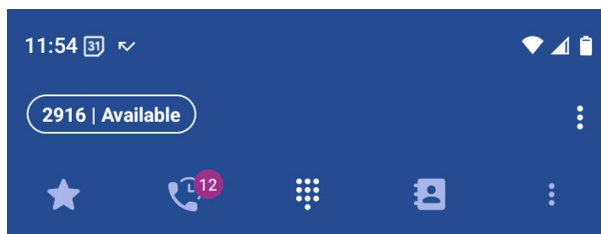


Sangoma Talk Mobile App User Guide

Sangoma Talk is a intuitive and easy to deploy mobile phone Client that works with your ICONnect VP system. Available for android and iOS mobile phones, Sangoma Talk is your mobile client for your main business phone extension delivering voice, chat, presence, video conferencing and more.

Basic Information



In the upper left, your extension number is displayed



In the upper right, is the menu (:) icon is displayed.



The menu appears in all places, and the menu options change depending on context. If you can't find a feature, check the menu. Below the extension and menu, from left to right, are Favorites, History, Keypad, and Contacts. Each of these icons are clickable, and you can swipe left and right to scroll through them.



Favorites - Use a favorite to create speed dial entries and BLF buttons



History - see your inbound and outbound call history



Dial Pad - conventional 10-digit phone dial pad



Contacts - Alphabetical list of contacts.

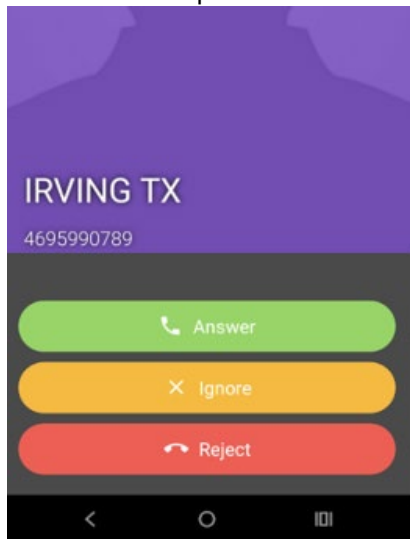
Outgoing Calls

From Contacts, click on the contact's number or click the Keypad and enter the destination number, and press the green call button at the bottom of the screen.



Incoming Calls

An inbound call presents the following screen:



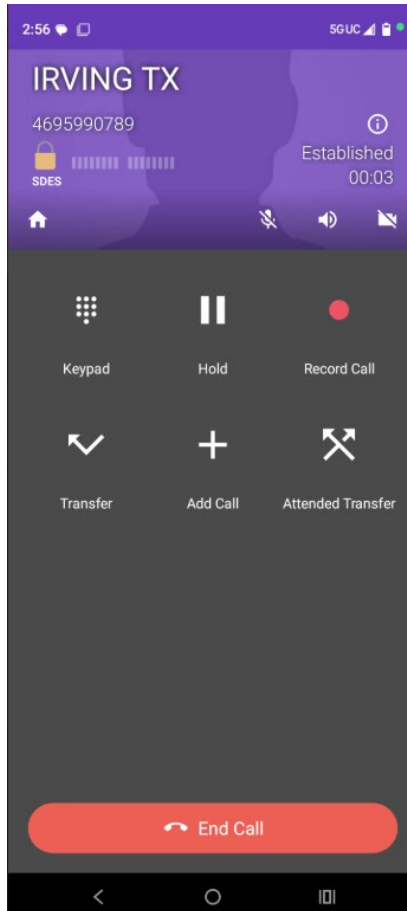
You can:

- Answer the call
- Ignore the call, which stops the ringing stops but still gives you a chance to answer

- Reject the call, so it goes to the failover destination.

Call in Progress:

During a live call, the app looks like this:



Near the top are buttons that allow you to mute the mic and toggle hands free audio. At the center is a Keypad button to enter DTMF, a Hold button, and transfer buttons.

Call Transfers

Blind Transfer - If you wish to transfer a live call to another destination without first interacting with the recipient of the transfer, you press the Transfer button. The caller will immediately be put on hold and hear the hold music. You will be presented with the keypad where you enter the digits for the transfer destination. Press the green dial button at the bottom, the transfer is done, and the app is now idle

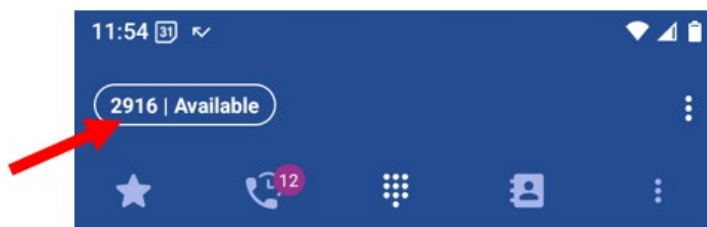
Attended Transfer - If you wish to transfer a live call to another destination, but you want to first speak privately with the recipient of the transfer, press the Att Transfer button. You will be presented with the Keypad where you can dial the destination of the transfer. Press the green dial button, and the app will initiate a call to the transfer recipient while the original call remains on hold. When finished talking with the recipient, press the green Transfer button to complete the transfer or press Cancel to abort the transfer.

3-way Conference Calling

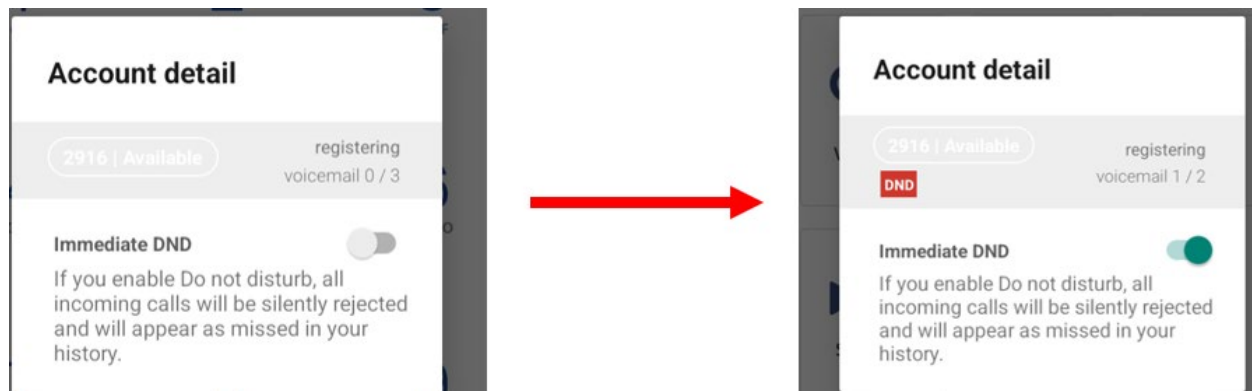
If you wish to add an additional party to an existing live call, press the 'Add Call' button. The existing call will be placed on hold, and you will be presented with the Keypad where you can place a new call. Once the second caller answers, you can press the 'Join' button so that all three parties can speak together. 3-way calling and video cannot be used together; video calls are for local calls between 2 parties.

Immediate DND Mode

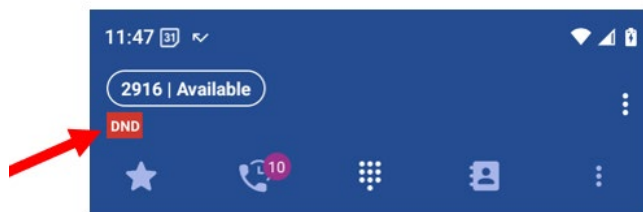
If you wish to manually silence all incoming events on Sangoma Talk, you can access the “Immediate DND” mode from the extension number button at the upper left of the screen.



This will open up a dialog that provides a toggle for Immediate DND.



DND will be displayed in red near the extension number at the top of the screen.

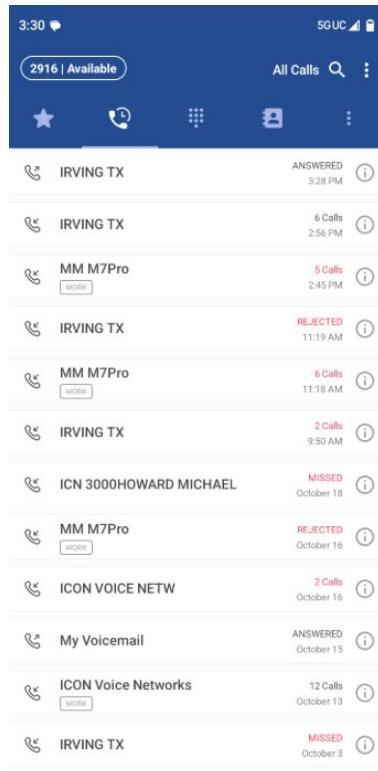


Outbound calls work as normal but inbound calls will not ring through to the App. The same method is used to toggle off Immediate DND. **If you have other devices registered to your PBX user account, they will not be affected by this Sangoma Talk DND setting.**

Note: “Available” next to the extension number in the image above refers to your presence status, which is visible to your colleagues. Changing your status here to DND will affect all calls to all of your devices. This is a separate feature from Immediate DND, described above.

History

Inbound and outbound activity is viewable by pressing the History button while the App is idle.



Touching one of the displayed entries will initiate an outgoing call to the call record.

Pressing the information icon  will open up the edit mode displaying more more information about the call and providing an option to add to contacts and favorites.

Favorites/Quickdial

To create a speed dial button or a BLF button:

1. Tap the Quickdial (star) in the navbar.

or

In Call History Edit mode, tap the + icon.

2. You can enter a button title and the dialed digits or tap the Contacts icon to find and use a contact for this item.

3. To add a "Busy Lamp Field" (i.e., indicate if the local extension number is in use or not, use the BLF toggle.
4. Tap Save to complete the item or Cancel to go back to the list without creating a new item.
5. To edit or delete items, tap Edit.
6. To show only avatars (with no names), pull down on the list screen.