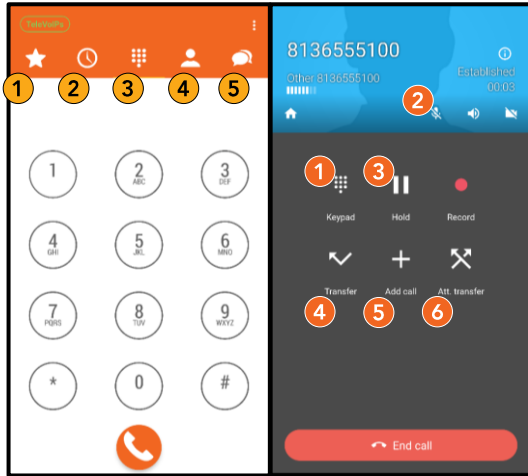




Mobile App Quick User Guide (Android & Apple)

Android



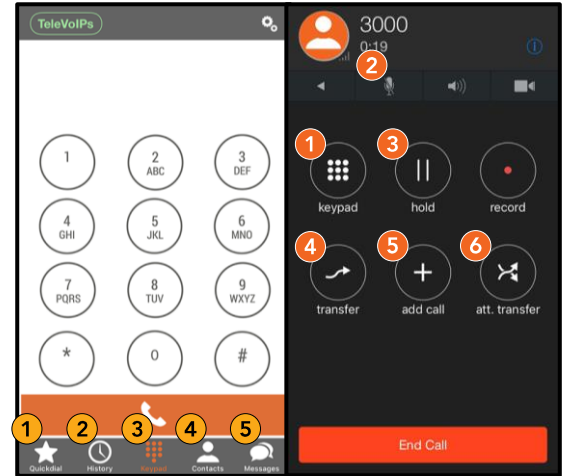
App Features

- 1 Favorites/Quickdial
- 2 Call History
- 3 Keypad
- 4 Contact List
- 5 Texting

On A Call

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

Apple



Transfers

Blind Transfer

When on an active call, press the **Transfer** button. Dial the extension or the external phone number you wish to transfer the call to. Press the call button at the bottom of the dialer screen. Alternatively, once you press the transfer button, you may use the Favorites screen to transfer a call to someone's extension.

Attended Transfer

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

Park

To park a call, follow the steps to **Transfer**, but instead of dialing an extension, dial the parking lot you wish to send the call to (71, 72, 73, etc.) Then hit the call button to park the call.

To pick up a parked call, dial the lot they are in (71, 72, 73, etc.) and press the call button.

You can also create shortcuts for these parking lots using the Favorites tab to see what lot someone is parked in and either park or pick up a call using these buttons instead.

Voicemail

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 you have been left a voicemail message, a voicemail icon appears at the bottom of the dialer pad screen. Press the icon to listen to your voicemail message(s) and enter your password. You may also call into your voicemail box using *97 if you don't have any new messages but would like to listen to saved voicemails.

Favorites

Create A Favorite

To create a new favorite press **Edit** button (Android users will press the 3-dot white icon in the top right-hand corner and select **Edit Mode**).

Press the plus sign icon displayed in the bottom right-hand corner. Type the contact's name in the *Title* field. Type the contact's number or extension in the *Number* field. When you add a new favorite, you can turn on the Presence (on-call/off-call) for extensions within your own phone network by pressing the button to the right of the Busy Lamp Field.

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.

Notifications

DND

To silence calls, alerts and notifications, you can turn on DND by pressing the TeleVoIPs icon in the upper left-hand corner of the screen. Press the toggle button to turn on. Follow the same steps to toggle off.

Push Notifications

To turn incoming calls on or off using push notifications, use the 3 dots in the upper right-hand corner of the dialer screen. Select settings, incoming calls and choose whether 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.**