

Welcome to Hiscall Cloud Services

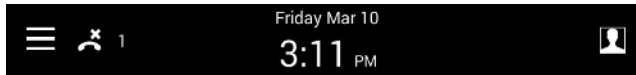


THE TOOL BAR



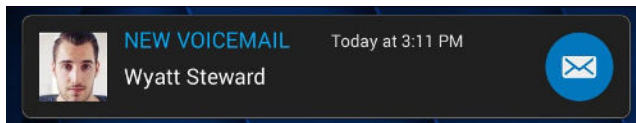
- Mute** Disables your microphone.
- Speaker** Toggles the built-in speaker on/off.
- Headset** Engages the wired headset on/off.
- Volume** Adjusts the volume of the ringer or call audio.
- Home** Returns to the home screen and notifications.
- Keypad** Dial numbers or navigate interactive voice responsive menus.
- Favorites** Displays your Rapid Dial list. Create and edit lists in the web user suite.

THE STATUS BAR



- Navigation Drawer** Tap the icon to access the Applications Menu.
- Missed Calls** The number of missed calls.
- Date & Time** Set to your time zone.
- Status** Tap the icon to change your Switchvox status.

NOTIFICATIONS



Missed calls and unread Voicemail notifications are displayed on the Home Screen until reviewed/listened to. Tap the user's icon to see their detail page or tap the default button to perform its action.

DIALING CALLS

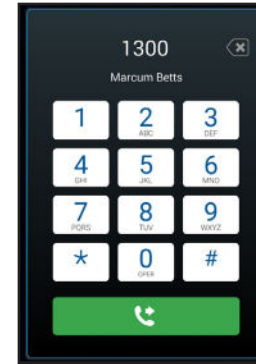
Tap **Keypad**, dial, then tap the **Green Dial** button to start the call.

You can also use **Favorites**, **Contacts** or **Call Log** to find the number you want. If you use **Contacts**, you can dial a coworker's Voicemail.

REDIAL



In the **Keypad** screen tap the **Green Dial** button to recall the last number, confirm the number is correct then tap then **Green Dial** button to redial.



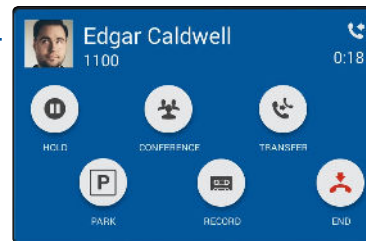
RECEIVING CALLS

Pick up the handset, or tap **Answer**, **Ignore**, **Transfer**, or **Send VM**. **Ignore** makes the call stop ringing but uses your **Call Rules**. **Transfer** lets you transfer the call. **Send VM** sends the call to your voicemail regardless of your **Call Rules**.

CALL CARD

TRANSFER

ASSISTED—During a call, tap **Transfer**. Navigate to your **Contacts**, **Favorites** or **Keypad**. Select a contact or enter a number. When someone answers, inform them of the call to be transferred. Tap **Complete**.



UNASSISTED (blind)—During a call, tap **Transfer**. Navigate to your **Contacts**, **Favorites** or **Keypad**. Select a contact or enter a number. Tap **Complete**.

TRANSFER TO VOICEMAIL — During a call, tap **Transfer**. Navigate to the **Contacts** detail. Tap **Voicemail** then tap **Complete**.

CONFERENCE (3-WAY CALLS)

During a call, tap **Conference**. Dial the third participant's number, or use **Contacts**. Tap **Complete** to connect all participants. Tap **Split** to separate calls with each participant.

RECORD

During a call, tap **Record** to begin recording. Tap **Stop Recording** when you are done. Recordings are in your voicemail mailbox.

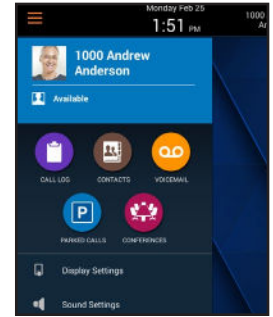
See your Switchvox Web User Suite to manage these and other Switchvox features (Call Rules, Ringtones, Status Options, and more).

THE NAVIGATION DRAWER

To access the **Navigation Drawer**, swipe the left side of the screen or tap the "burger" icon.

The blue area displays the phone user name, number, avatar, and availability status.

Icons display access to your phone applications and settings.



CALL LOG

Tap **Call Log** to see your recent incoming, outgoing, and missed calls. Tap the name of an item to see details, or tap the phone number to dial it.



CONTACTS

Tap **Contacts** to find detailed information about your contacts, and dial their phone numbers. You can use **Contacts** from within **Transfer**, **Conference**, and **Forward Voicemail**. Tap a contact name to see their **Detail** page or tap a number to dial.

If a contact is not on the phone, you may see **Intercom**. Tap it to talk through that contact's phone speaker. If a contact is on the phone, you may see **Monitor**. Tap it to listen in on the conversation. To whisper or barge into the call you are monitoring, tap **Keypad** then tap **5** (only the contact can hear you) or tap **6** (both parties can hear you).



PARKING

Tap **Parked Calls** to see the calls that are parked in your default **Parking Lot**. In **Parked Calls**, tap any call to answer it. To park a call, tap **Park** in an active call.



VOICEMAIL

Tap **Voicemail** in the **Navigation Drawer** to display your Voicemail **INBOX**. Unplayed messages are marked with a closed envelope. Tap the folder icon in the top right to access your folders.



CONFERENCES

To conference with more than 3 people, tap **Conferences** in the **Navigation Drawer** to display your **MeetMe** conference rooms you own or administer. Navigate different conferences from the drop menu. Admins can **Join** conferences to **Mute** or **End** calls. For conferences you don't own dial the **conference extension** from the **Keypad** then the **conference room number**.