



MOBILE APP QUICK USER GUIDE

(APPLE & ANDROID)

TRANSFERS

To blind transfer a call, press the Transfer button, dial the extension or the external phone number, and press the call button. Alternatively, use the Favorites screen for the transfer.

When on an active call, **press the Attended Transfer button**. Dial the extension or the external phone number and press the call button. Announce the call and hit the **Att. Transfer** button to send the call through.

To park a call, follow the Transfer steps. Dial the parking lot number (71, 72, 73, etc.) instead of an extension. Press the call button to park the call. To retrieve a parked call, dial the parking lot number and press the call button. Create shortcuts in the Favorites tab to see and manage parked calls.

FAVORITES

To create a new favorite contact, press the Edit button or 3-dot icon for Android users, select Edit Mode, press the plus sign icon, enter the contact's name and number, and turn on Presence for extensions in your phone network.

Create Park Keys

Following the same steps above, for the extension numbers use 71, 72, 73, etc... and turn on the Busy Lamp Field (this shows if a parking spot is in use). You may park and active call by transferring it to one of these favorites.

VOICEMAILS

Set up

Dial into voicemail box using *97 and enter your password (default is your extension twice). Press 0 for mailbox options and follow the prompts to record your busy and unavailable messages as well as your name.

Checking Messages

When a voicemail is received, a voicemail icon appears on the dialer pad screen. Press the icon to listen to the message and enter your password. Dial *97 to access saved voicemails even without new messages.





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NOTIFICATIONS

DND

To silence calls, alerts, and notifications, press the TeleVoIPs icon in the top left corner and toggle DND on. Follow the same steps to turn it off.

Push Notifications

To toggle incoming call notifications, press the 3 dots (Android) or Settings Gear (Apple) in the dialer screen. Select settings, then incoming calls, and choose to turn push notifications on or off.

TEXTING

Sending/Replying

Use the plus sign in the bottom right-hand corner, type in a number, then your message and press the send button. Click the message you wish to reply to and type your message in the text box, then press the send button.

****TeleVoIPs Texting is an add-on service —contact our sales team at sales@televoips.com**

OFFICE 365 CONTACT SYNC

Sign into your Office 365

Open the Contacts tab. At the top of the screen, change the contacts option to "Office365". Click "Sign In". Click "Continue" to authorize the authentication. Follow the prompts to log into your Microsoft Office 365 account.

****Please note if you do not know your credentials or have trouble logging in, you'll need to contact your Microsoft- licensed reseller or provider for assistance and support.**

View Office 365 Contacts

Use this section of the Contacts tab to access any Office365 contact information or place a call.





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APPLE

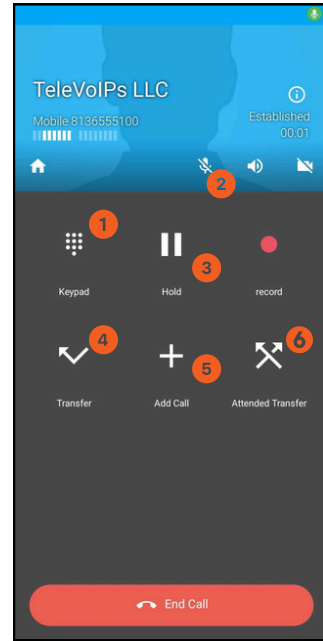
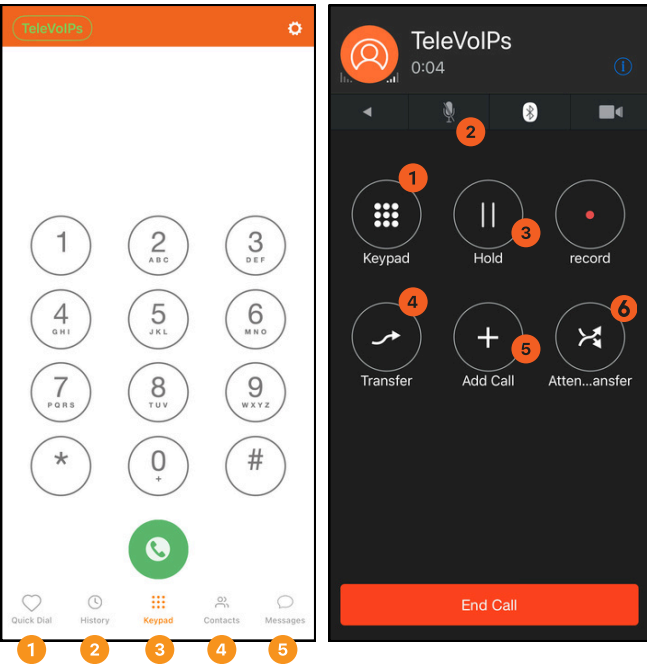
ANDROID

APP FEATURES

1. DND
2. Favorites/QuickDial
3. Call History
4. Keypad
5. Contact List
6. Texting

ON A CALL

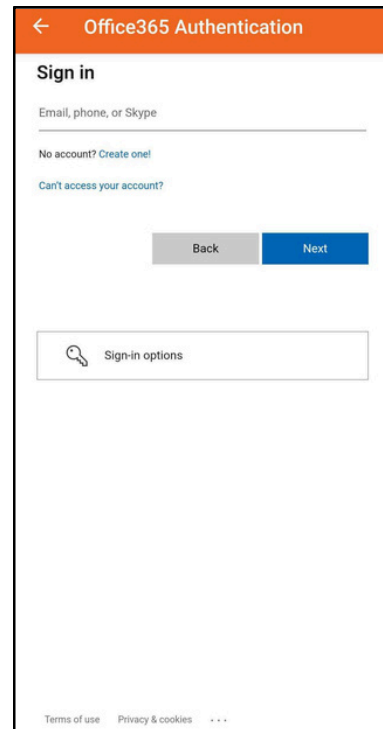
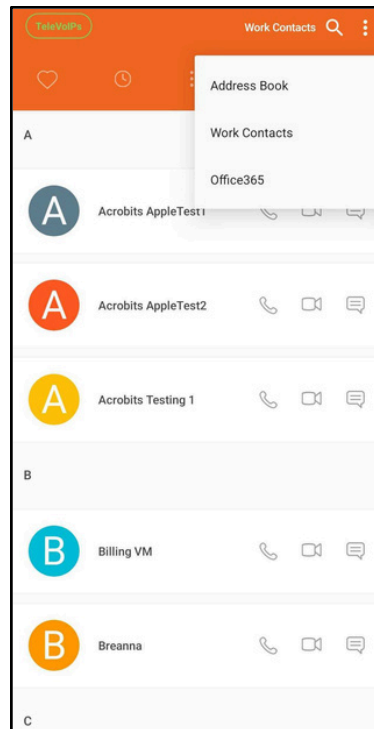
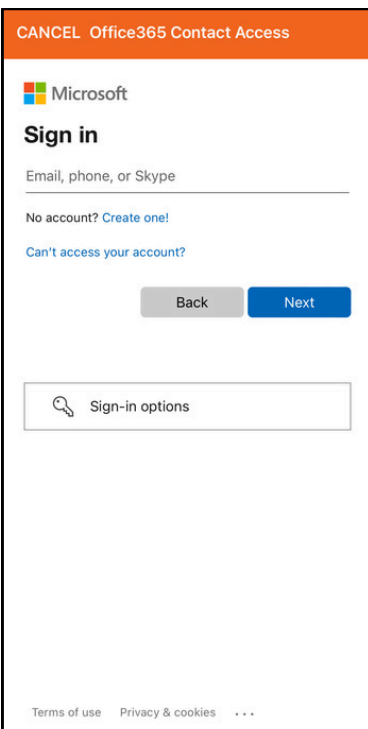
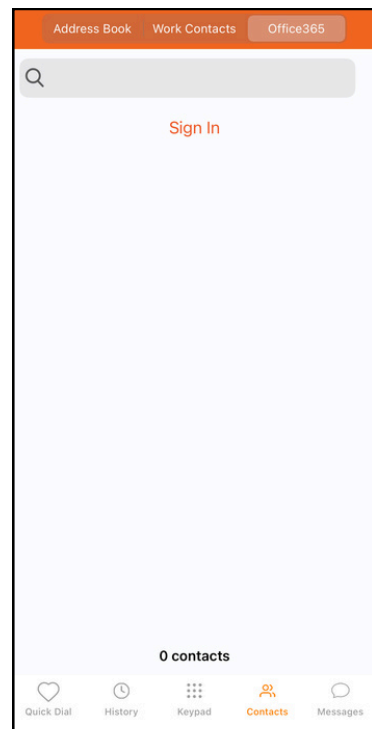
1. Keypad
2. Mute
3. Hold
4. Blind Transfer
5. Conference
6. Attended Transfer



OFFICE 365 CONTACT SYNC

APPLE

ANDROID



support@televoips.com



813-655-5100 Option 2