



Android Mobile App

OFFICIAL USER GUIDE

Installing the app

1. Go to hellospoke.com, scroll to the bottom of the page and in the footer you will find a link to the Google Play Store. Install the **hellospoke** mobile app on your phone.
2. You will be asked if you would like to import your contact list from your phone. If you do not agree to import the contacts, you will only be able to add contacts manually.
3. After the installation has completed, open the app on your device. You will be asked to provide the following information:

User Name: [see admin]

Password: [see admin]

Once this information is entered and confirmed, the **hellospoke** app is ready to use.

NOTE: Please review the 911 Notification that appears on your screen when you login for the first time.

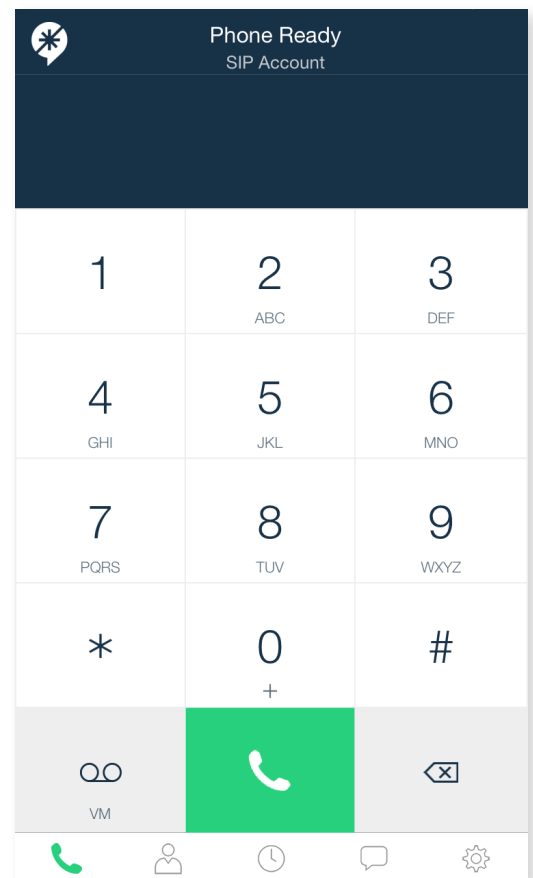
Basic call handling

To place a call

Enter the number using the keypad, then tap the green handset button at the bottom of the home screen.

For incoming calls

Your phone will ring audibly with your default ring tone. You will also be notified of an incoming call by a vibration if your phone has a vibrating alert and you have enabled this option in your phone settings. Slide the green button to the right to answer the call. Slide the red button to the left to reject the call (this will send the call directly to voicemail).



Basic call handling

Active call screen

MUTE

This will mute the microphone on your phone. You will continue to hear the call.

KEYPAD

This will display the dial pad on the screen.

SPEAKER

This activates the phone's speaker.

HOLD

This will place the call on hold. The caller will hear on-hold music.

ADD CALL

This allows you to add a call (merge) to the existing call.

- When you tap this, you will have the ability to dial another number (internal extension or external number).
- Once the second call is active, the button will change to **Merge**. Tap this button to bring the two calls together.
- When the calls are merged, the button will change to **Split**. By tapping this, it will return to the last call dialed and place the first call on hold. To toggle between the two calls, tap the **Swap Calls** button.

NOTE: In contrast to the **hellospoke** desk phones, this type of conference call can only add one additional caller.

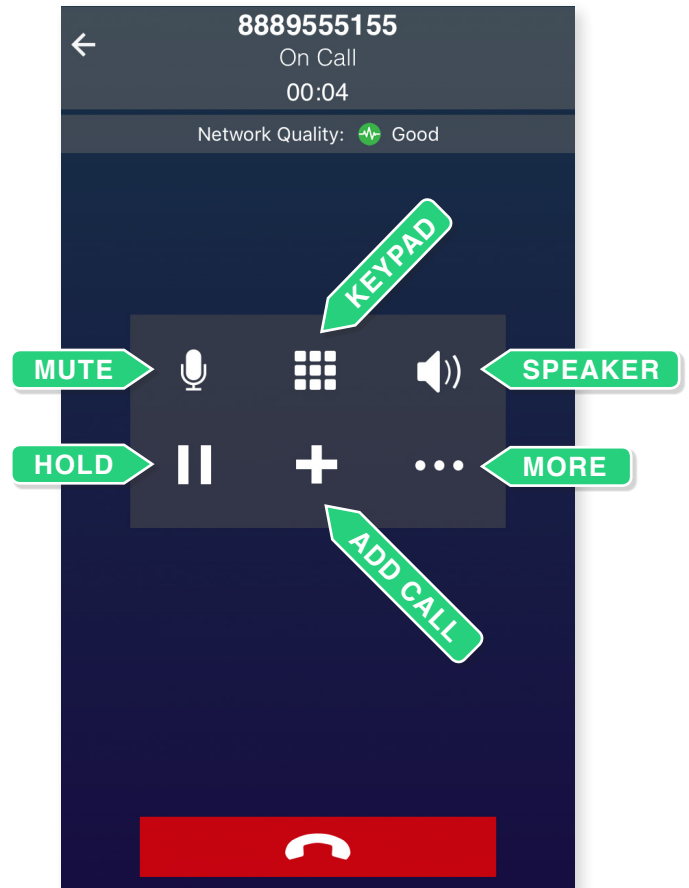
MORE

This button will display the following option:

Transfer – Tap this button to bring up the dial pad and initiate a transfer.

- When the dial pad is displayed, enter the number to which you want to transfer (internal extension or external number) and then tap the green **Xfer** button.

NOTE: This process will initiate an unannounced transfer. Once you tap the **Xfer** button, the call will be released from your phone and be transferred to the destination phone. You will not be able to retrieve the call once it has transferred.



Voicemail

To access the voicemail system

To listen to voicemail and manage your voicemail options, tap the VM button (a *98 will appear in the digit field).

Setting up your voicemail (skip this step if you've already set up your voicemail on another device)

1. Tap the VM button on the phone.
2. Follow voice prompts to setup voicemail features.

Editing voicemail settings

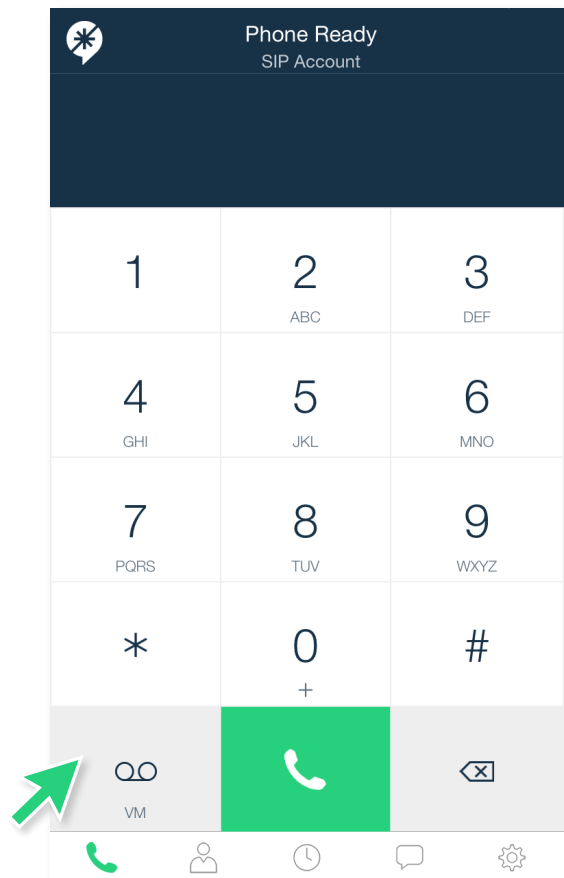
1. Tap the VM button on the phone.
2. At voice prompt, press 5 (change settings).
 - Press 1 to record personal greeting
 - Press 2 to record name
 - Press 3 to change password

Using a temporary greeting (out-of-office greeting)

1. Tap the VM button on the phone.
2. At voice prompt, choose 5 (change settings).
 - Press 4 to record a temporary greeting
 - Press 5 to restore permanent greeting

Accessing voicemail system remotely

1. From an outside phone (not a **hellospoke** phone), call your DID (or dial your main number and access your extension through your auto-attendant).
2. When you hear your personal voicemail greeting, press *.
3. When prompted for your password, enter it followed by #.
4. At this point, you will have access to your personal voicemail features. This will allow you to retrieve messages and access all voicemail features.



NOTE: In addition to receiving your voicemail messages on your phone and using the procedures listed above to retrieve them, you will also receive your voicemail via an email with a recording of the voicemail attached as a .wav file. In order to delete the voicemail from the system, you must use your phone (or remote access). Deleting the email with the attached voicemail recording will not delete the voicemail from the system.

Options and settings

Menu bar options



Phone



Contacts



History



IM



Settings

CONTACTS

Manage your contacts, and setup up “Buddies.”

HISTORY

View (and dial from) call history list.

IM

This function is still in development.

SETTINGS

Manage preferences for your **hellospoke** app.

- The settings that are available are device-dependent.
- Be sure to review your mobile data settings. Calls placed and received on your **hellospoke** phone use your data (wifi or mobile data). **hellospoke** calls do not use your voice plan.
- In your settings, you are able to set how the **hellospoke** app alerts you (rings and vibrations) when you receive a **hellospoke** call.

In order to not receive call on your Spoke app, you will need to exit the app. This will only disable calls coming in to your **hellospoke** app (and send the call directly to voicemail). If you also have a **hellospoke** desk phone, your desk phone will continue to ring.

A note about other Android settings: As with other apps on an Android device, some of the settings are controlled from your Settings app. From Settings, choose the **hellospoke** app. Here you may be able to view data, cache, and permission information – depending on your device.