Zultys Mobile App User Guide iPhone

Mobile App Setup

The following video and documentation will walk through the download and login steps
https://youtu.be/6ziz2gvyxqY

Step 1. Go to the App Store in your Apple Device and type "Zultys Mobile". Download and install the App. Zultys MX Mobile (2.0) is the is the newest version. The Zultys Mobile Communicator app also works but only on systems with older versions pf the software.
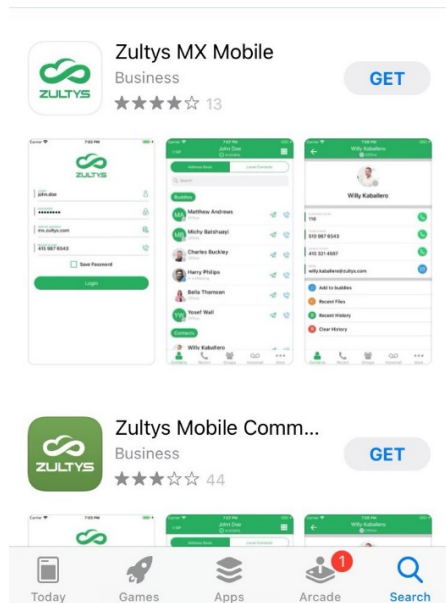

Figure 1.1

Step 2. Open the App, you should see a pop up asking for permission to send notifications. Press Allow
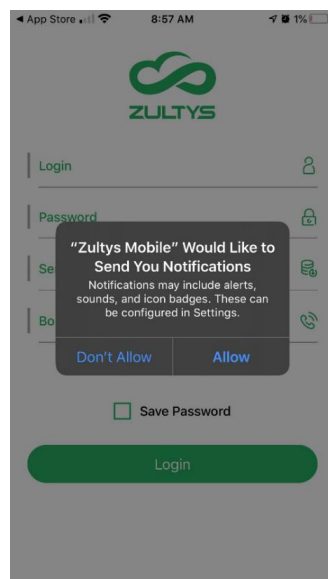

Figure 1.2

Step 3. Type in your credentials this will be provided to you by IDeACOM ECSI or your office administrator.

(**Note:** Login information will be given by IDeACOM ECSI. The Bound phone is your cell phone number).
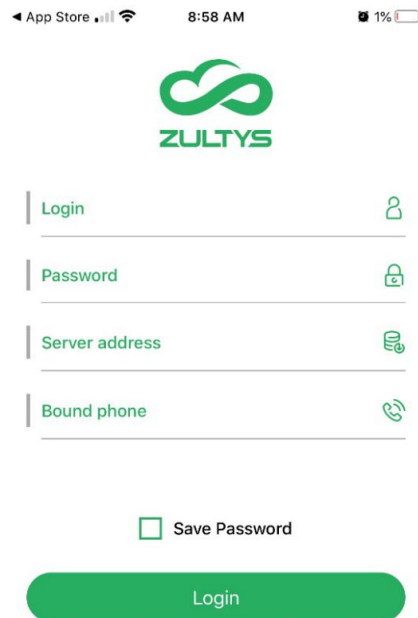

Figure 1.3

Step 4. Once logged in a pop up asking for permission to allow access to your contacts. Press OK (this will allow the app to sync properly with all contacts).
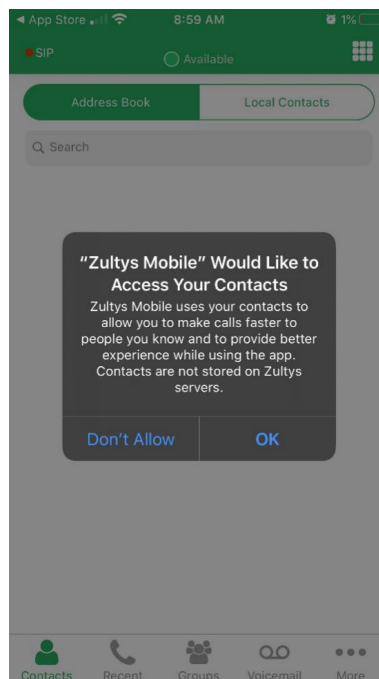

Figure 1.4

Step 5. You should then see a pop up asking for permission to allow access to your microphone. Press OK. (This will allow the phone's microphone for incoming and outgoing calls through the APP).
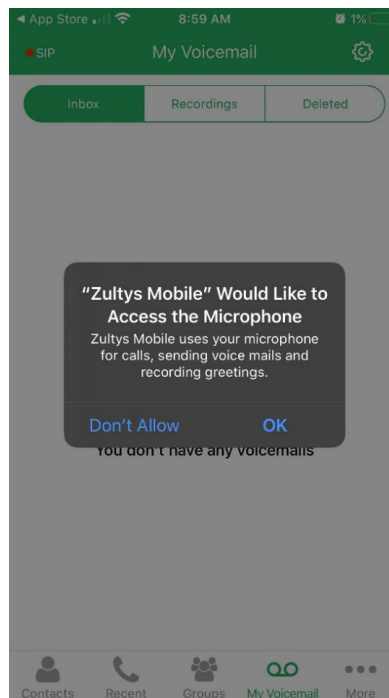
 Figure 1.5

Step 6. Click on the bottom right corner icon with the 3 dots called "More". Then click on Settings
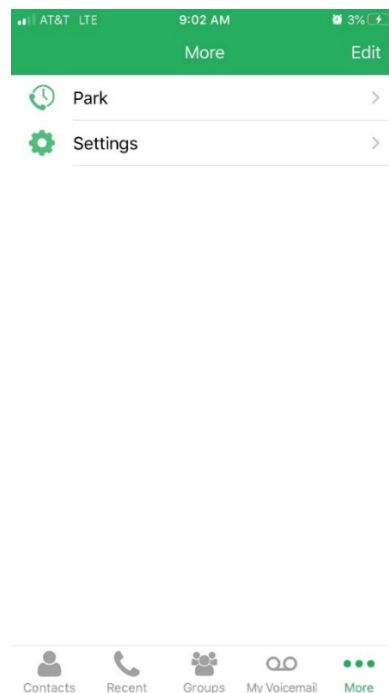
 Figure 1.6

Step 7. Once in Settings verify the Bound Phone is set to the cell phone's ten-digit number without putting the digit 1 in front of the phone number. Verify Enable Softphone and Use Over Mobile Network are highlighted green. On Mode make sure it says Local.
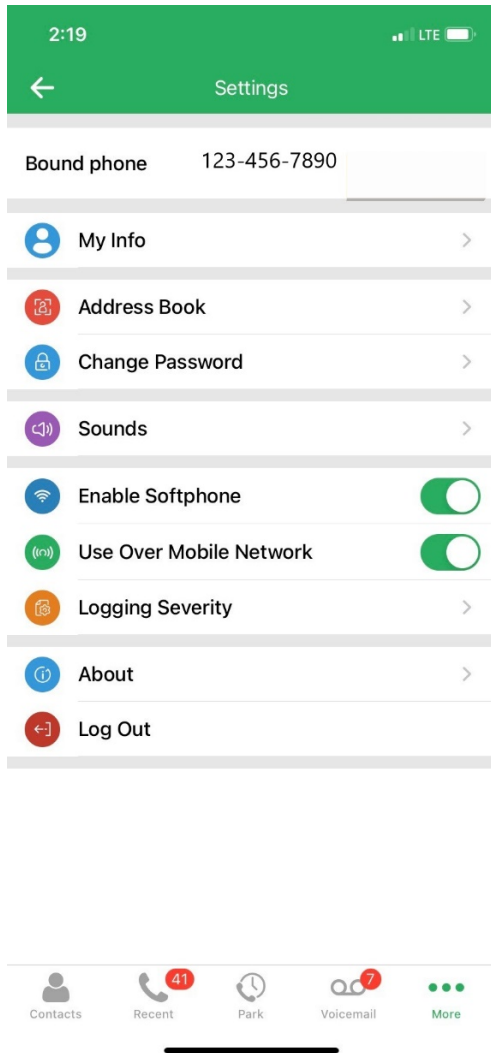
Figure 1.7

Figure 1.8

Phone Settings: Each phone will have slightly different setting but the above settings when active will provide a template of settings, or similar setting that will be seen. The Camera does not need to be active unless the user is wanting to join Zultys video meetings from the mobile app.

Logging out: Tap the more icon then tap settings. Tap Log Out to stop taking calls on the app. If the application is closed without logging out of the app the app will continue running in the background and will receive calls. Only when the user has logged out will calls stop ringing on the app.

Forgotten Password: if an email has been provided and programmed as part of the individual's user, a request can be sent to their email to reset the password to login to the app again.

Step 8. The default screen when the application is opened is the contacts screen (Figure 1.9) The navigation for the application is highlighted in red at the bottom. The different tabs consist of Contacts,

Recent (call and message history), Groups for internal messaging, Voicemail for all recordings, More for settings, personal customization, and Park for additional call handling features.
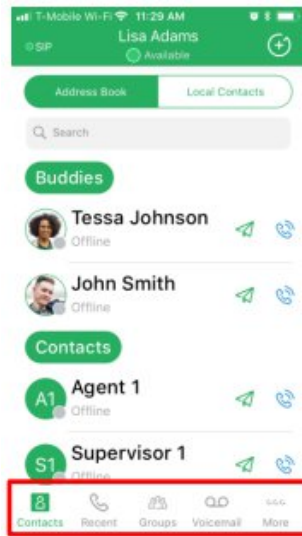
 Figure 1.9

The magnifying glass above the tabs will search all contacts in user's address book. The username and status are displayed at the top of the screen along with the dial pad ⊕. (the dial pad will also be displayed with this icon ⊞ in different tabs. Also in settings a contact picture can be added. The layout and display of the application may be slightly different depending on the version of the iPhone being used.

Making and Receiving calls

Caller ID of app vs cell phone

When making calls using the Mobile App the company's main number or other business specific number will be sent out as the caller ID (example if 123-456-7890 is the company number and the cell phone number is 987-654-3210, when using the app, the caller ID will be 123-456-7890. When logged out of the app 987-654-3210 will be the caller ID that will be used.

Note: Only if the softphone is turned on in settings will all of the following call features be available. If the softphone needs to be turned off, calls will still route through the phone system and send out the business caller ID, but not all call functions will be available to the user. If softphone is not active the app will call into the phone system when a party is dialed. A return call will come from the phone system to connect the app to the system and then the desired party will be called.

Dial Pad

1. Tap the dial pad and enter the desired extension or phone number
2. Press the 📞 call icon to initiate a call.

While on an active call the user can navigate to other tabs on the application. To return to the dial pad press the blue phone icon shown in Figure 2.1.
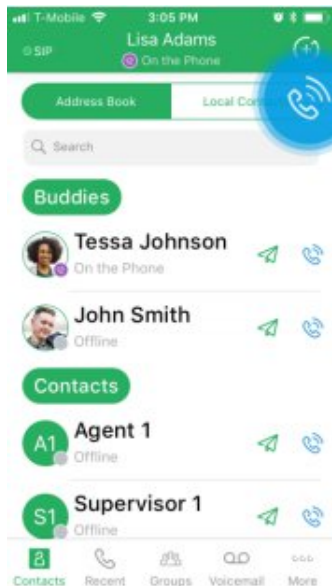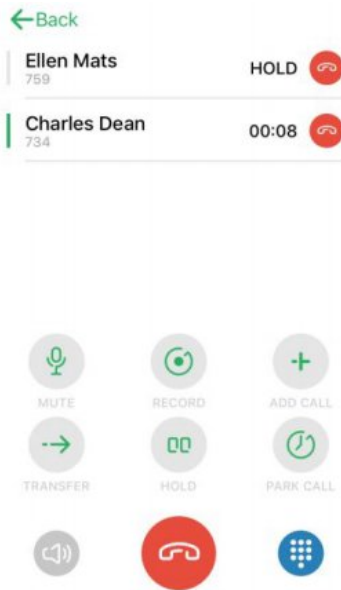

Figure 2.1   Figure 2.2

Video Calling

After initiating a call, iPhone users will have the option to start a video call with other iPhone users.

Prese the Start/Stop video button to turn video on and off. Click [image] to toggle picture in picture overlay on and off. This allows both participants video to be active. *This feature is currently available for iPhones users only.*

Calling from iPhone Contacts

Calls can be made from iPhone contacts by selecting and holding on the contact until the option appears giving options of all available calling apps. Select Zultys Mobile and a call will be placed through the app.

Parking Calls

While on an active call a caller can be placed on park or hold. Park differs from hold as park places a call in a specific park (hold) location on the system any user can pick the call up from. If a call is placed on hold only the user who put the call on hold can take the caller off of hold. See Figure 2.2 for call features.

Park a call: Press the park button and a pop up notification will appear displaying the park zone the caller has been placed on. (See figure 2.3)
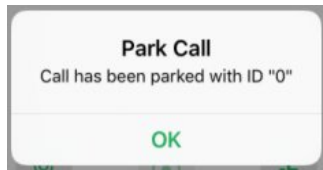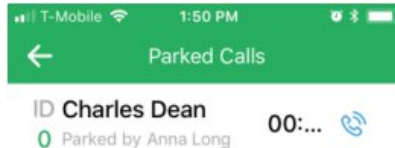
Figure 2.3

Figure 2.4

Call the intended recipient and indicate to them the park zone the caller has been placed in.

Picking up a parked call: Press more in the navigation bar, then select park. A list of all parked calls will be shown with their caller ID, which user parked the call, and how long the caller has been on park. (See Figure 2.4). tap the blue icon be the call timer to retrieve the call.

When a call is on park the user can make or take additional calls without needing to manage the parked call.

Transferring a Call

Calls can be transferred to any internal users on the phone system or to phones outside of the phone system.

Blind Transfer

To transfer a call without first informing the intended recipient of the call press the transfer button (See Figure 2.2). Enter the extension or phone number into the dial pad and press the transfer button again. Alternatively, navigate to a contact on the Recent or Contacts tab and press and hold on the contact until the pop up dialog appears. Press the transfer button (See Figure 2.5)
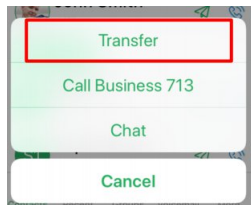

Figure 2.5

Attended Transfer

Place the caller on hold and press add call. Contact the third party by using the dial pad or contact lists.

Press the Transfer button and tap the caller on hold at the top of the dial pad screen. (See figure 2.2)

Call Recording

If a call recording license is purchased, calls can be recoded. The phone system uses DVR style recording so the entire conversation will be captures as long as the recording is activated before the call is terminated.

Tap to start recording. The colors will reverse when the call is actively recording. Recorded calls can be listened to in the voicemail section under the recording tab.

Answering Calls

Calls can be answered with or without the softphone active but the options and display will be different.
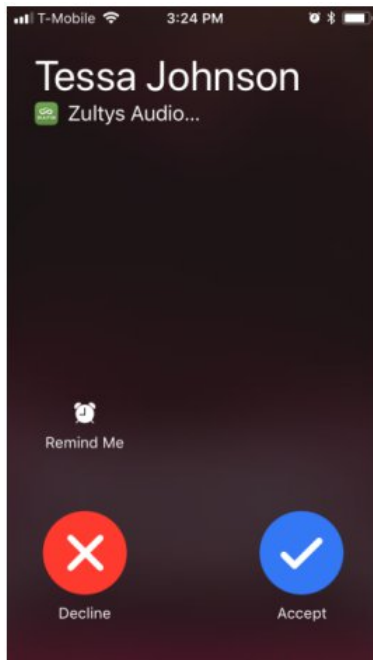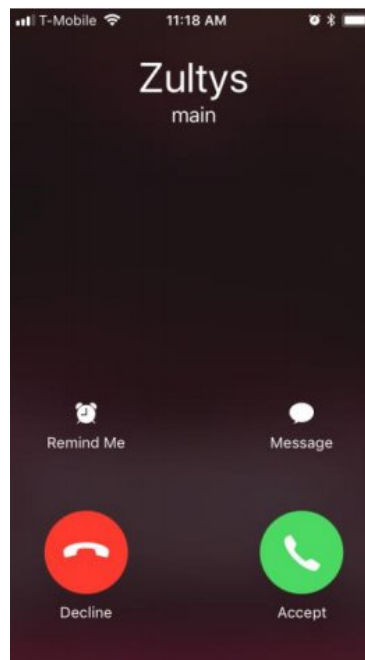

Figure 2.6

Figure 2.7

Softphone

Figure 2.6 displays an incoming call with the softphone active. The caller ID displays the caller's information and notates the call is using the softphone as it indicates Zultys Audio. The icons to accept or decline a call are slightly different depending on which is currently in use.

Tap Accept to connect the call. Additional call options will then be used.

Tap Decline to silence the ringer and the caller will be sent to the voicemail on the app

Softphone Disabled

Figure 2.7 displays an incoming call with the softphone disabled. As the phone system will initiate a call with the application to connect a call when softphone is not active the caller ID will have the phone system's caller ID instead of the caller's ID.

If Accept is selected the call will be connected with the phone system but additional call features will not be available.

If decline is selected the ringer will be silenced and the caller will be sent to the user's iPhone voicemail. Additional call handling features will not be available if the softphone is not active.

Contacts

Contacts have two address books: address and local address.

Address contains all contacts that are part of the phone system. Under the Address section there is a sub-section called Buddies. This is a favorites list that can be created by selecting or deselecting the contact as a Buddy in the contact's information. Buddies will be listed at the top of the address book as a favorites list with the rest of the address book being listed below.

Local Contacts will be the contacts on the user's phone. This will allow new contacts to be added in the user's phone and will sync with the mobile app's Local Contacts book.
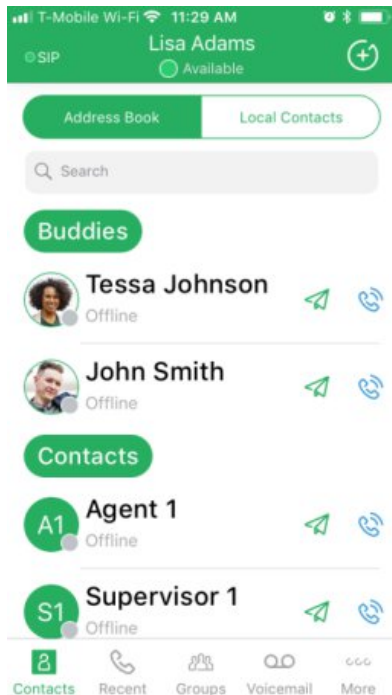

Figure 3.1

The **blue phone** icon will open additional options for the individual contact such as making calls, creating messaging group and editing contact information.

The **paper airplane** opens the internal message option for this user. Internal messages can be sent to other users on the phone system. Messaging will work similarly to cell phone texting as messages will be typed at the bottom of the screen with message history being displayed above. There is also an option to convert a conversation with one user to be a group chat when desired.

Presence

At the top of the Contacts screen the username is listed with a status underneath. Each user has a presence notification by their contact information to help others determine their availability. (See figure 3.1) A user can change their presence/status by tapping on their username.
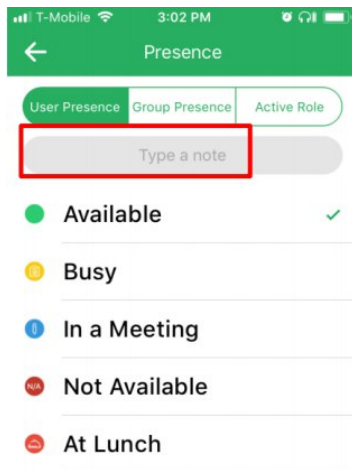
Figure 3.2

Select the desired status by tapping on it. A note can also be typed to add clarification to the user's status. Example: Select at lunch and type back at 2:00. This status will appear under the user's contact for other users to see. In figure 3.1 the users are not logged into the system and their status display grey with the note offline. When users are on a phone call, a purple phone icon will appear by their name. Those who are part of call groups can change their call group presence in the corresponding tab. Depending on the system, putting **a call group status** as Not Available can prevent the user from getting calls. User Presence set to not available will not affect the user's ability to receive calls. The active Role presence will be used for those in call groups that allow the user to log in or out of them.

Recent

The Recent tab contains all call and message history for the user. History can be sorted by all, calls, and messages.

Figure 3.3

The arrows on the left denote whether the call was outgoing (pointing right and up) incoming (Pointing left and down) and missed calls indicated with an angled red arrow. Calls that have gone to voicemail will have the same voicemail symbol as the voicemail tab (see Figure 3.1). Tap on the call for more options to call the contact back from the Recent screen.

Groups

The groups tab allows for groups to be created for internal instant messages, similar to group text messages. To create a group, tap on the group tab and tap new group. There are two types of groups used on the system, private and public.

Private

Private groups are controlled by the user who created the group. Only this user can add or remove users from the group. Groups created from an initial one-to-one message default as private groups.

Public

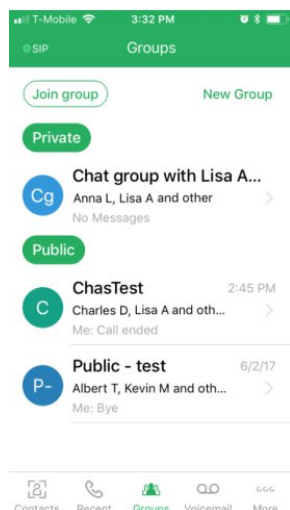Public groups can be joined be any member on the phone system.

 Figure 3.4

All groups the user is a part of will be listed on their groups screen. Tap join a group to join public messaging groups. Group message history can be seen by tapping on the group.

Voicemail

Set up

1. Dial *86
2. Dial *
3. Enter your mail box number (extension number) followed by #
4. Enter your password (default password is 159753 followed by #
5. Listen to prompts to change the password and record a name and greeting.
6. Press 1 to save changes and hang up.

Voicemail Use

If a user is part of a call group they may have more than one mailbox. (see Figure 3.5) Tap the desired box to listen to messages and call recordings.
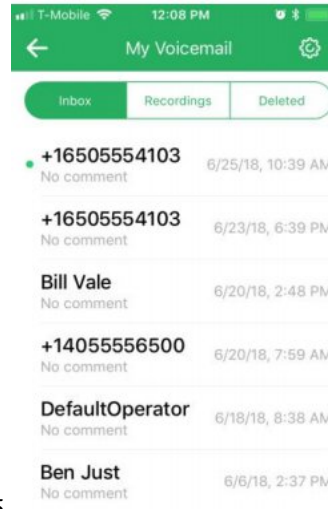
Figure 3.5

Figure 3.6

Each mail box will have an inbox and a deleted folder. If the phone system has call recording active, recorded messages will appear under the recordings tab. Recordings options work the same as voicemail. Follow the same steps for recording options as voicemail options.

Tap the desired voicemail to open it and additional options will be displayed. (See Figure 3.7)

The caller ID will be given in the upper left-and corner for each message.

Press add a comment to type a note regarding this message

Tap the green play button to play the message

Tap the red garbage can icon to delete the message

Tap The blue forward arrow to forward the message to another user on the phone system.

Select the desired user.

 The message can be marked urgent or private for the benefit of the recipient. A preamble to the forwarded message may also be added to the forwarded message.
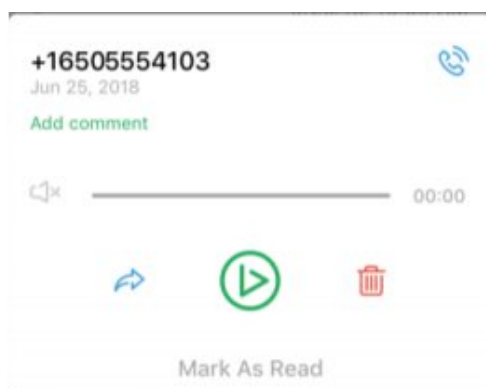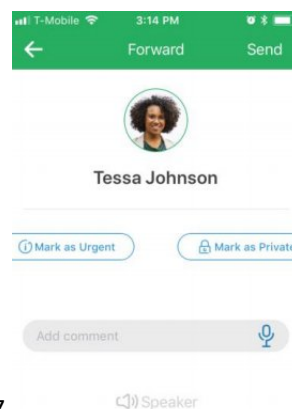
Tap Send to forward the message.

Figure 3.7

Figure 3.8

Tap Mark as red to mark the message as read

Tap the blue phone icon to initiate a call without navigating to the Dial Pad or Contacts tabs.

When messages are deleted they are sent to the deleted folder. Only when messages are deleted from the deleted folder are they removed from the system.

Voicemail Settings

Tap the gear icon in the upper right corner of the voicemail box screen (Figure 3.6) to open voicemail settings for the specific box. After the voicemail has been set up for the first time this is the easiest way to change the recorded name and greetings for the voicemail box.

In the **Record Name** section, tap the play button to hear the recorded message. (See Figure 3.9)

Tap the delete button to delete the message

To record a name or greeting press the microphone button.

Press the play button to hear the message before uploading it.

Press the upload button ⬆. When the recording is complete.

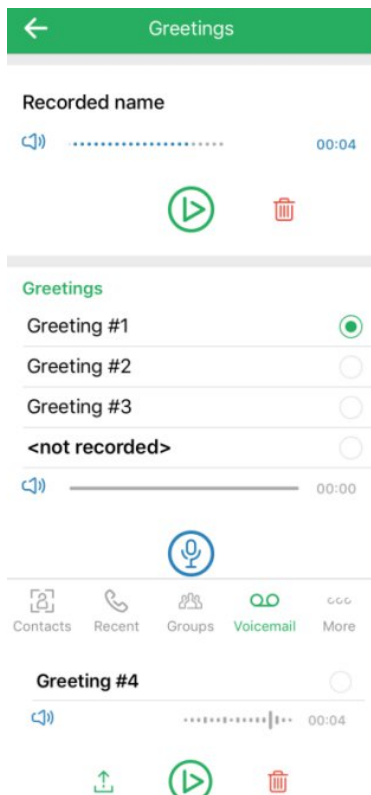Tap the circle by a greeting to set it as the active greeting.

Figure 3.9

Settings

To access settings tap the more icon in the lower right-hand corner

Bound Phone: The user's personal cell phone number which allows the app to sync with the phone.

My Info: Tap here to view your user info and upload a user picture if desired.

Call Group: If call groups are used their settings can be accessed here.

Address Book: This setting changes whether contacts are sorted by first or last names.

Sounds: set ring options for incoming calls, message alerts, and keypad audio.

Enable Softphone: Enable or disable the softphone features to work over Wi-Fi and Mobile Data. To have full functionality of app the softphone must be enabled.

Mode: A setting used when there are issues connecting to the system prompted by the technicians.

About: This displays the version number of the mobile application.

Logout: Logout from the system.

Calling 911 on the Mobile App

911 response currently works in conjunction with the address connected to a specific phone number. The mobile app sends out the caller ID of the main office no matter its geographic location, therefore calling 911 will only work using the mobile app when using the wi-fi of the main office using the same IP range or subnet on the same network as the phone system. The 911 call will not connect if the call is made on mobile data or on a different network at the same or at an offsite location. This is to ensure congruent information is presented to emergency personnel when responding to emergencies to ensure they will arrive at the correct location.