

CallSwitch One App

Quick Start Guide

For iOS



About the CallSwitch One App

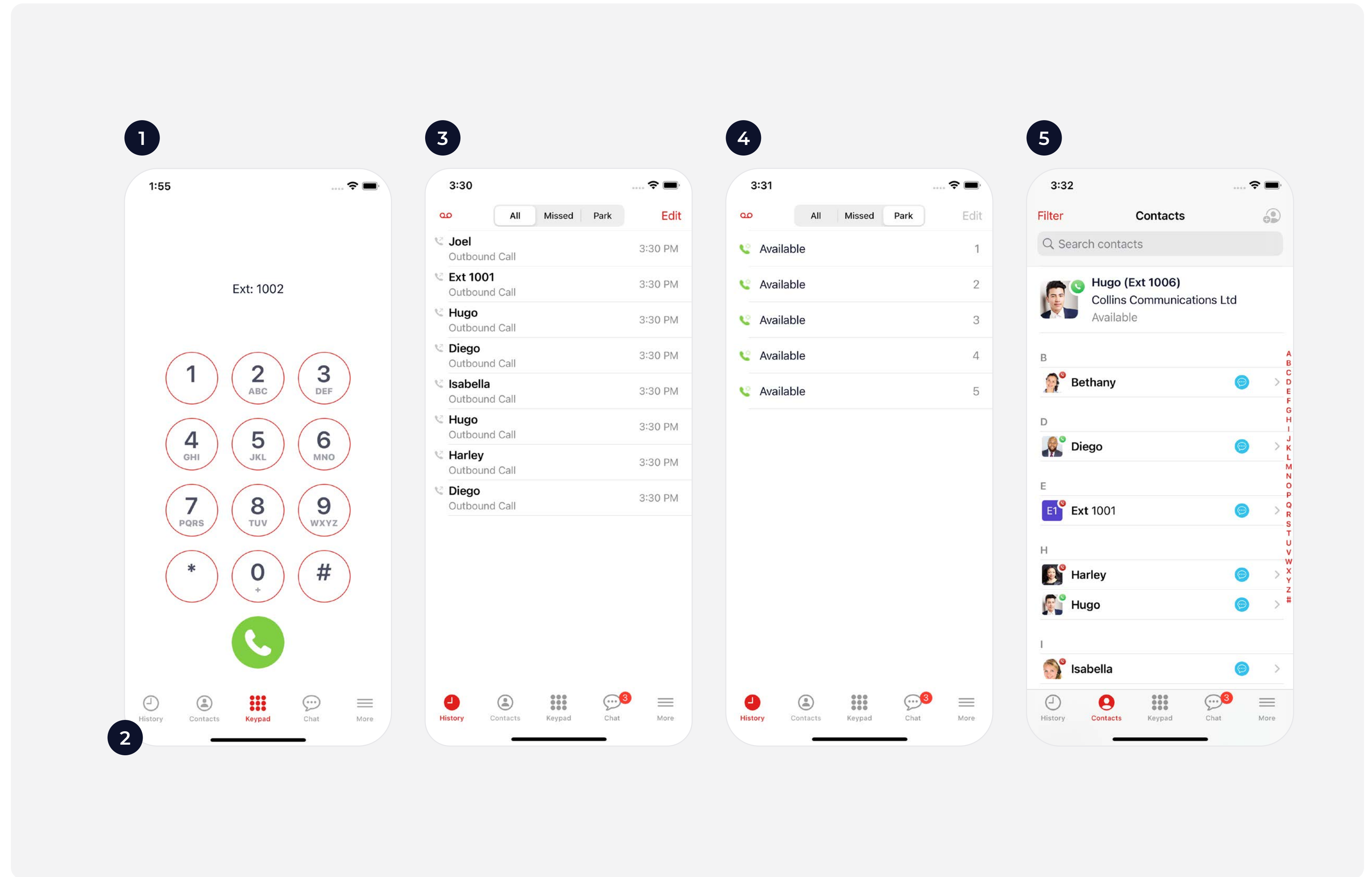
The CallSwitch One mobile application allows users to use their mobile device as an extension of their work phone. It offers a flexible alternative to using a physical desk phone, enabling users to make and receive calls, send and receive instant messages, share files, view call history, and manage their CallSwitch One settings from any location, whether on the go, in an office or working remotely. This guide will help you navigate the menus and provide basic instructions for making calls, sending messages and utilising some other features.

CallSwitchOne™










Call handling

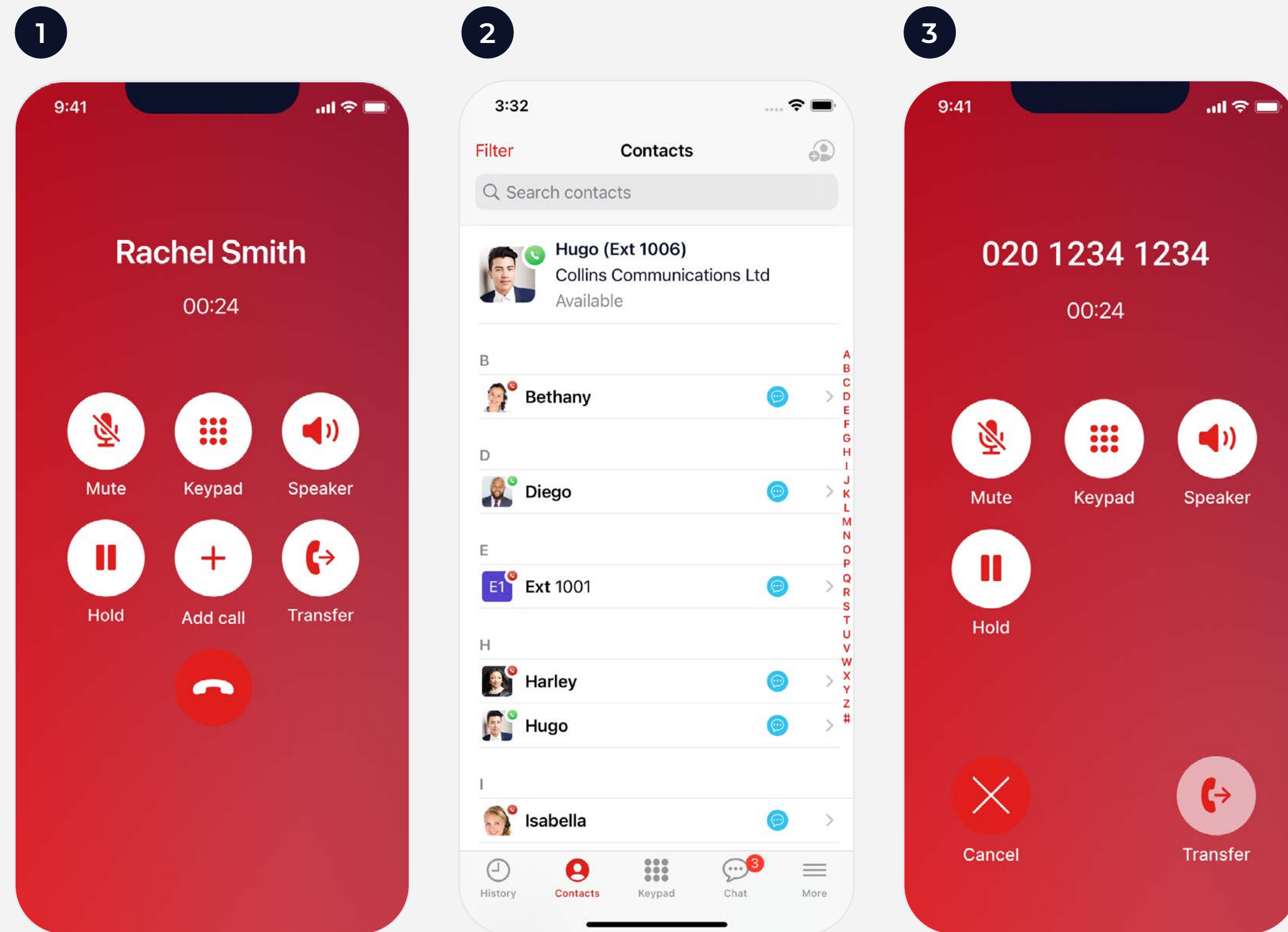
- 1 When you open the app, you will be presented with the **keypad** where you can initiate a call by manually inputting a telephone number and then pressing the green **Call** button to place a call to that number.
- 2 You can navigate to different areas of the mobile app using the icons at the bottom of the screen. The options available are **History**, **Contacts**, **Keypad**, **Chat** and **More**.
- 3 **History** will take you to your Call History which will provide a list of call events which will include calls made, calls received, and calls that have been missed. You can press any of the numbers on the list to call them.
- 4 Parked calls can be retrieved by pressing the **Parked** tab in the **History** area and selecting the Orange phone icon next to the parked call.
- 5 Pressing **Contacts** will present you with the internal user list for your organisation. You can call or message a user by pressing on their contact record to open up their details. The **Filter** option will allow you to filter contact categories; Internal Contacts, Phonebook Contacts and Device Contacts.



In-call options and Call Transfer

- 1 When on a call, you can  **Mute** your microphone, bring up the  **Keypad** for DTMF/short code input, switch the audio output to  **Speaker** and initiate a second call by pressing  **Add call**. You can also place a call on  **Hold** or transfer the call to another user.
- 2 To transfer an active call, press  **Transfer** to bring up a list of contacts, then select the user you wish to transfer the call to or dial an external number using the  **Keypad**.
- 3 When connected to the destination user/number, you can press **Transfer** to complete the transfer or **Cancel** to return to the previous caller.

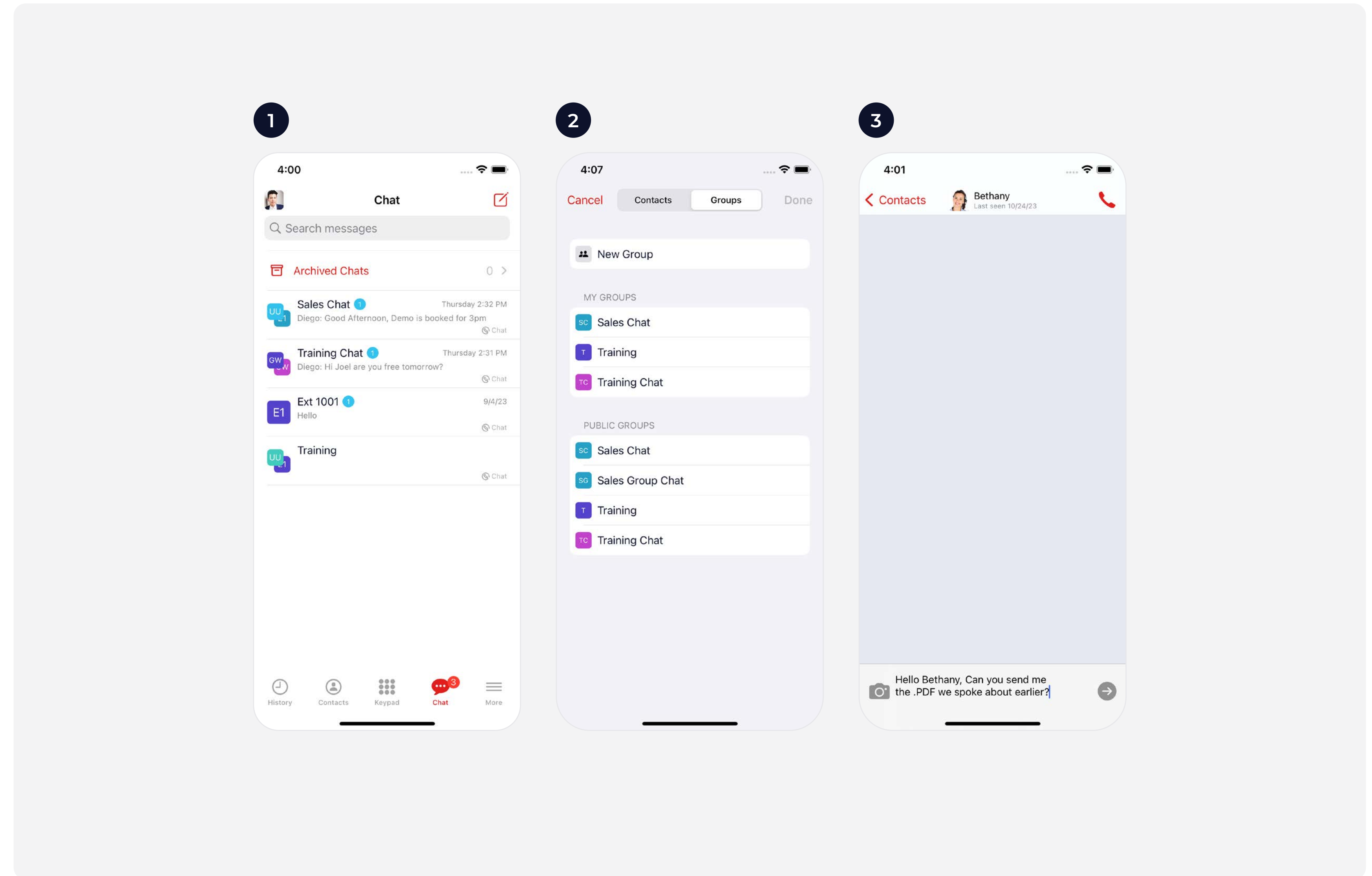
Note: **Transfers** are 'unattended' by default, meaning that transfers go directly to your chosen user. To change this to 'attended' for a supervised transfer, go to **Settings**, and edit within **Calls** section.



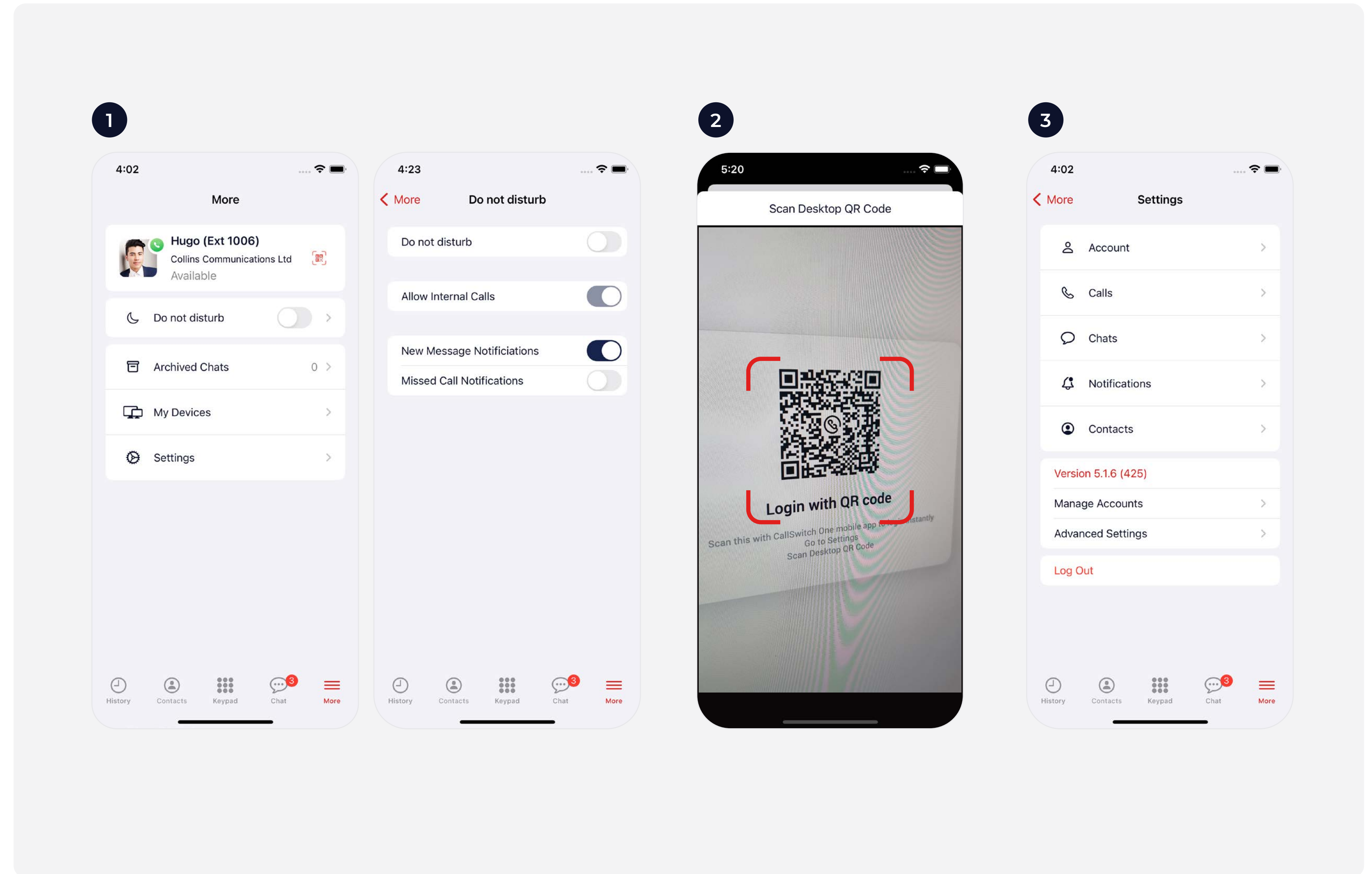
Chats

Press **Chat** to view your instant messages.

- 1 Select an active chat from the list to view or continue your chat with a user or press the **New Chat** icon in the top right hand corner to begin a new chat with a user that you have not yet interacted with.
- 2 To create a new **Group Chat**, follow the same process then select **New Group** from the top of the menu. You can also find existing open group chats and any chats in which you are a participant.
- 3 Once you start a new chat or select an existing one, you can write a message, attach a file, enter emoji's and record and send voice notes.



Settings and Customisation



- 1 Press **More** and you will find the **Do Not Disturb** feature. Within **Do Not Disturb**, there is a slider to switch between DND being Local (this app only) or Global (all your linked apps).
- 2 You can also **Link a Device** (like a laptop) by selecting **My Devices**. Use the **QR code** icon in the top-right hand corner to login to the Desktop App or sign-in to CallSwitch One on your browser at callswitchone.app.
- 3 In **Settings**, you will find **Account**. Here you can update your **Status**, change your **Theme** and view how many inclusive minutes that you have left. You can also customise the **Call** and **Chat** experience and set notification preferences in the settings area of the app.