

User Guide for VoIP CloudConnect for iPhone (v9.0.8)

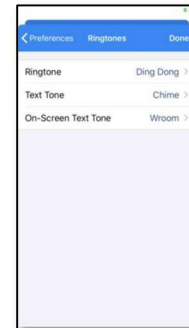
1. Preferences

Preferences allow you to 'customize' your VCC mobile app to your liking. It includes typical settings like ringtones, as well as advanced settings like VCC mobile and personal phone interaction. It also controls the native language that the VCC mobile app will display - there are 29 languages supported.



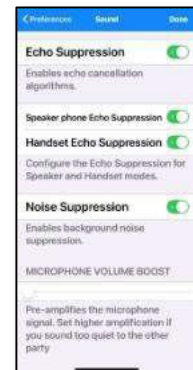
2. Ringtone

This tab lets you set your individual preferences for ringtones and text tones. By default, they are set so that calls with VoIP CloudConnect have a different ringtone than what is configured by default for personal calls.

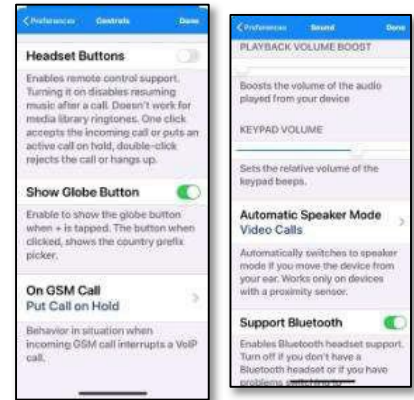


3. Sound

By default, the optimized settings for sound are enabled. It is NOT recommended that you change these settings.

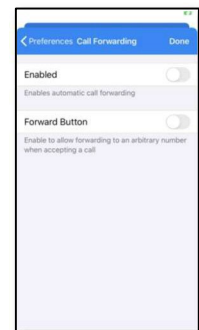


The Bluetooth setting **MUST BE** enabled for Bluetooth headsets, Bluetooth car integration to work. You must pair VoIP Cloud Connect mobile app just like any other Bluetooth device. Note the two volume boost settings - for microphone and Dialpad. You should adjust these to your liking.



4. Call Forwarding

DO NOT USE these settings as they will override CMV call control settings for routing, ring group and call centers. If these settings are changed and require CMV support to fix, there will be a \$250 service charge for each incident.



5. Number Rewriting

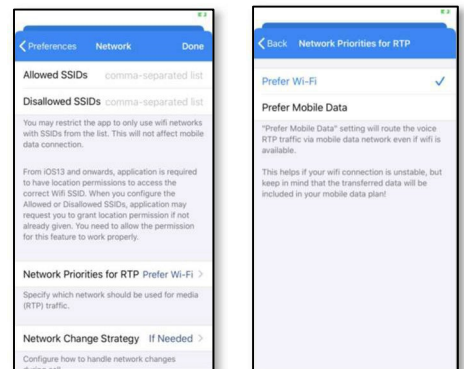
DO NOT USE this setting. It can cause major CallerID conflicts. If these settings are changed and require CMV support to fix, there will be a \$250 service charge for each incident.



6. Network

Depending on your work environment, you may want to set the network setting to either Prefer WiFi or Prefer Mobile Data. Please be aware that using Mobile Data will consume data from your mobile carrier's plan.

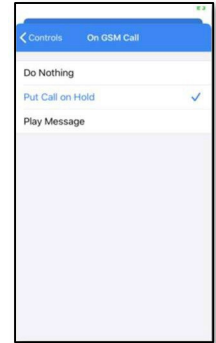
Please do not change the **Network Change Strategy** setting as this will cause problems when moving from Wi-Fi to Mobile Data networks.



7. Controls

Headset Buttons offer simple call answering using the buttons on your headset. SHOW GLOBE BUTTON turns on and off the display of the country code for international dialing.

On GSM Call sets the behavior of the phone when you are on a VCC app call and another call comes into you on your personal cellular number. You can set to DO NOTHING, or PUT ON HOLD, or PLAY MUSIC.



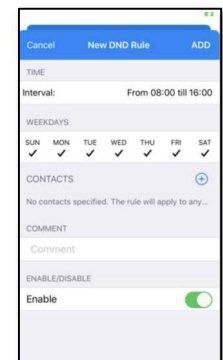
8. DND (Do Not Disturb)

Once logged into the VCC app and you decide you do not want to receive calls, On the upper left, click the VoIP CloudConnect bubble (note: your provider's company name may be present in that bubble instead). A new window will pop out with the DND toggle. When activated, DND will be highlighted in red, and the toggle switch turns green. Also, DND will be noted in red on the top left of the dialpad.



9. DND Rules

Please click on the little wrench on the upper right>click Settings>click Preferences>click Do Not Disturb. Press the ADD (+) to access the RULES page. Please note that DND rules set on the VCC mobile app may or may not conflict with DND set up in your system. Please check with your system administrator before configuring.



10. Contact Sort Order

This parameter controls how your contacts are displayed - by Native, First or Last Name.



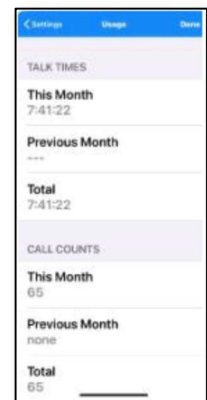
11. Log SIP Traffic

During trouble shooting, VoIP CloudConnect may ask you to turn this on to assist in troubleshooting problems. Otherwise, please keep this parameter off as it will consume storage on your mobile phone.



12. Usage

This parameter tracks usage of the VCC application

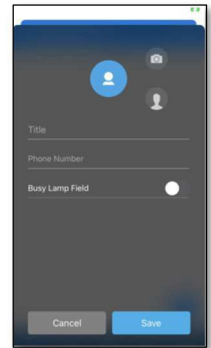


13. Quickdial and BLF

In this tab, you may add or edit your quickdials that reside within or outside your organization. If the user is within your organization, enable the Busy Lamp Field to show if that individual is on or off the phone.

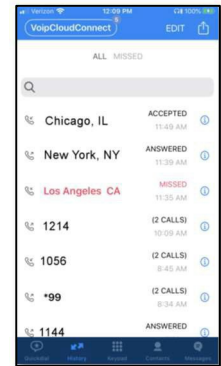


It is recommended to ask the service department to add BLFs to your quickdial.



14. Call History

The VCC mobile app maintains a call history separate from your personal call history on your mobile phone. In this way, a single mobile device can be used for both business and personal use. By keeping contact, call history, quickdial texting and other functions separate, VCC mobile app users can keep business and pleasure calling apart.



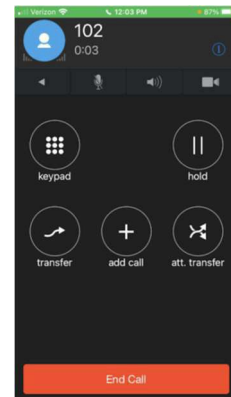
15. Dialpad

The default view is the Dialpad, and from there you can navigate to distinct functions and settings within the VCC mobile application.



16. Active Call Screen

The active call screen provides both a top menu of basic functions such as controlling microphone, speakers, and camera. It also offers call control capabilities such as making dialpad active to enter DTMF prompts; putting current call on hold; transfer a call; add a third person (extension or external number); or make a warm transfer to a third person.

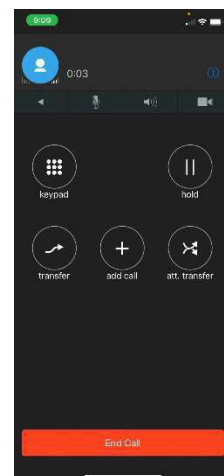


17. Transferring a call

Blind/Unattended Transfer

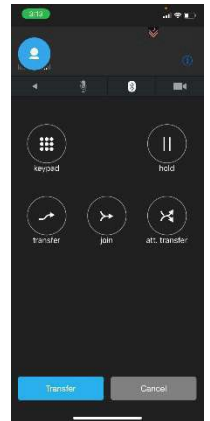
On the Active Call Screen, to perform a “blind” transfer. You must first select “transfer” then, when the dialpad appears, type the extension you would like to transfer to, and hit dial. This will send the call to the designated extension and the transfer has been completed.

Note: If you would like to transfer a call directly into someone’s voicemail without ringing their phone, while on the active call hit transfer, press *98[extension], and hit dial.



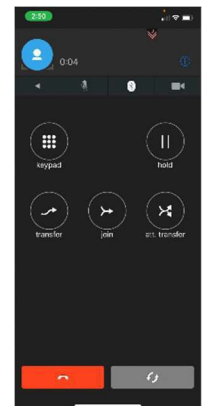
Attended/Supervised Transfer

While on the Active Call Screen, to perform an “attended” transfer, you must first select “att. Transfer”. This will put the current call on hold and bring up the dialpad where you will dial the extension that you want to transfer the call to. Once you hit the Green Dial button, VCC will connect you with the extension dialed, to allow you to speak with the person before confirming they want you to complete the transfer. To complete the transfer, press the Blue Transfer button at the bottom where the dial button was.



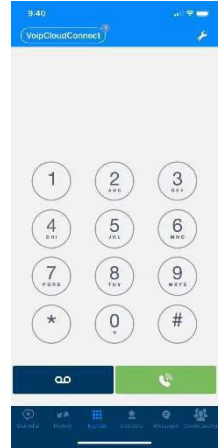
Add Call

To create a 3-way call, you must hit the “add call” button. This will now bring up the dialpad where you will dial the extension or external number you would like to bridge onto the call. You must then hit the dial button at the bottom to dial the number. Once you reach the called party, a new button will appear. To merge the calls, you must hit the “join” button, and once you hit that, the call will now have both parties.



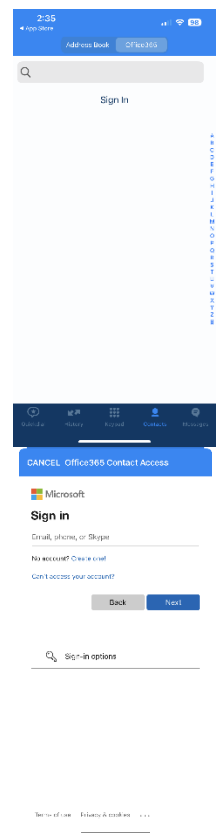
18. Retrieving Voicemail

The tape reel icon on the dialpad screen will notify you if you have any voicemail messages available for listening. Click the tape reel, which will dial into your voicemail box, and the system will prompt you for your pin. Follow the prompts to listen to your messages.



19. Syncing Office365 Address Book

If you click the "Contacts" button, this will give you a couple of choices. You can choose your Address Book (if you chose to import) and Office 365. To import the Office 365 contacts first you must click Sign in. This will bring you to a Microsoft Office 365 login screen. Once logged in you should then see your Office 365 contact information.



20. SMS Messages/Internal Messaging

Text message tab located on the far right of the bottom Menu allows you to send, receive, and manage text messages.



VCC iPhone Troubleshooting topics:

1. App can make calls but cannot take them and drops registration once call is finished.

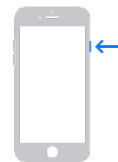
- a. We understand that Background App Refresh is not working as expected. To clarify, is [Low Power Mode](#) enabled? If so, Background App Refresh does not work until this feature is powered off.
- b. To turn off this feature, go to Settings > Battery. You can also turn Low Power Mode on and off from Control Center, navigate to Settings > Control Center > Customize Controls, then select Low Power Mode to add it to Control Center.

2. If Low Power Mode is not enabled, we'd like to provide you with a few steps that may help resolve the issue:

- a. Go to Settings > General > Background App Refresh and turn the feature off and back on again. Completing this step reactivates the feature.

3. [Restart your iPhone](#). This may seem like a simple step, but it will refresh your phone and its features:

- a. Press and hold the side button until the power-off slider appears.



- b. Drag the slider, then wait 30 seconds for your device to turn off. If your device is frozen or unresponsive, [force restart your device](#).
- c. To turn your device back on, press and hold the side button until you see the Apple logo.

4. Check for App updates. This is to guarantee that the app has all the latest fixes from the developer:

- a. Open the App Store.
- b. Tap your profile icon at the top of the screen.
- c. Scroll to see pending updates and release notes. Tap Update next to an app to update only that app or tap Update All.