

Call handling on the iPhone app

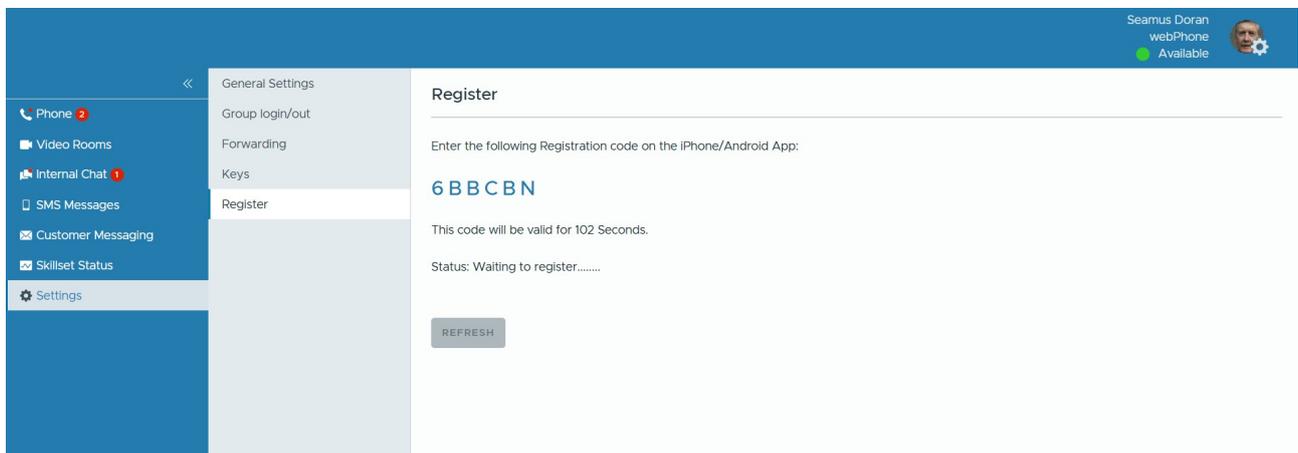
Registering your iPhone app

The Welcome email from your system administrator contains all you need to get started.

On your smartphone, click on the link in your Welcome email to go to the App Store and download the app.

In your welcome email, click on the link to your personal user portal.

Click the Settings tab in the portal, shown here, then on the Register tab:



This generates a unique short-lived Registration pairing code.

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



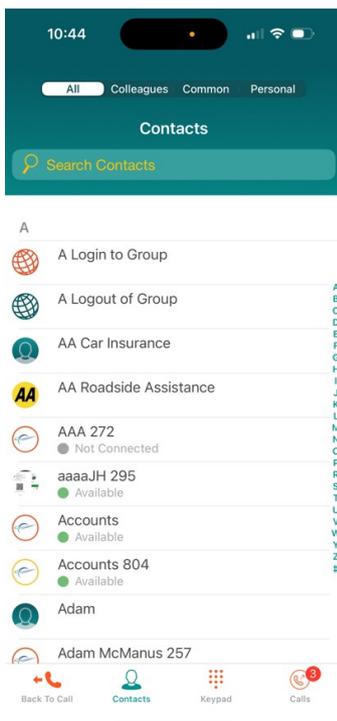
You are now registered to the system and can make and receive calls using your smartphone.

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When on a call you have an **“add call” Button (+)** if you want to add another person



When tap the **“add call”** button you then have options to choose a contact or use keypad to dial a number. Note you can also tap the **“back to call”** button to abandon making a second call



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When you make the second call then the first call is placed on Hold and the second call rings. At that point you can hit the “**transfer call**” button to start an **unattended** transfer or alternatively wait for second call to answer.



When second call answers the first call is still on Hold. You now have the options to

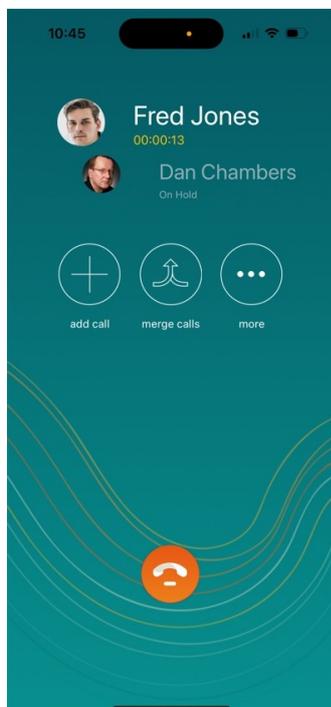
- “**swap call**” where you will swap to the first call placing the second call on hold.
- “**transfer call**” to implement an **attended** transfer connecting the first call to the second call.
- You can also tap the “**more**” button for more options.

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If you tap the “**more**” button you now have the additional options

- “**add call**” where you can add a third person if required.
- “**merge calls**” to implement a conference call between you and the other two people.



If you tap the “**merge calls**” button, you are now in a three-way conference call.

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You can then choose the “**split calls**” button to end that conference call and return to talking to each person individually with the other person on hold.

