Amiba
Unified Communications
Getting Started as a User

Contents

1. Introduction

Welcome to the Amiba Unified Communications Cloud-based business system offering:

- Cloud based communications – No clunky hardware
- No Upfront Cost
- Smartphone Apps for iOS and Android
- Redundancy/Resilience
- Your individual online portal
- Chat
- Video Collaboration with document Sharing
- Advanced IVR
- Recording of Voice Calls
- Call Centre Queues
- Fixed Mobile Integration
- Remote Management
- Voicemail to Email
- Presence of Colleagues
- Tele-working
- CTI with leading CRMs
- Inbound/Outbound Call Centre Reports

Amiba Unified Communications for business supports smartphone apps, tablets, PC softphones and Yealink and Polycom SIP desk phones.
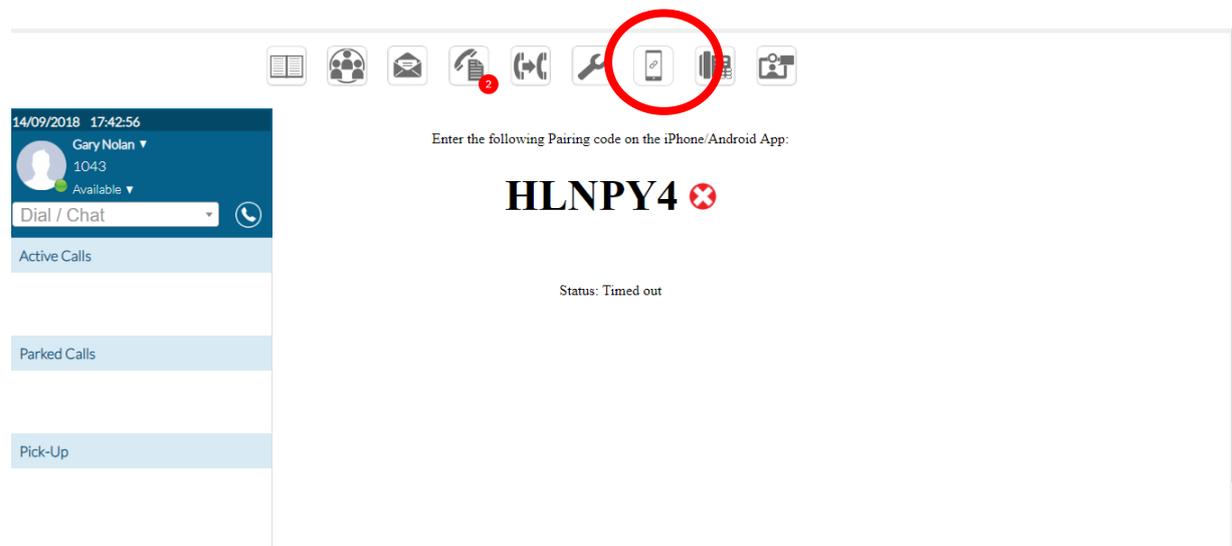
2. Getting Started as a User

You will receive a welcome email from the system administrator which contains all you need to get started.

On your smartphone, go to the App store or Play Store and download the Amibacom voice app.

In your welcome email, click on the link to your personal portal. The portal allows you to to manage calls, check the presence status of colleagues, check call lists, voicemails, forwarding and use video collaboration.
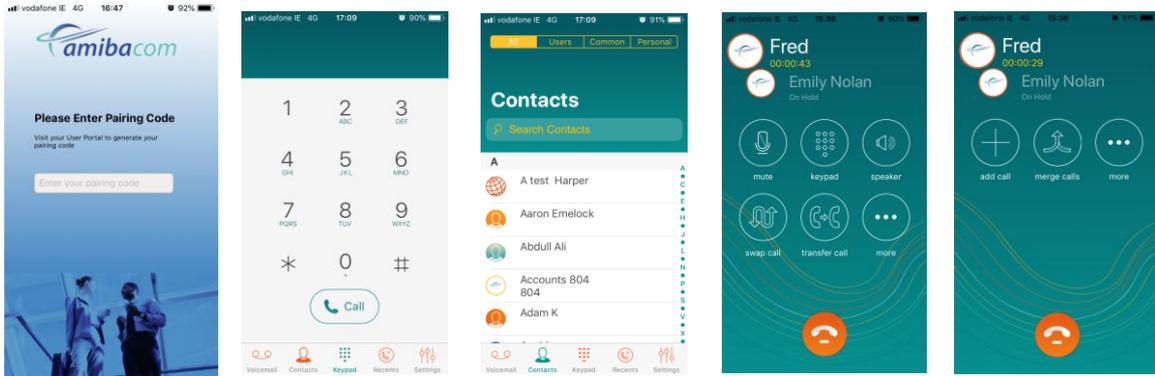
Click the smartphone icon in the portal shown here:

This generates a unique short-lived pairing code to activate your smartphone app.

Launch the smartphone app and enter the pairing code to activate it:

iPhone users must give permission for the app to:
- access the microphone
- access the phone's contacts,
- allow Push notifications

Android users must give permission for the app to:
- access the phone's contacts
- record audio
- make and manage phone calls
- access photos, media and files

You are now registered to the system and can make and receive calls on the system using your smartphone app.

You may also use a SIP desk phone for voice calls on the Amiba UC system. In this case, your desk phone (Yealink T series or Polycom VVX series) will be configured automatically by the system. User guides for these phones can be found on our website:

http://www.amibacom.com/manuals-and-software/

You may also use a Windows-based PC softphone for voice calls. The softphone and its installation guide are available at the above link.