



iOS 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 App Store. Install the **hellospoke** mobile app on your phone.
2. You will be asked if you want to add your personal phone directory to the **hellospoke** mobile app. Choose your preference for this to proceed.
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

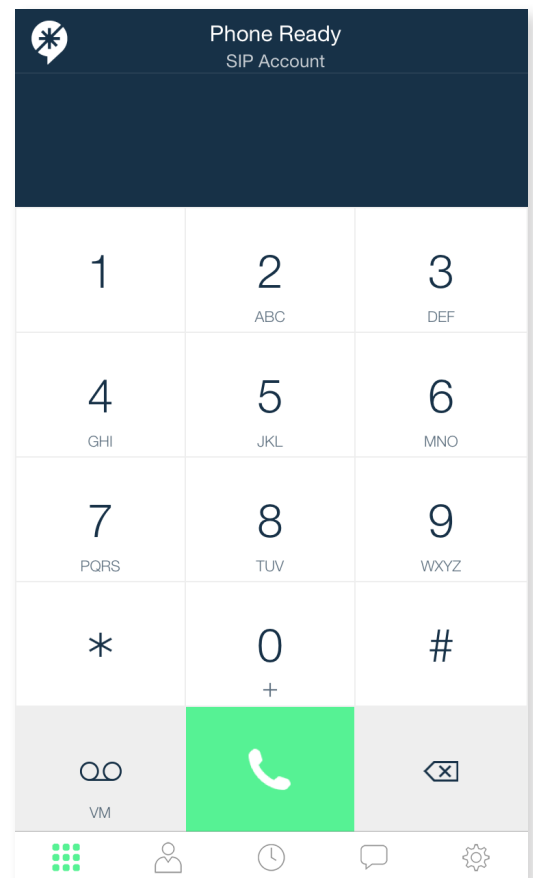
Enter the number using the keypad, then tap the green handset button at the bottom of the home screen.

For incoming calls

If your phone is at-rest (or locked), 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. When you press the home button, you will see the notification on the screen. You will need to unlock the phone to answer the incoming call.

If you are using another app on your phone, you will be notified of an incoming call by a banner notification at the top of your phone screen. If you tap the notification, it will navigate to the **hellospoke** mobile app and answer the call. If you want to remain in the current app – without changing to the **hellospoke** Mobile app – you can swipe down from the banner you will get the opportunity to answer or decline the call.

NOTE: Please see section on notifications later in this document for more information on how to change notification types.



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

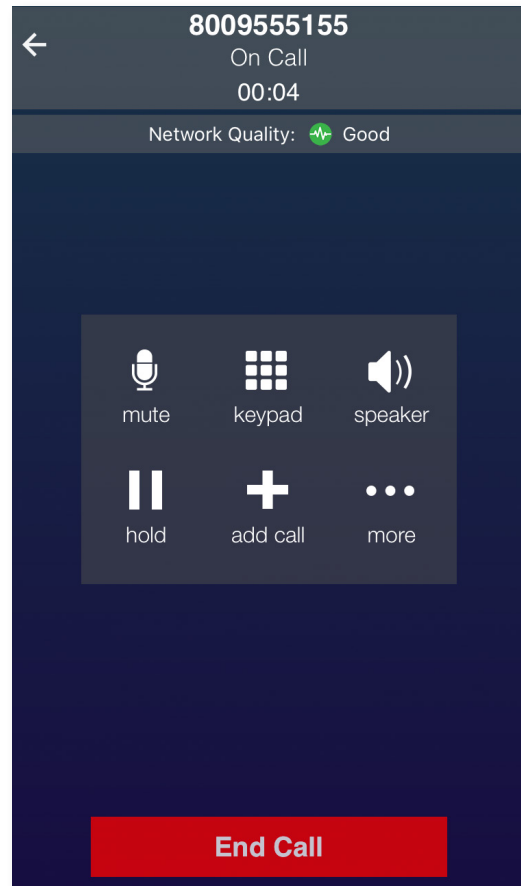
This button will display the following option:

Navigate Back – This will return the screen back to the dial pad.

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

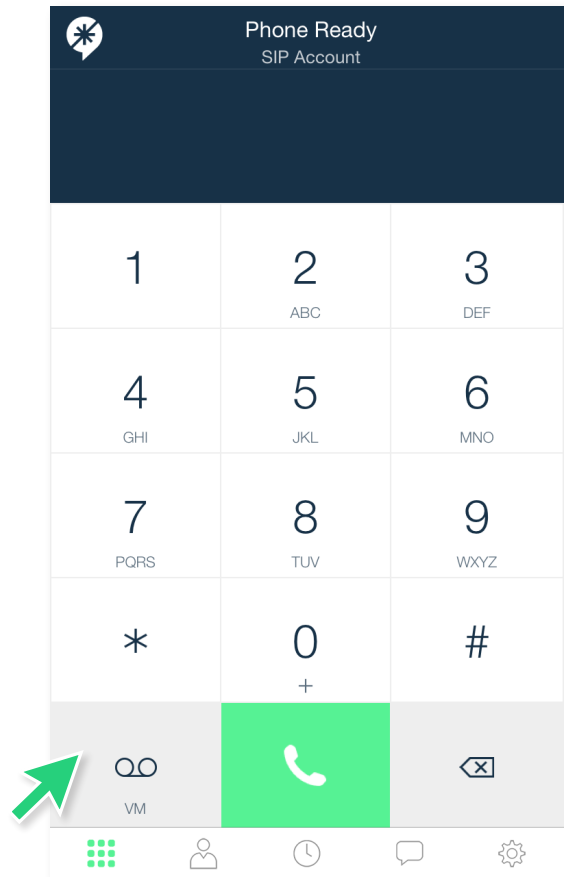
1. Tap the VM button on the phone.
2. At voice prompt, press 5 (change settings).
 - Press 1 to record personal greeting
 - Press 2 to record name
 - Press 3 to change password

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” and favorites.

HISTORY

View (and dial from) call history list.

IM

This function is still in development.

SETTINGS

Manage preferences for your **hellospoke** app.

In order to not receive call on your hellospoke app, you will need to close the app by double-clicking your Home button and swiping up on the app. This will only disable calls coming in to your **hellospoke** app (and send the call directly to voicemail if you only use the app). If you also have a **hellospoke** desk phone, your desk phone will ring normally.

A note about iOS settings: As with other apps on an iOS device, some of the settings are controlled from your Settings app. From Settings, scroll down until you find the **hellospoke** app and tap on it. From here, you will be able to manage options. There are three that may be of interest:

1. **Contacts** – This is a toggle that allows **hellospoke** to access the contacts in your iPhone (iCloud, if applicable) contact list. If you want to keep your iPhone contacts out of your **hellospoke** contact list, this should be disabled.
2. **Notifications** – Tapping this option will open up the settings for how you want the app to alert you for calls (and more):
 - **Allow notifications** – Toggle this function to enable/disable the app to send notifications of any type – including incoming calls. If notifications are not activated, you will only be aware of incoming calls when the **hellospoke** app is active an on-screen.
 - **Show in notification center** – If this is activated, you will be able to see call information on the notification screen (swipe down from any screen).
 - **Sounds** – Toggle this function to enable/disable for **hellospoke** to use your phone’s default ring tone to indicate incoming **hellospoke** calls.
 - **Badge app icon** – Toggle this function to enable/disable notifications (red dot with numbers) to appear on the app icon on the iPhone home screen.
 - **Show on lock screen** – Toggle this function to enable/disable call information and notifications to display on your phone screen when it is locked.
 - **Alert style when unlocked** – choose the type of alert you want to display when your phone is unlocked.
NOTE: Alerts require an action. Banners will go away automatically after a short period.
3. **Cellular Data** – This toggle enables/disables the **hellospoke** app to use cellular data if you are not connected to a wi-fi data source. If disabled, **hellospoke** will not receive calls if you are not connected to a wi-fi data source.
NOTE: If enabled, a **hellospoke** call will use data from your provider and is subject to data charges (from your carrier) based on the data plan purchased from your mobile provider.

