

MyPABX

iOS Soft client User Guide

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1.1	08/09/2017	Updated document in readiness for R22 Client release and rebranded imagery
2.0	27/02/2019	Removal of IM&P
3.0	12/03/2019	Collaborate Bolt-on
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Introduction

The MyPABX clients have been designed to be used in conjunction with the core MyPABX service and allow connection of either a PC desktop/laptop device, and/or connection of devices using iOS (Apple) and IOS operating systems such as tablets and mobile phones.

These provide a new and exciting way of communicating with colleagues and the core MyPABX service, to ensure you always maximise your productivity through managing your telephony and interactions with colleagues in the most efficient way.

The clients also provide additional features as per below and explained later in this document, through an easy to use software client:

- ◆ Soft Phone
- ◆ Management of your existing MyPABX account
- ◆ Collaborate - Bolton subscription

This document is designed at explaining the core functionality of the iOS smartphone app as well as the steps required to get it installed.

Please note there is some core MyPABX functionality referenced in this document that is not explained in detail. Where further information is required on specific MyPABX features or functions please reference the MyPABX user guide.

Getting Started

Minimum System Requirements

The iPhone client is supported on the following devices:

- ◆ iPhone 5C
- ◆ iPhone 5S
- ◆ iPhone 6
- ◆ iPhone 6+
- ◆ iPhone 7
- ◆ iPhone 7+
- ◆ iPhone 8
- ◆ iPhone X
- ◆ iPhone XS Max

- ◆ It will run on iOS 11 and above

How does the client work?

On MyPABX a single user account can be used for each device. This means your user account can be shared over your IP phone, your desktop client, and mobile client if applicable. In short this means that if a call is delivered to your user account, it will access all clients attached to the service, as well as your IP phone, allowing you to take the call through a device of your choice.

Likewise, if you choose to adjust call settings for your user account through the client this will then be applied, meaning implementation over both your IP phone and the MyPABX web interface.

It is therefore key to remember that if you don't want to be contacted on the MyPABX client say on your desktop, but do want your IP phone to ring, that you simply log out of the client rather than implementing say Do Not Disturb (DND).

Finally, where the intention is to login to a single account with multiple devices of the same type at the same time (i.e. laptop and desktop using the desktop client, or mobile phone and tablet using the mobile client) calls will be delivered randomly to any of the logged-in devices. It is recommended that, where the intention is to use multiple devices, users must logout of each device when moving between them, so that only one device of each client type is logged-in at any one time.

Number Presentation

Number presentation within the MyPABX client's mimics that set in the MyPABX system. As such if a user generates a call from the MyPABX client, this will output the number presentation assigned to the users MyPABX account.

An option to withhold the number for outbound calls is available within the settings.

Installation

The MyPABX application can be located within the Apple App Store. Search for MyPABX Smartphone App. Click "Get" and the app will download and install.



Signing in

You now enter your client username and password - please note these are different than the Portal login details. Please speak to your Administrator if you don't have your log in details.

The password is 35 characters long. It is recommended to copy this from the iPhones email.

You can show the password while you are typing it by tapping the eye icon. You can also set the App to remember the password and sign into the client automatically when your device starts.



The image shows the MyPABX login interface. It features the MyPABX logo at the top right. Below the logo are two input fields: 'Username' and 'Password'. A blue 'Sign in' button is positioned below the password field. At the bottom of the form, there are two checkboxes: 'Show Password' and 'Remember Password'.

You will then be asked a series of questions about accessing your devices contacts and microphone etc which we recommend you accept and then be asked to set the number for the device, this should be updated with the mobile number of the device.



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The clients also provide additional features as per below and explained later in this document, through an easy to use software client:

- Soft Phone
- Management of your existing MyPABX account

This document is designed at explaining the core functionality of the IOS smartphone app as well as the steps required to get it installed.

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Basics

The main view contains several tabs that present information about the contacts and communications options available as follows:



Search for directory contacts on your Company or your local directory



Voicemail - to retrieve your voicemail



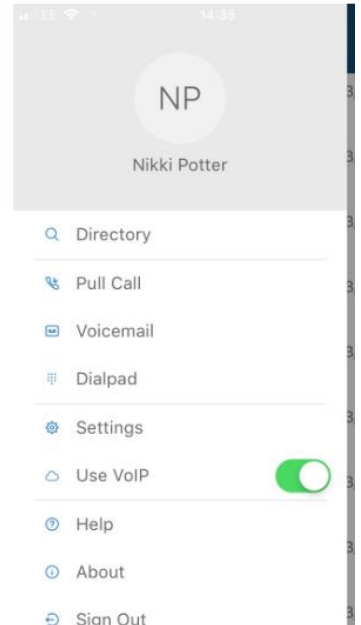
Dial pad - Make Calls



Settings- Access to Call settings such as Call Forwarding



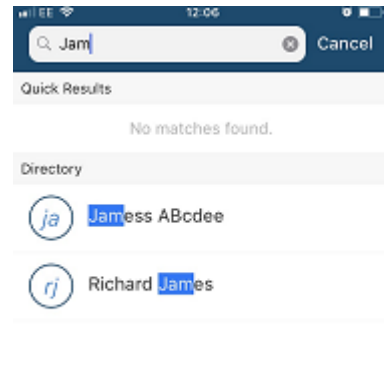
Enable / Disable VoIP



Directory

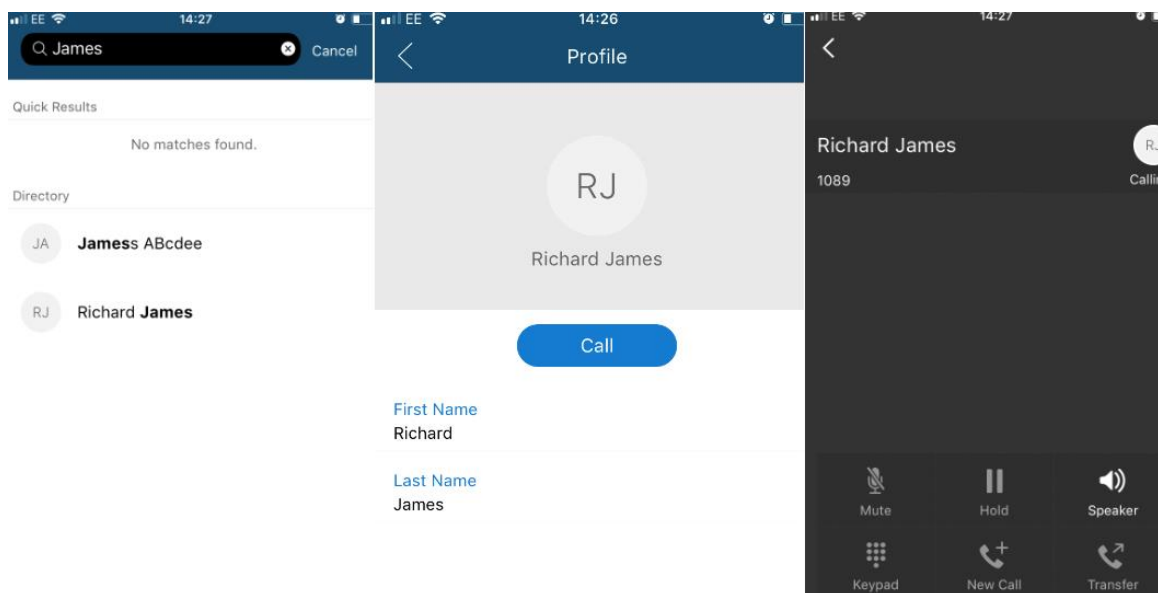
Select Directory on the main screen and then search for a contact in the search field. This will present you with a list of entries that are either on your local directory or your Company Directory

- Quick Results – Displays contacts from the handset.
- Directory – Used to search for Contacts in MyPABX




Making a call

To make a call to one of your contacts you should tap on their name/number and then tap the call icon when their profile screen is shown. This will trigger a call to this user via the MyPABX platform.



Dialpad

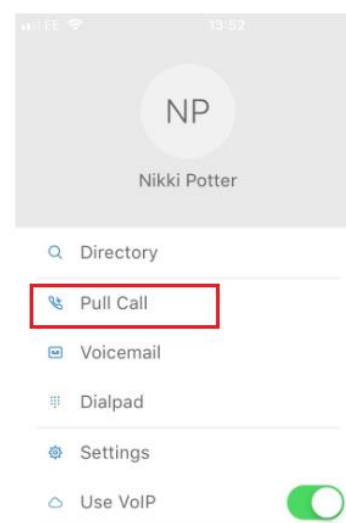
The dial pad allows you to enter a telephone number to be dialled. To dial out enter the number and tap the  button.



Pull/retrieve call

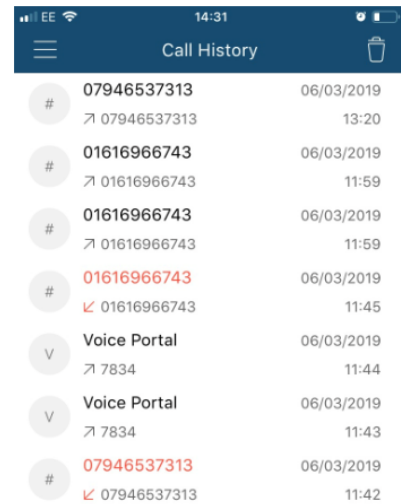
Located at the top of the main user screen, selecting the "Pull Call Icon" will allow you to pull call


Pull Call - take over a live call from another device, i.e. your desk phone

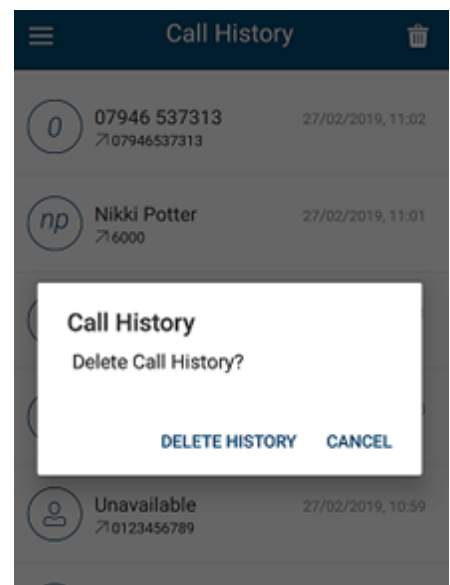


Call History

The call history page will show your call log. Red highlighted calls display as a Missed Call.



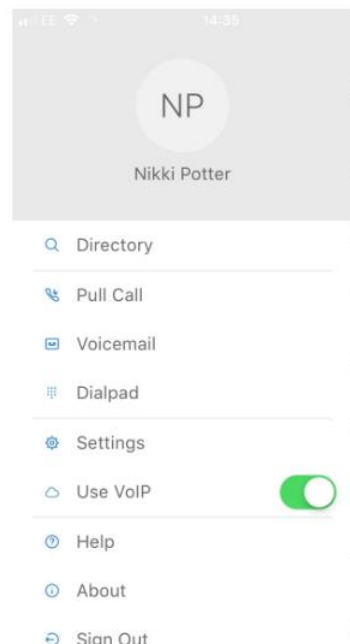
You can tap the  icon which will give you the option to delete your call history logs.



Standard Features

Settings can be accessed by tapping the  icon in the listings

Here you can change some of the initial settings - if you'd like your password to be remembered and if you'd like the app to sign you in automatically.



Call Settings

You can control several settings from within the app. As detailed in the How does the client work? These settings will be synchronised with your account - so it's worth remembering that it will impact any other phones or clients you have when you change these.

The following settings are available within the app;

- ◆ Do not disturb
- ◆ Call Forwarding
- ◆ Twinning (Under Calling Option)



Do Not Disturb

To amend tap 'Do Not Disturb' from the settings menu and select whether you'd like to enable/disable.



Call Forwarding

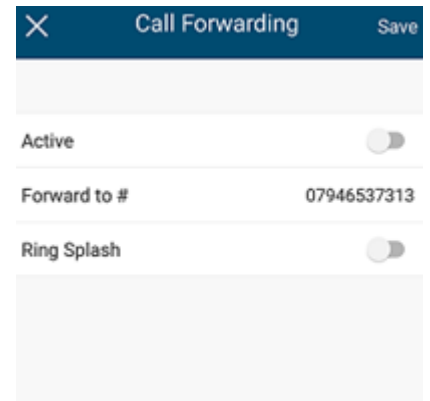
To set up call forwarding, select the Call Forwarding Option. You are then presented with 3 fields

Active - to activate the forwarding

Forward to # - Enter the number you wish to forward calls to

Ring Splash - Enabling Call Forwarding and selecting Ring Splash will ensure you get a Missed Call notification on your mobile despite the call being forwarded to another number

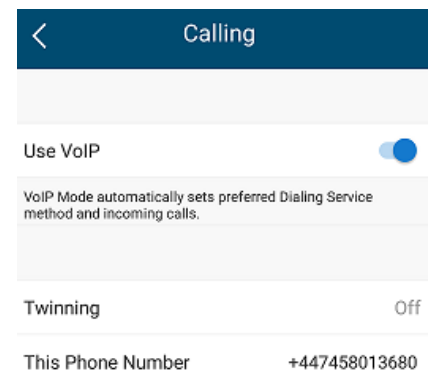
Please ensure you click "Save" to activate



Calling Features

Use VOIP

Under this section, you can select whether calls are made over VOIP



Twinning

To amend tap 'Twinning' from the menu. You'll then be presented with a list of 'locations' - these are the numbers you'd like to twin your MyPABX number with.

On the Twinning page you can select to activate either all locations - or a combination of one or more as required.

To add a new location, select Add Location

You will then be presented with a menu screen:

Telephone number - Number you wish to twin with

Description - description of this number

Active - Turn twinning to this location on or off

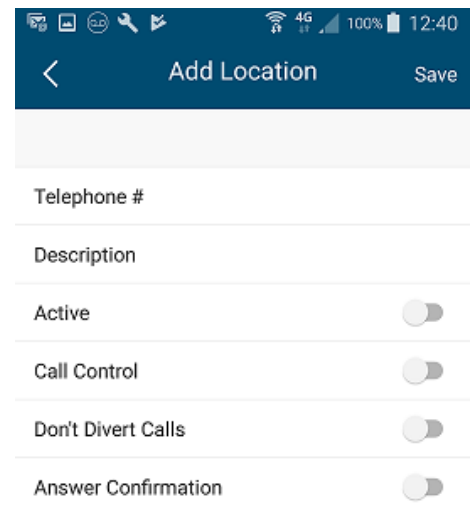
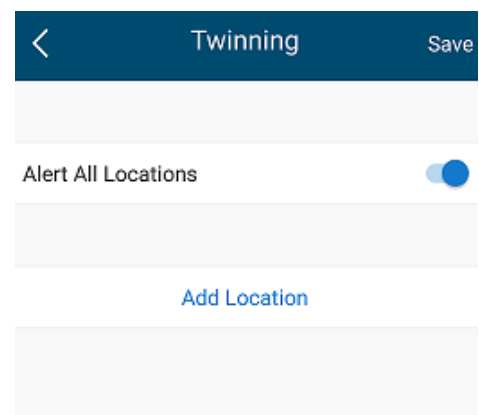
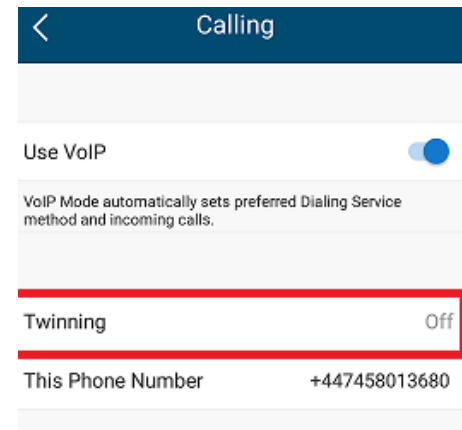
Don't divert calls - Prevents the system forwarding the call when it hits the twinned destination. So, if the twinning target is on MyPABX and has call forwarding it won't be invoked on the twinned call.

Answer Confirmation - You will receive a recorded message at the twinned side when you answer that makes you press a button (DTMF) to answer the call. Prevents voicemail on twinned number answering the call in error.

Call Control - If you wish to setup a twinning destination and then start a "click-to-dial call" for example using MyPABX Integrator and 'Alert all locations" for click to dial calls is on' the twinned destination will get the click to dial call.

If call control is on and you answer you are able to put the call on hold etc using, click to dial.

Once you have selected the options you require, please don't forget to click save



Send Analytics

Allows you to send analytics to your providers account to help us improve the app.

All this data is anonymous. You can disable this should you choose

Allow 3rd Party keyboard

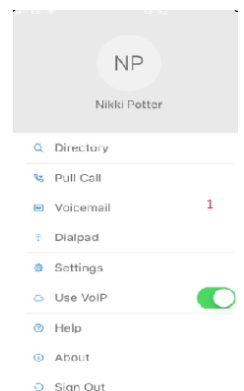
Allows for the use of custom keyboards that you may have loaded in iOS/Android (e.g. swiftkey etc)

Voicemail

Visual Voicemail

The Voicemail icon on the main screen will tell you how many are unplayed. Voicemails are accessed by selecting the tab.

NB Listening to voicemail on the Client uses data instead of calling into the voice portal, so internet access would be required to retrieve and play back the voicemail.



Managing the Visual Voicemail

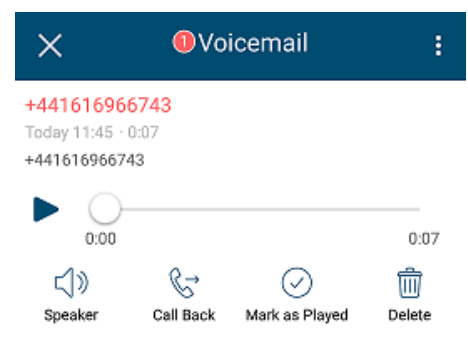
You play back the voicemail by selecting and highlighting the voicemail and then clicking on the play icon

You can also right click on the highlighted voicemail or select the icon to display the Voicemail management actions where you can:

Play

Mark as Viewed/Played

Delete



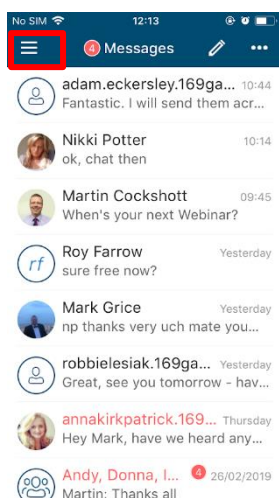
Call Back - Additionally you can initiate a Call to the person. The return communication options will vary depending on the level of detail MyPABX has within the MyPABX directory.

Collaboration Bolt-on Features

MyPABX Collaborate is a Unified Communications and Collaboration (UCC) service, offering advanced features such as instant messaging and presence, video, desktop and file sharing, conferencing, mobility and more, and is available on Windows, Mac, IOS and IOS.

MyPABX Collaborate is delivered as a simple bolt-on to your existing MyPABX Service. Please contact your administrator to enable it.

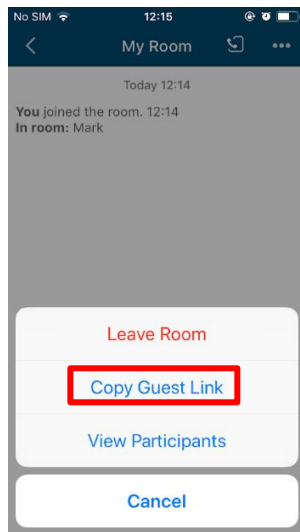
The front screen shows recent chats and contacts. Select the 3 bar options to access the menus



My Room

My Room is functionality that allows you to host conferences either by audio or video. You can also use chat within your room.

Non-MyPABX users can access the full feature set of My Room when the host sends details using the "Copy Guest Link" function. This provides a URL which a non-MyPABX user can use to access the hosts MyRoom by using Google Chrome. **Note - only Google Chrome is compatible with My Room access outside of the MyPABX client. No other web browser is compatible.**



This is what text is copied when you select "Copy Guest Link"

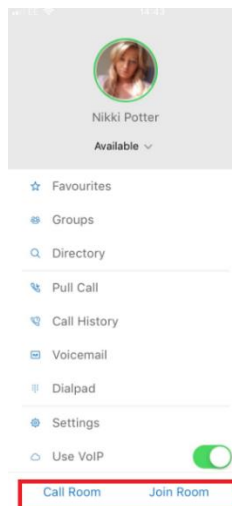
You have been invited to join Mark Senior's room for a meeting.

Guest Participants only, please use the following Google Chrome link:

<https://clients.unlimitedMyPABX.co.uk/guest?join=TWFyayBTZW5pb3lsTWFyay5TZW5pb3JAZ2FtbWFz>

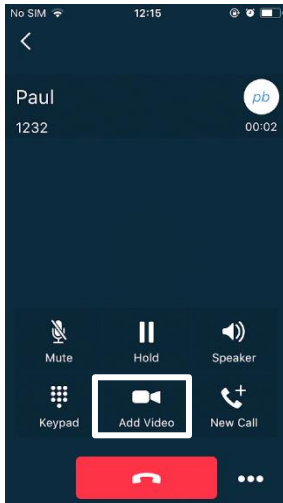
Audio Only dial in: +44-20385***,784***#

Conference Calls (My Room)



All Collaborate users have a "My Room" facility, which allows you to have a conference call of up to 50 users. Your My Room facility is available in the top left options button and by selecting either Join Room or Call Room.

To start an audio conference call, simply click the phone icon. Everyone joining the conference needs to click this icon, however the conference will start when the Host joins the conference.



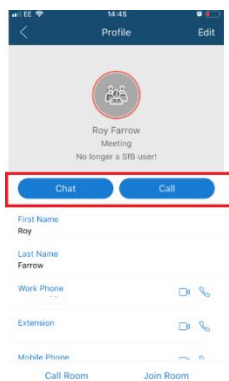
To start a video conference of up to 15 users, you should select the Add Video icon. Like the audio conference, this will start once the Host joins.

When in a conference, Pull Call can be used to take the conference from the Desktop to the Mobile device.

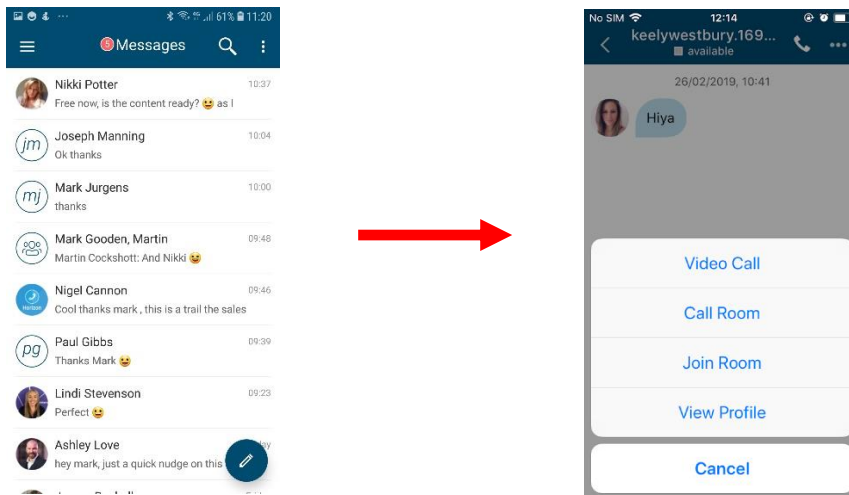
Chat & Presence

Chat

With Collaborate, you can chat with your colleagues within the same application. You can invoke a chat from the Directory, right clicking on a contact and then selecting Chat.



You also have a history of your chats by selecting the user on the front screen. within a chat menu, you can join another user's room, audio call or video call.

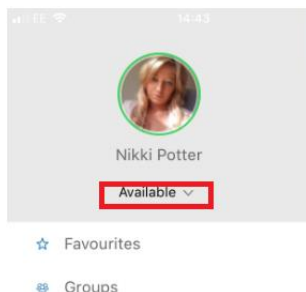


Presence

If you have added a contact to your contacts list and they are a MyPABX Collaborate user, you will see real time presence information when you select the user. The contact that you are adding to your contacts no longer needs to accept or reject the request.

Presence information for users that are not your contacts will be updated at regular intervals so that you have an idea of what their status is. To get accurate presence information for non-contact users, you should search for the user in the directory.

You can manually change your own presence using the drop-down options. Select options from the front screen.



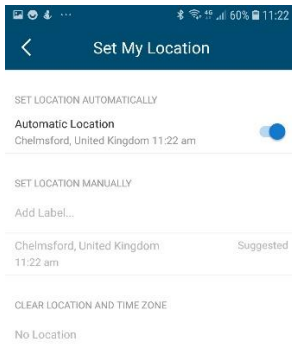
Updating Presence from Outlook

You can have basic presence updates from your desktop Outlook calendar. Where you have an appointment or meeting in your calendar in Outlook, this will update to show as "Meeting" in Collaborate. If the meeting is a telephone call and you are using Collaborate or a desk phone, this presence information will be updated to show as "In a Call".

To make sure that your calendar information pulls through, go to Settings on your desktop client, Extensions and then make sure that Enable Outlook Calendar is selected.

Set My Location

You can manually present your location or automatically present it using your mobile devices location capability. Your location will show on both your mobile and desktop apps. Select your profile and click on 'Set My Location'.



Troubleshooting

Mobile Data Access

While we have found the client works over mobile networks, we are not able to provide support for this due to the Mobile provider's individual network configurations.

Logging

If you experience an issue with the iOS client your Administrator may request that you turn on the following;

- Detailed Logging
- Email Logs to Support

They will then request you replicate the issue you are experiencing and then e-mail the logs by tapping 'Email logs'. This will assist with the swift diagnosis of any issues you may experience.

