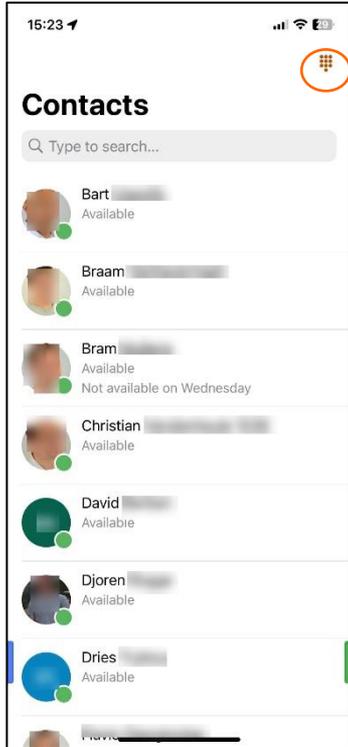# Orange Cloud Telephony

Mobile Application Manual
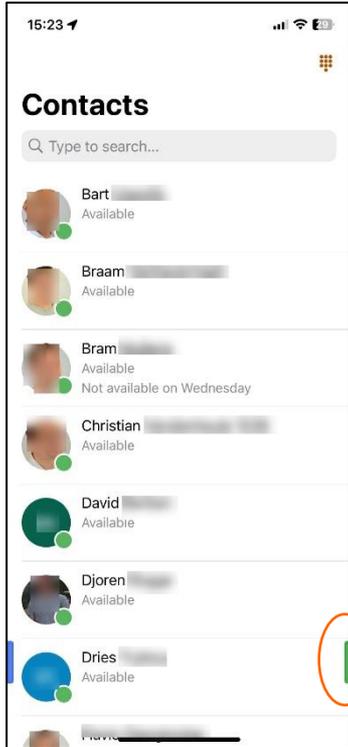
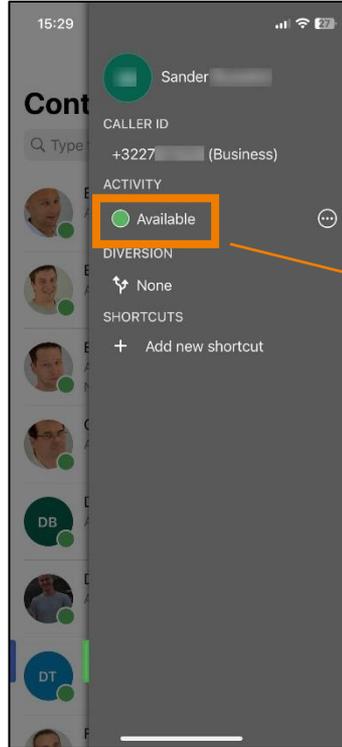# Dialpad on home screen

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Click here to instantly dial a number from the app's main page and make a call through your Cloud Telephony system.
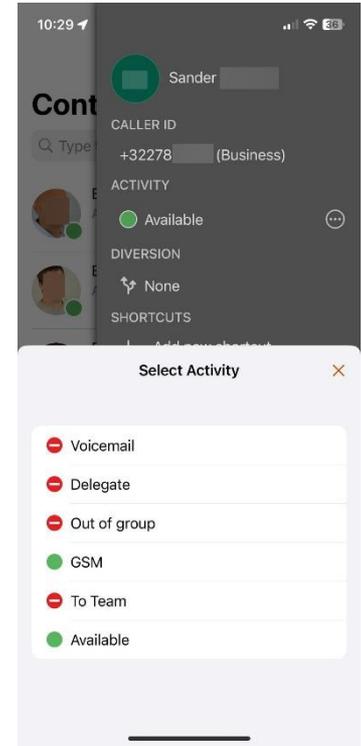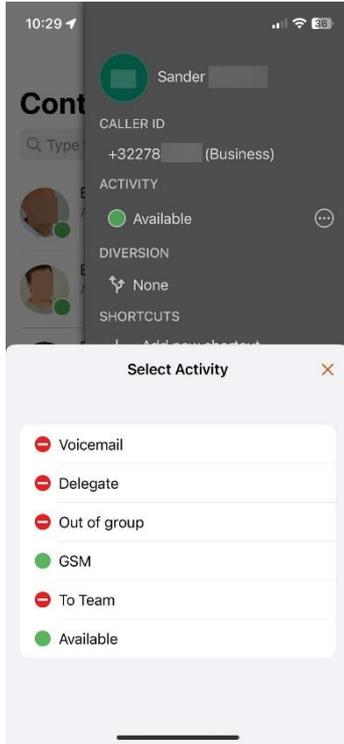
Status Menu

Swipe the green bar to the left to access the 'Status' menu.

Click on the status ("Activity") to see the other activities.
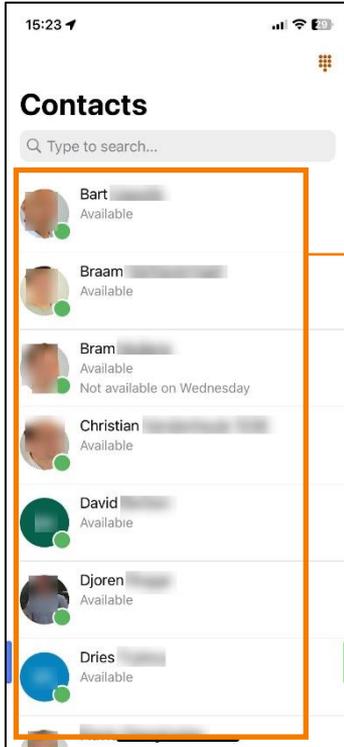Select one from the list to activate it.

Extra info about the statuses

- Behind a status, a configuration can be programmed that changes the behavior of your calls.

- The statuses are determined and implemented during the installation process of your Cloud Telephony contract by the cloud telephony engineer.
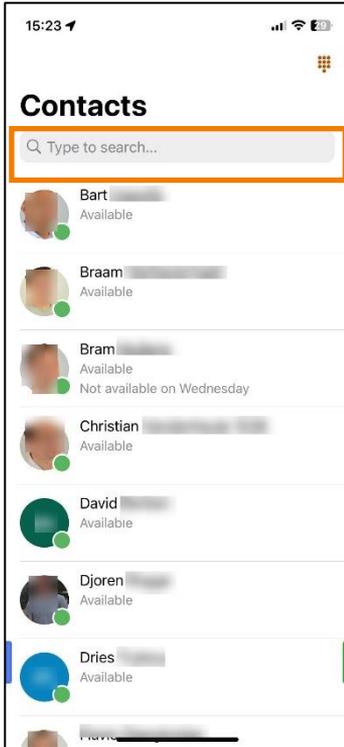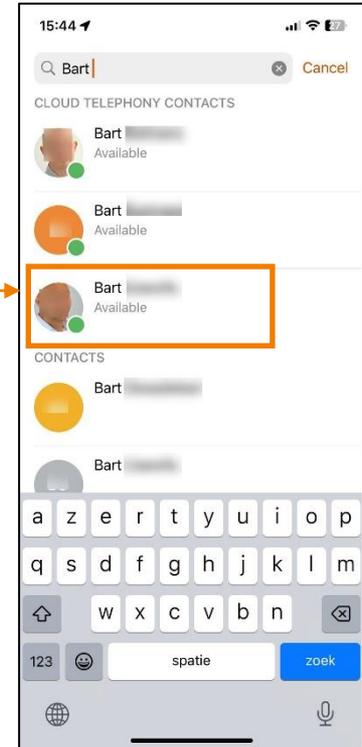
Add favorites on the home screen

The home screen shows your favorites.

Here you can add your colleagues to see their statuses immediately.

Add a colleague as favorite (1/2)
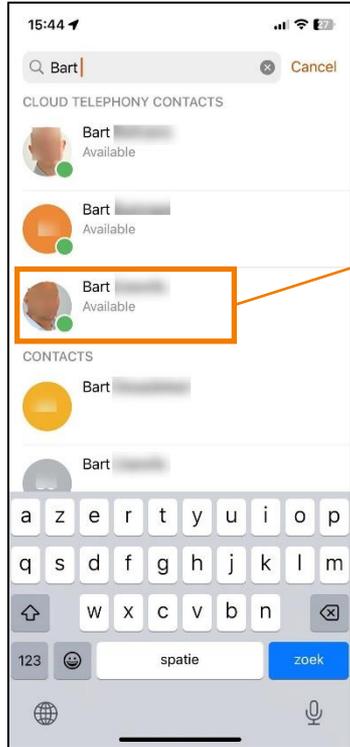
orange™
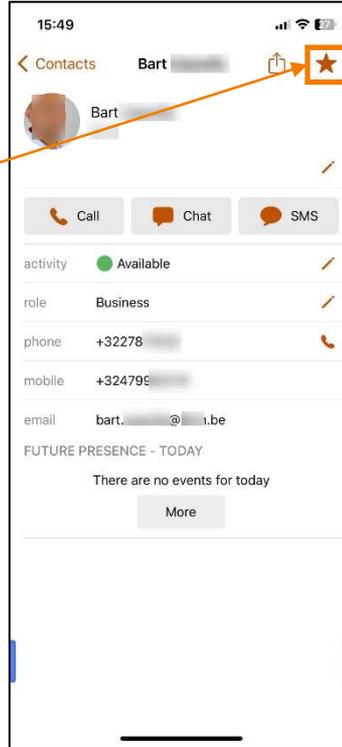
Enter your colleague's name you want to add to your favorites in the search field.
Click on the right contact.

Add a colleague as favorite (2/2)

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Then click on "Favorite". This will add your chosen colleague to your favorites, and thus also to the home screen.
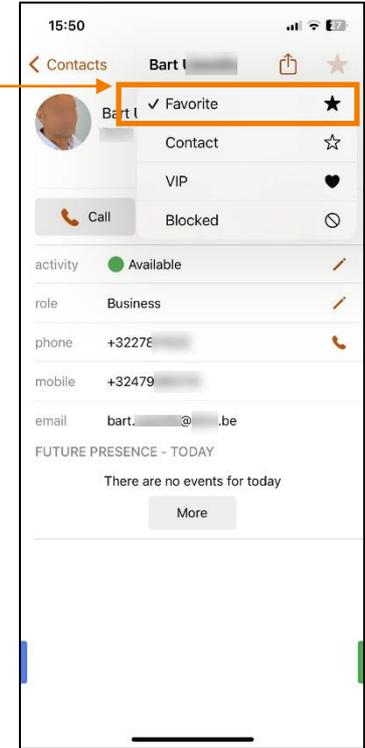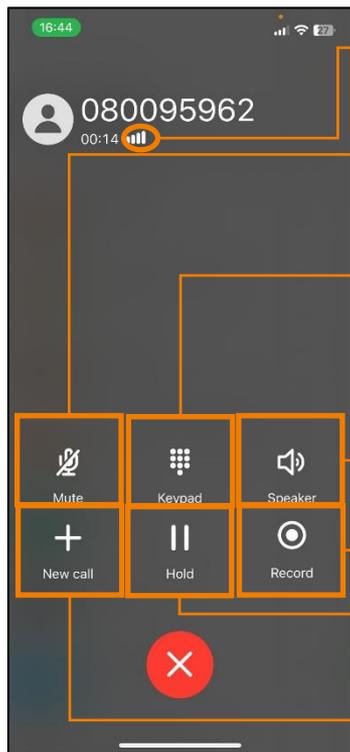
If you click on your colleague you will see his contact sheet. Here you can click on the star at the top right.

Operations during an active call

The symbol here shows the quality of the call, it depends on the quality of the internet connection you're currently on. So it could be perfectly possible that you have maximal reception on Wi-Fi or Mobile data (4G or 5G) but still have a low quality if the bandwidth is limited for example.

Click this button during an active call to mute the microphone of your GSM. This way, the person you are calling with will no longer hear you until you reactivate the microphone.

This shows you a numeric keypad that you can use when you are in a selection menu. E.g.: press 1 for EN, press 2 for FR.

Allows you to choose where you will play sound from the active call e.g.: through the speaker, headset connected to GSM device,…

This key allows you to start a recording of the call. Caution! If you want to use the recording for legal purposes, you must inform all participants of the phone call during the recording. The maximum duration of the recording is 5 minutes.

Pressing the "Hold" key will put an active call on hold and the person you are calling with will hear hold music. Press the "hold" key again to take the call off hold. More info to put a person on hold can be found on page 9 of this manual.
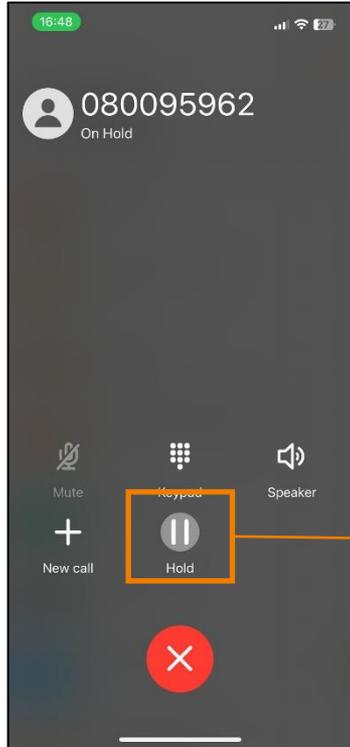
With this button you can start a new call to transfer a call, for example, or to start a conference. More info on call forwarding can be found on page 10 of this manual.

16:44

080095962
00:14

Mute   Keypad   Speaker

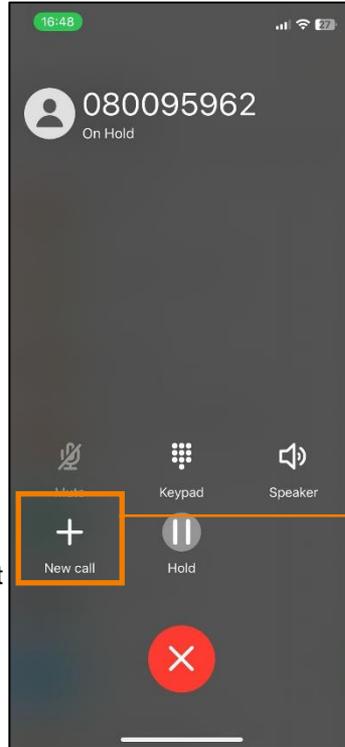New call   Hold   Record
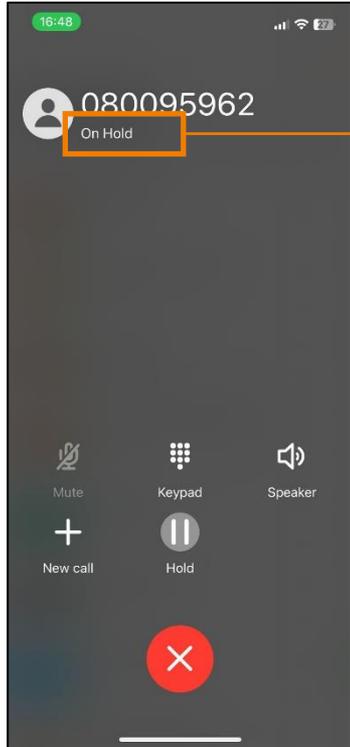
Put a call on hold

If you have placed a call on hold, you will see "on hold" in the active call under the number (see image). Do you want to take the call back ? Then click the "Hold" symbol again.
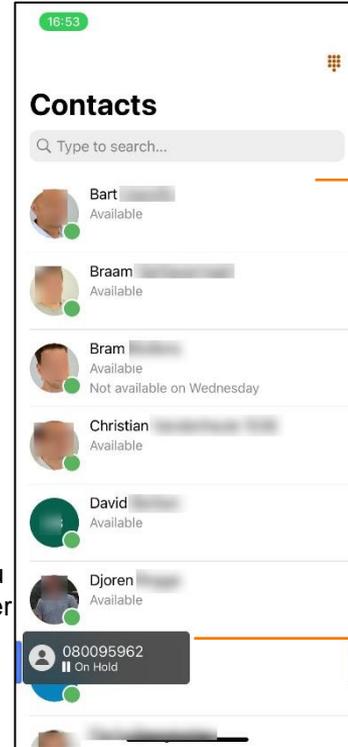
Attended call transfer (1/2)

orange™

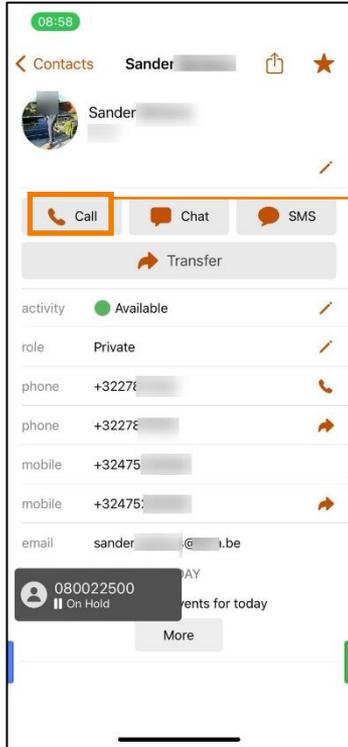First, place the call that you want to transfer in on hold by clicking on the "hold"button.

Now click the "new call" button to start a new call to the person you want to transfer to. Eg: a colleague

Your call remains on hold, you can now start a new call by clicking on a colleague. (You can also call another external number to transfer the call, in this case use the keypad at the top right of the screen.)

Tip: if you want to return to your active call you can simply click on the box of the call that is on hold. You can do this if you see that your colleague is currently unavailable.

# Attended call transfer (2/2)

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When you have clicked on your colleague you will see a button to call him.
Click on this button to call this colleague.
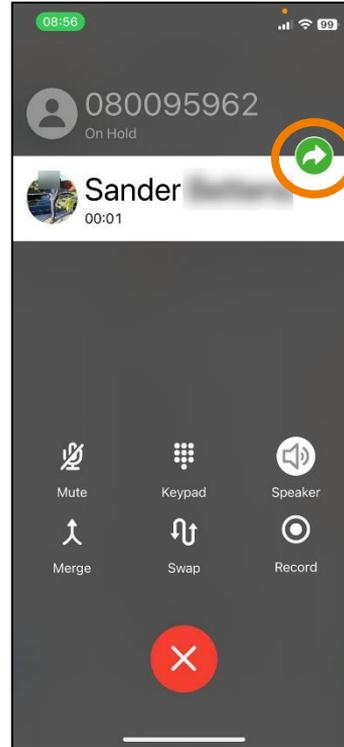
Now you are talking to your colleague and the previous call is still on hold.
If your colleague gives you permission to transfer to him, you can click on the green arrow.
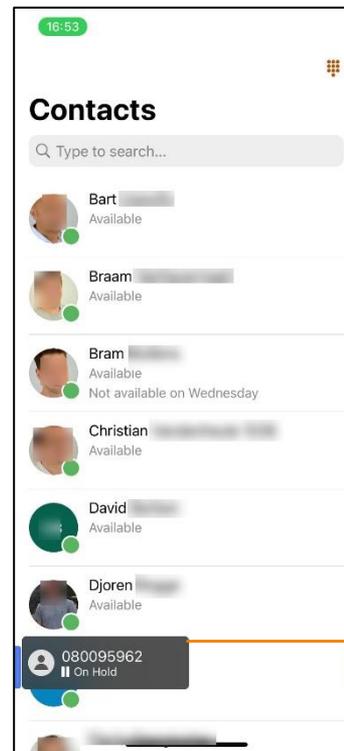Now your call has been successfully transferred to your colleague.

Unattended call transfer (1/2)
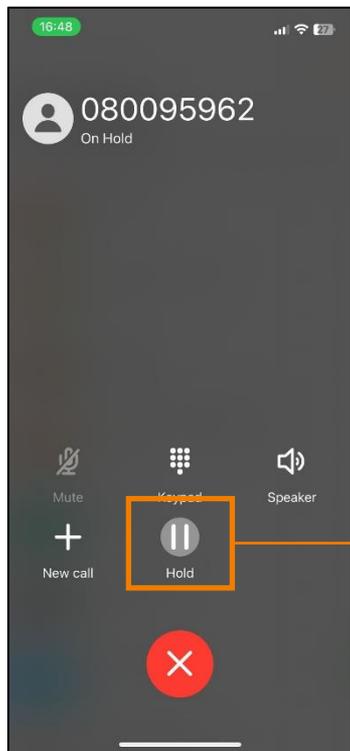
First, place the call that you want to transfer in on hold by clicking on the "hold"button.
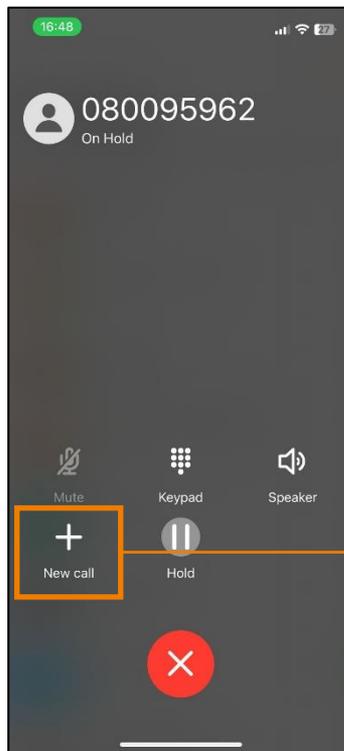
Now click the "new call" button to start a new call to the person you want to transfer to. Eg: a colleague

Click on the colleague's name to whom you want to transfer the call.

Tip: if you want to return to your active call, you can simply click on the box of the call that is on hold. You can do this if you see that your colleague is currently unavailable.

Unattended call transfer (2/2)

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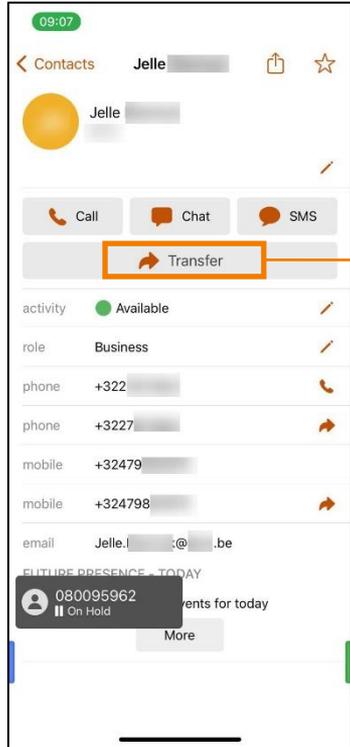
When you have clicked on your colleague then you can click the "transfer" button. This will immediately transfer the call to your colleague without consulting him first.
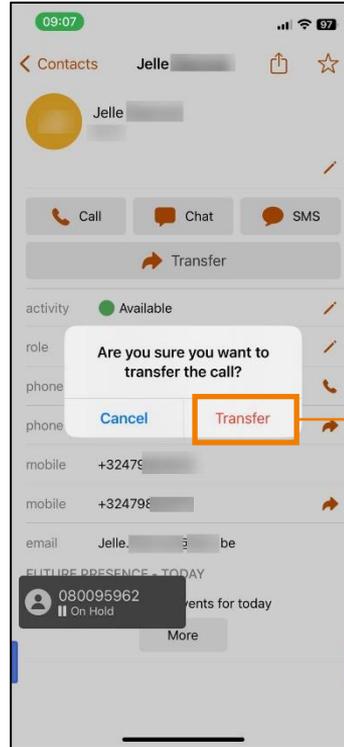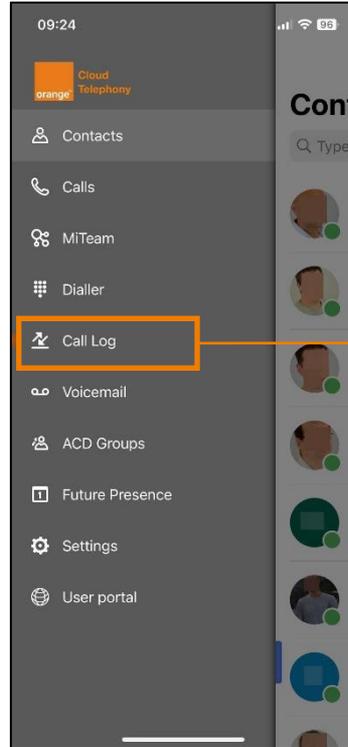

You will then get a pop up asking if you are sure you want to transfer. If you now click "Transfer" in the pop-up, the call will be transferred to the colleague and you will see "transfer completed" at the bottom.
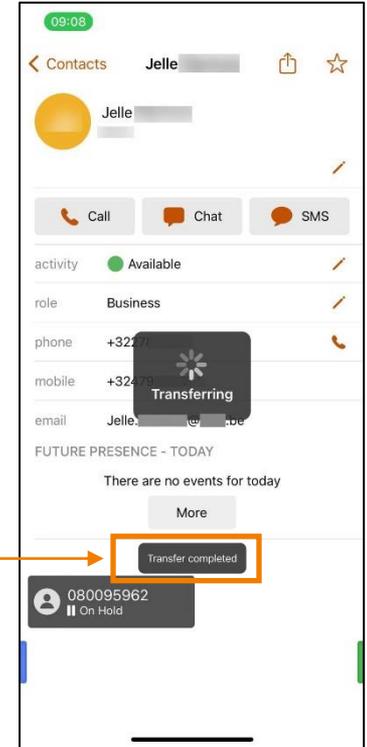
Personal call history
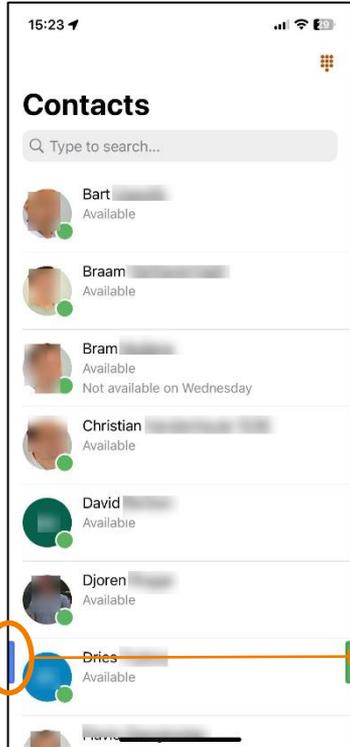
Swipe the blue bar to the right to see the general menu

Click on "Call log"
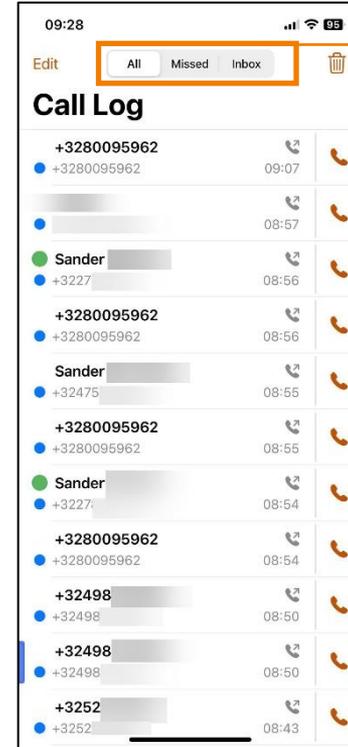
At the top, you can press 3 buttons
- "**All**" is to see the entire list of your calls so both incoming, outgoing and missed calls.
- If you click "**Missed**", you will only see your own missed calls.
- "**Inbox**": here you will find the recordings you may have made during an active call

Please note you will only see the log of your personal calls here, not calls that end up in a group. See page 16 for group calls
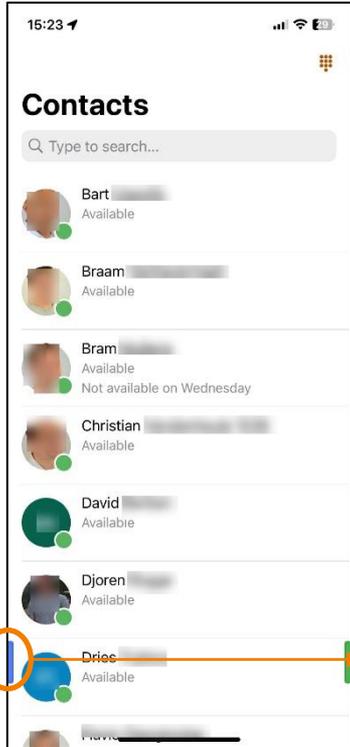
Personal voicemail

Swipe the blue bar to the right to see the general menu
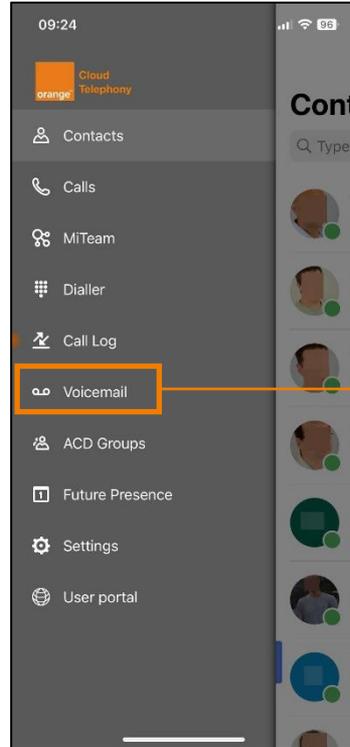
Click on "Voicemail"
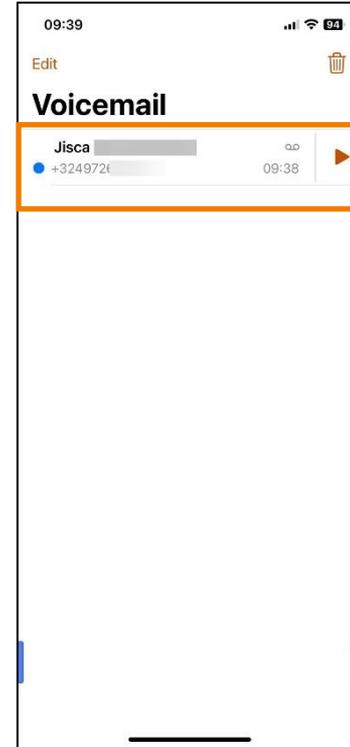
You will then see the list of your personal voicemails here. You can press the play key to listen to the message.
You will also receive an email when you have a voicemail.

Please note this is only your personal voicemail messages! You will not see messages from a group voicemail here.

Group call (ACD-Groups) (1/2)
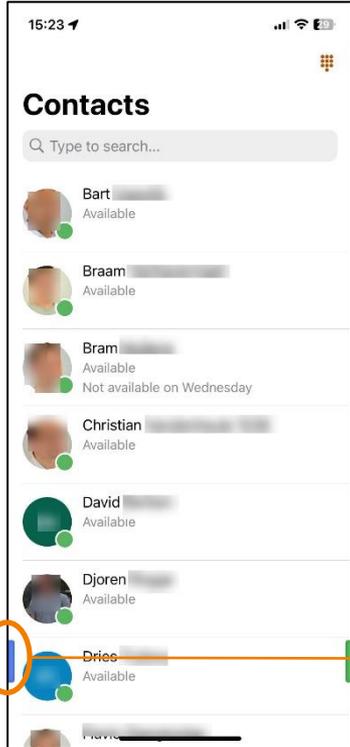
Swipe the blue bar to the right to see the general menu.
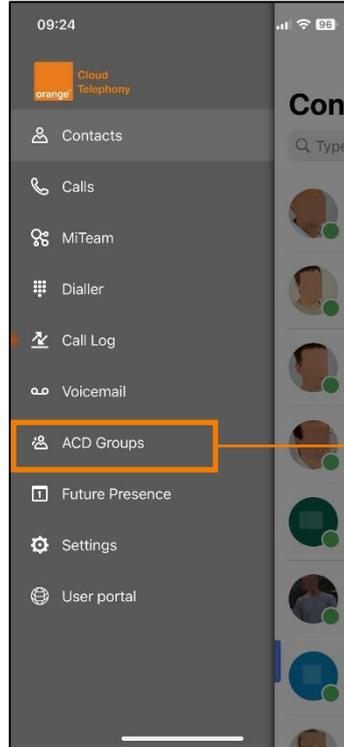
Click on "ACD-Groups"

Attention! You will only see the function in the mobile application if you are in an ACD group. Don't have this function and still wish to obtain it? Then contact our helpdesk.

Group call (ACD-Groups) (2/2)

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You will find here an overview of the groups you are a member of. By clicking on 1 of the on/off slider, you can subscribe or unsubscribe to the group. If you are logged in, you will receive calls specifically addressed to this group.
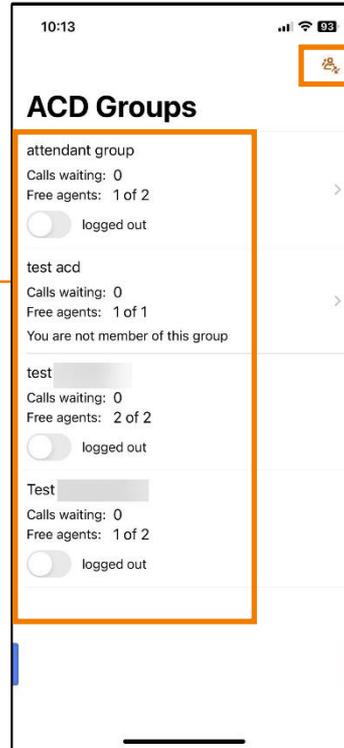
Click here to see the calls list of the groups.

10:13

ACD Groups

attendant group
Calls waiting: 0
Free agents: 1 of 2
⬤ logged out

test acd
Calls waiting: 0
Free agents: 1 of 1
You are not member of this group

test
Calls waiting: 0
Free agents: 2 of 2
⬤ logged out

Test
Calls waiting: 0
Free agents: 1 of 2
⬤ logged out

Group call list

You can click here to enable a filter if you are a member of multiple groups and only want to see calls from 1 specific group.

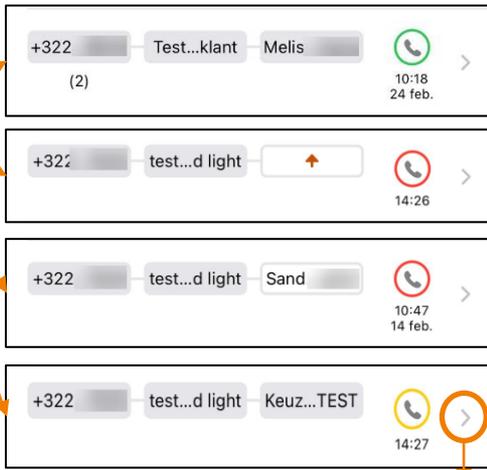Here you immediately see an overview of the number of incoming calls. Also divided into missed calls, forwarded calls and answered calls if you click on "missed", for example, you will see an overview of only the missed calls.

Here is the list of the calls that have been made. See on the right side for more info on each field

You will always see 3 boxes followed by a phone with a circle around in a particular colour.
- The left box shows the number of the customer /person who called.
- The box in the middle shows the group the customer/person called.
- The right box is to know which colleague has already handled this call.

Answered call : It is a call with a green telephone at the end.it means the call has already been answered by a colleague. You will then see in the last box the name of the colleague who has handled this call

Missed call (not yet called back) : a red telephone and in the 3rd column an arrow pointing upwards, this is a missed call that no colleague has called back yet

Missed call (already called back) : a red telephone at the end with the name of a colleague in the 3rd column, this is a call that you missed but a colleague has already called back by clicking on the red telephone

Forwarded call : here you will see a yellow telephone at the end This is a call that was forwarded to another group after a preset time, for example because no one answered in the first group.

To clearly see all the details of a call, you can click on the arrow.

Thank you