speakers — a laptop is fine, a headset is better.



Two people with extensions

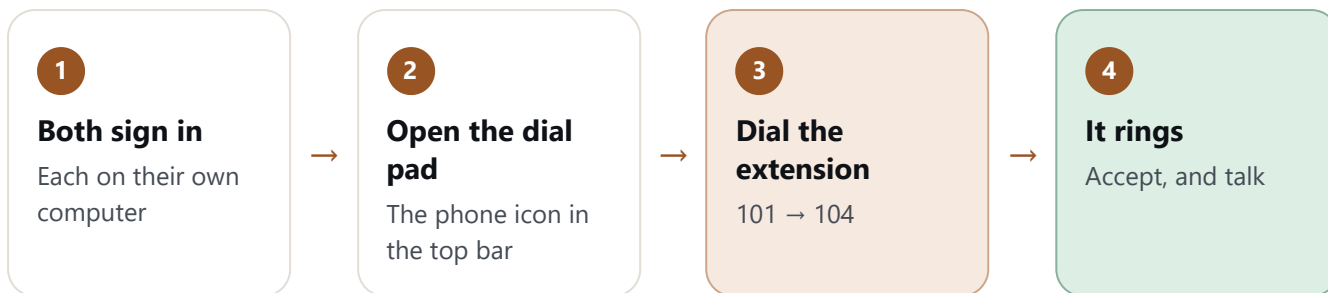
You already have one. Add a colleague with **Assign a phone number** and a sign-in.



A current browser

Chrome, Edge or Firefox, opened at your workspace address.

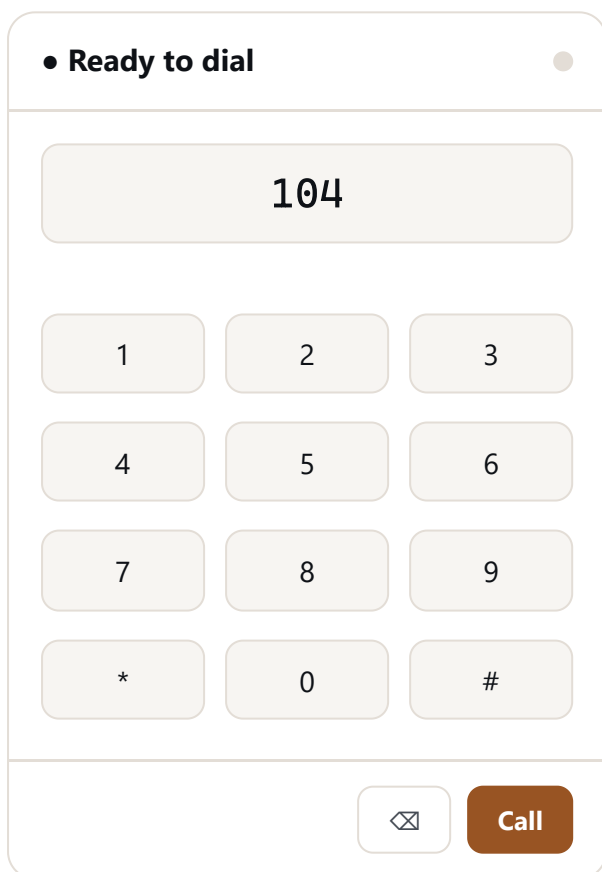
Your own extension was created with the workspace — the **Finish setting up** page told you which, and it is on **Phone & Extensions** → **Extensions**. If you have not added anyone else yet, do that first: [Add your staff and departments](#).



Four steps, no hardware. The rest of this guide takes them one at a time.

2 Open the dial pad

- 1** Sign in to Filantis and click the **phone icon** in the top bar. The dial pad opens as a small panel you can drag out of the way.
- 2** Watch the line at the top of the pad. It reads **Starting...**, then **Ready to dial** with a green dot.
- 3** When your browser asks to use the **microphone**, click **Allow** — without it nobody can hear you.



Ready to dial means your browser has signed in to your extension as a device of its own. It rings alongside any desk phone or app on the same extension.

3 Call a colleague

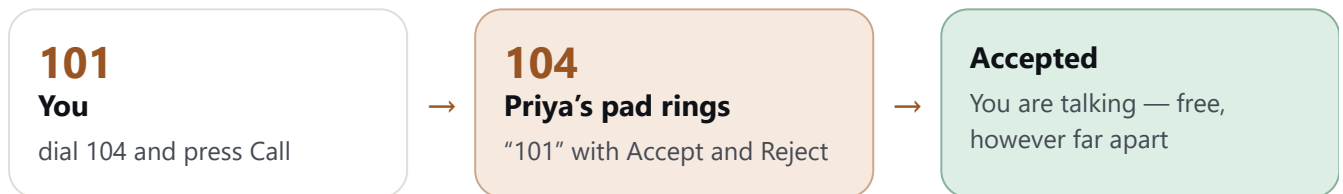
- 1 Ask your colleague to sign in on their computer and open their dial pad too.
- 2 On yours, type their extension — on the pad's keys or your keyboard.
- 3 Click the green **Call** button. You hear ringing; their pad shows who is calling.
- 4 When they accept, talk. The red button ends the call for both of you.

The dot beside each person on **Extensions** tells you whether a call will reach them before you dial:

● No device signed in ● Available ● Away ● On a call or busy ● Do Not Disturb

4 Answer a call

When someone calls your extension, the dial pad shows the caller with two buttons: green to **Accept**, red to **Reject**. Keep the pad open in a Filantis tab while you are expecting calls.



Not answered? The call follows Priya's forwarding rules, then her voicemail.

The same extension can ring a desk phone and the mobile app at the same moment; answering on one stops the others. On sizes with video — Medium and Large — the camera button on the pad turns video on for the next call.

5 Test on your own

Nobody else in the office yet? You can still prove the system works.



Dial *97

Your voicemail answers and asks for your PIN. If you hear the voice, your microphone, speakers and extension all work.



Use a second browser

Add a test employee with an extension and a sign-in, sign in as them in a private window, and call between the two.

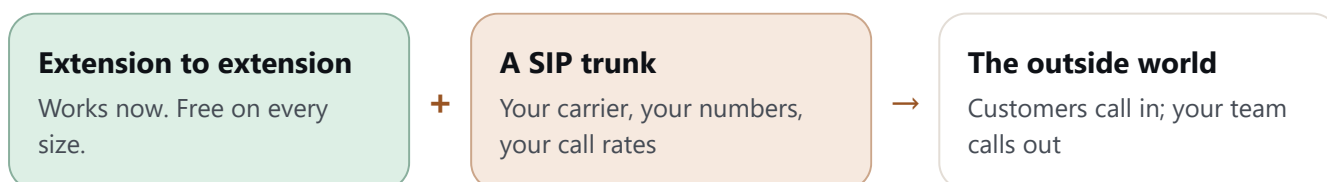
Testing with two windows on one computer will echo — both are using the same microphone and speakers. Wear a headset or mute one side.

6 If it does not ring

WHAT YOU SEE	WHY	WHAT TO DO
The status never reaches Ready to dial	The browser could not sign in to your extension	Reload the page; then check your extension is listed on the Extensions page
The call starts, but they cannot hear you	The browser was not allowed to use the microphone	Click the padlock in the address bar, allow the microphone and call again
It rings, but nobody picks up	Your colleague has no device signed in — a grey dot beside their extension	Ask them to sign in and open their dial pad, then call again
You go straight to voicemail	They are on a call, on Do Not Disturb, or did not answer within the ring time	Normal behaviour — leave a message, or try when their dot is green
Connected, but one side hears nothing	The wrong microphone or speaker is selected on that computer	Check the sound settings of the computer and the browser tab
An outside number will not connect	No carrier is connected yet	Add a SIP trunk — the next section

7 Calling outside numbers

Everything so far stayed inside Filantis. To call a mobile, a landline or a customer — and to be called by them — your workspace needs a **SIP trunk**: the connection to a phone carrier.



You keep your carrier. Filantis does not resell minutes or take a cut of your calls.

The free Mini size connects one trunk; every paid size connects as many as you need. [Connect your carrier \(SIP trunk\)](#) walks through it.

8 Questions

– Do I need to buy desk phones?

No. The browser dial pad is a complete phone. Add desk phones, or the Android and Windows apps that come with every paid size, when you want something that rings with the browser closed — see [Set up desk phones](#) and [Install the mobile app](#).

– Does a call between extensions cost anything?

No. It never reaches a carrier, so it is free on every size — between desks or between cities.

– Will it ring if the browser tab is closed?

No — the dial pad is a device only while Filantis is open in your browser. With no device signed in, callers go to your forwarding rules and voicemail. For a phone that always rings, add a desk phone or the app.

– How many calls can we make at once?

Your size sets it: 4 on Mini, 8 on Small, 16 on Medium, 24 on Large.

– What is my voicemail PIN?

The 4-digit PIN set on your extension. An admin sets it with the pencil on your row of the Extensions page — see [Voicemail and greetings](#).

From sign-up to a ringing phone in minutes

No engineer, no handset order, no waiting on a carrier. Your first call happens in the browser you signed up in — and the same extension later rings a desk phone, a mobile and a Windows PC.

Nothing to install

The dial pad is in the top bar.

Free inside

Extension-to-extension calls cost nothing.

Any carrier

Bring your own SIP trunk when ready.

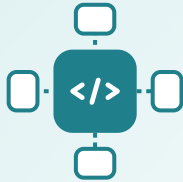
[Create my free workspace](#)

[See the phone system](#)

What to do next

Connect the outside world with [Connect your carrier \(SIP trunk\)](#), give callers a front door with [Build a call menu \(IVR\)](#), and check what your size includes in [Plans, upgrades and your bill](#).

FILANTIS DEVELOPERS



Need it to work your way?

Certified Filantis developers build custom reports, integrations with your other software, and plugins made for your business. Tell us what you need and get a quote.

[Request custom work](#)

[Meet Filantis Developers](#)

Latest version: filantis.com/docs/make-your-first-call/

Questions? hello@filantis.com



Phone system, team and accounts — in one place.

Filantis runs the calls, the staff register, the invoices and the front desk of your business, on any phone and any device.

Start free

A free plan, not a trial.
filantis.com

Every guide

Step by step, for every screen.
filantis.com/docs

Custom work

Reports, integrations and plugins by certified developers.
filantis.com/developers

Talk to us

Questions, quotes and support.
hello@filantis.com