

CLOUDYA USER GUIDE FOR IOS

Select to access User Settings

Select to access Call Forward Profiles

Select for DND (Do Not Disturb)

Offers access to Dial Pad

Enter search criteria

Conferences:
Offers access to subscribed* conference rooms


Favourites:
These are the same entries as on your desk phone and/or softphone and can be extensions with BLF (busy lamp field), speed dials, service entries or function codes.


Select to place call

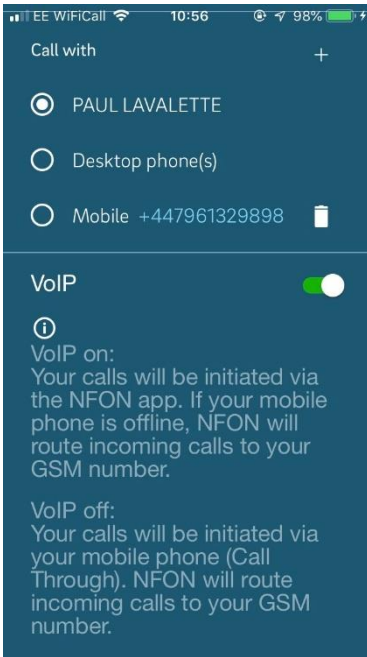
Settings

Call History

Select to return to this view

 This is the DND (DO NOT DISTURB) icon, and when selected goes RED. This means that the phone will not ring for incoming calls, but out-going calls can still be made.

 This is the icon to change/ select call forward profiles. These profiles are created in SETTINGS and can be quickly selected here.



USER SETTINGS:

Offers a 'log-out' option

Offers a choice of what device to use for a call

Offers the choice to use WIFI / GSM

TO PLACE A CALL:

From: 'SEARCH'

Press to enter alpha/ numeric search criteria to bring up entries from phonebook directory

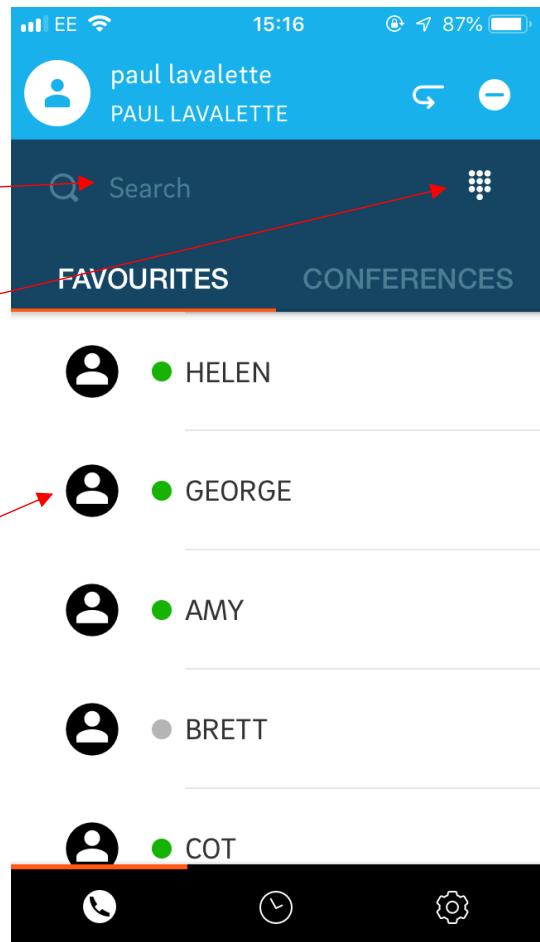
From: 'DIAL PAD'

To enter telephone numbers

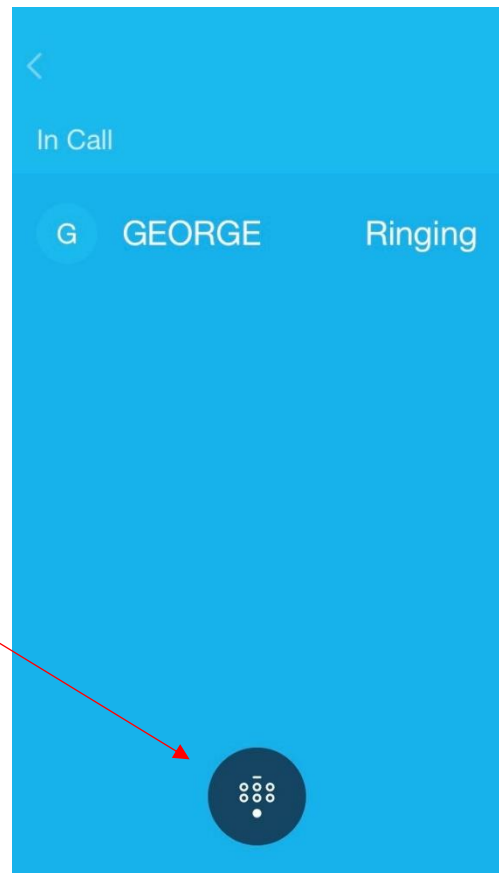
From: 'FAVOURITES'

just touch selection
i.e.

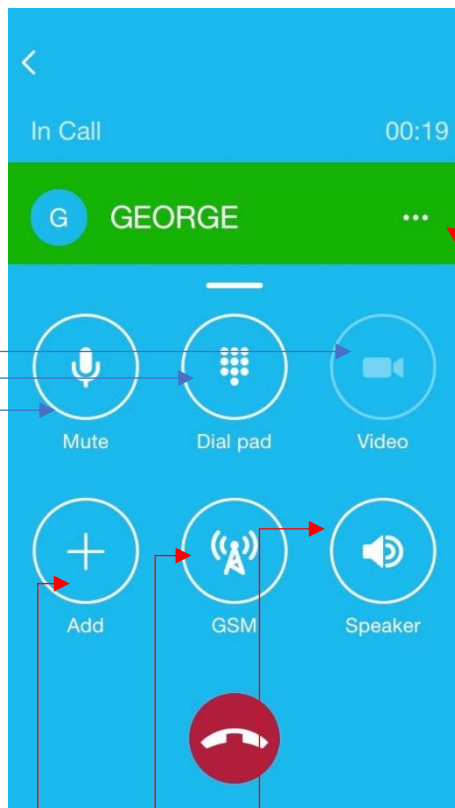
To call George, select 'George'



Screen shows what is happening...

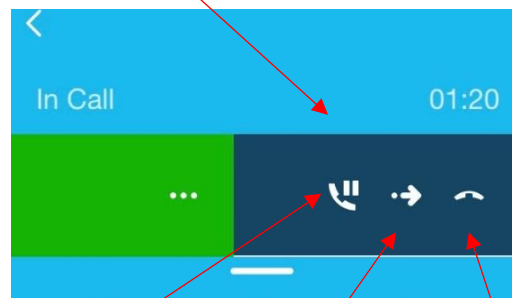


Should you wish to cancel, press Once for hold/transfer options or Twice for 'other' options...



Green indicates connected call and

... Indicates



HOLD **TRANSFER** **END CALL**

other options...

- MUTE:** Mutes call so other party cannot hear you
- DIAL PAD:** Offers dial pad if needed for DTMF/touch tone/IVR selections
- VIDEO:** Not available yet.
- ADD:** Puts caller on hold and offers dial pad/ search screen
- GSM:** Initiates a handover to GSM network with call-back
- SPEAKER:** Places call on speakerphone.

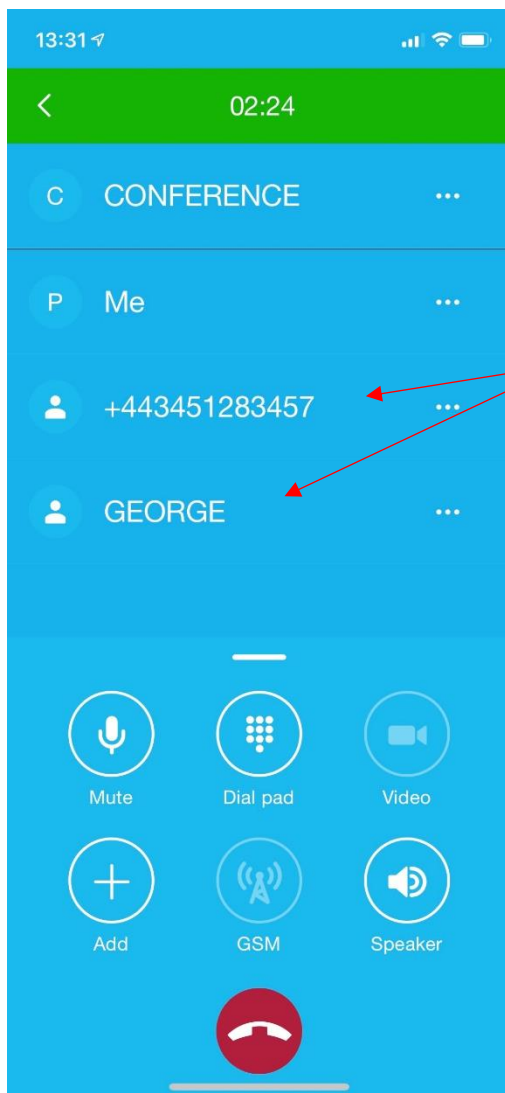
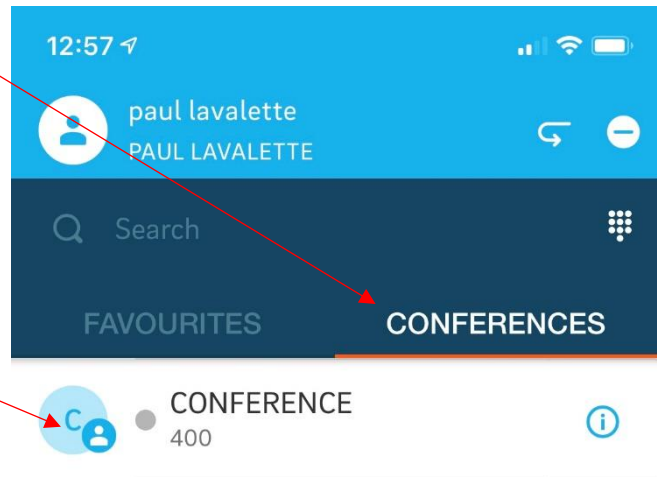
TO TRANSFER A CALL:

Press the transfer icon as detailed above. This action brings up a search field to select or type in your entry. This selection automatically transfers the call.

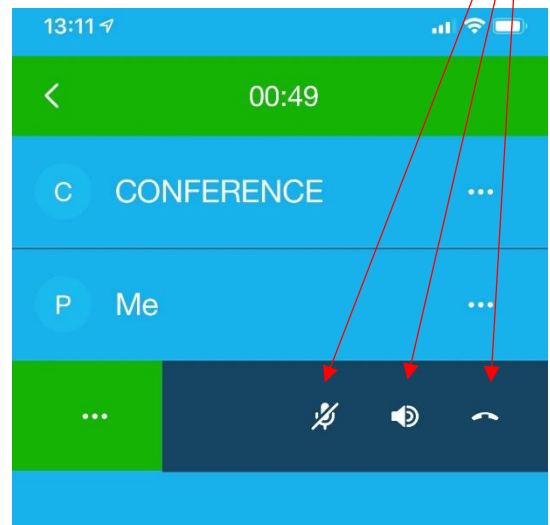
CONFERENCE:

To join/ start a conference, select

... to show 'subscribed' conferences and then select 'which' conference to start or join



You will 'see' who else is in the conference and if signed in as 'Admin' will be able to mute, deafen or terminate other members



MOVING BETWEEN DEVICES

You can take a call on one device (either Cloudya softphone, Cloudya mobile App or desk phone) and by entering *8 on another device, pick up the call on that device.