



# Cloud Phone App

## Quick Reference Guide

The Cloud Phone app lets you use services like calling, video, chat and status (or presence) on your mobile. You can use the app on any supported Apple or Android device. Once you've downloaded the Cloud Phone app, sign in and start navigating. The features available depend on the Cloud Phone user profile you have.

### Download and sign in

[Download the app for Android devices from Google Play](#)

Alternatively go to Google Play and search for Cloud Phone.

### Sign in

1. Open the app on your mobile.
2. Enter your username. This will be the username we provided you with when you were first set up. This will most likely be your email address if you haven't changed your username.
3. Enter your password. This will be the password you use for the My Phone portal. You'll find it in an email from us.

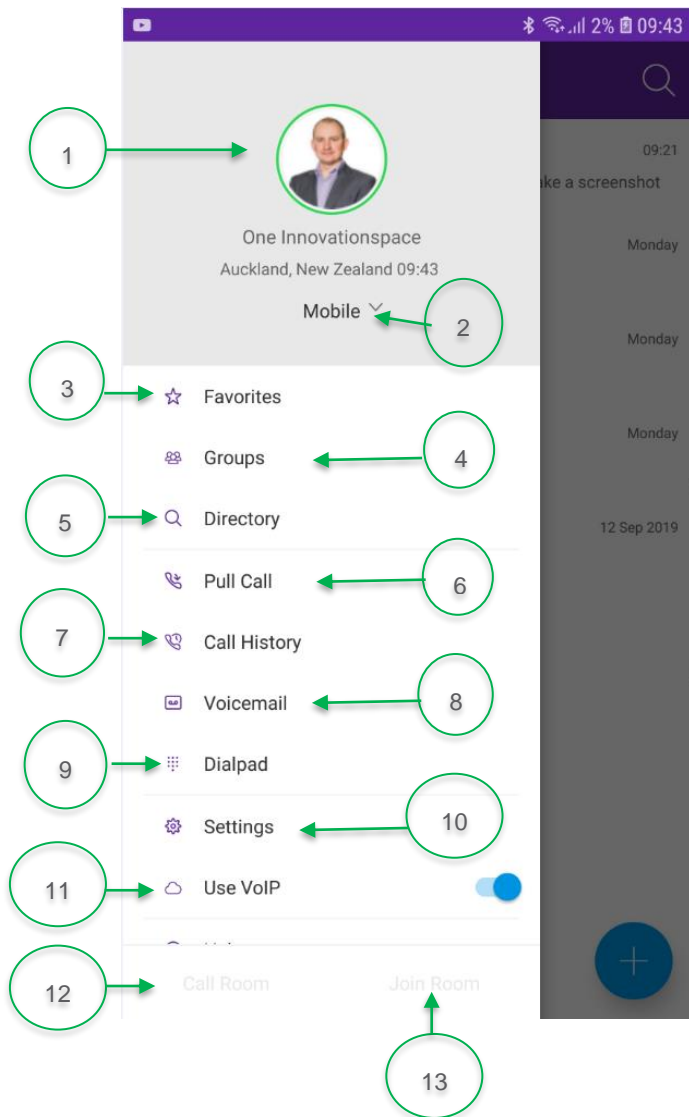
**Note: If you were signed in on a previous app, you'll need to sign in again to the new app. If you can't remember your username or password, you can reset them in the My Phone portal.**

4. Select Sign in.
5. Accept the application permission requests to access your contacts and to send push notifications.

*Enter your username. This will be username we provided you before. It looks like an e-mail address.*

## Application Menu

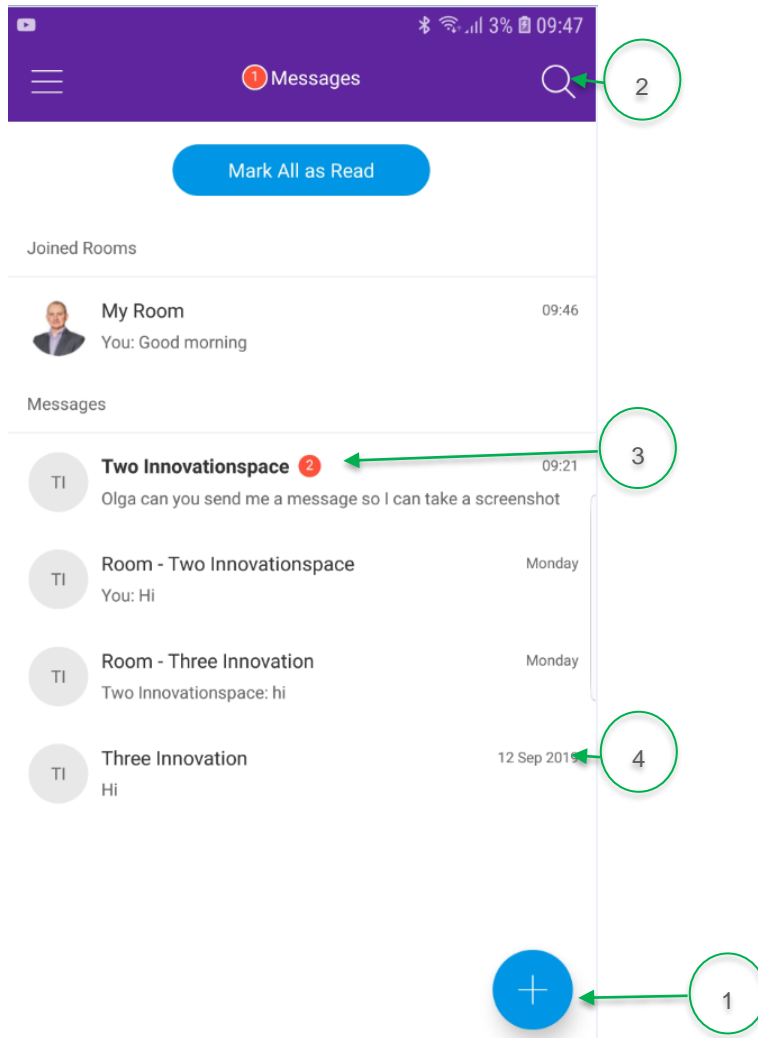
All features can be found using the side menu. This is the stacked lines icon at the top left of your home landing page. The landing page you'll see will depend on which Cloud Phone user profile you have, as the features available vary by profile type.



1. **My Profile:** Tap on the image to go to your profile and view or edit your image, comments and location.
2. **Set Presence:** Change between Automatic, Available, Away or Busy.
3. **Favourite Contacts.**
4. **Groups:** Save your contacts into a group.
5. **Directory:** Search for contacts.
6. **Pull Call:** Pull a call you're currently in from another device onto your mobile.
7. **Call History.**
8. **Voicemail.**
9. **Dialpad:** Call any number from here.
10. **Settings:** Turn on do not disturb, call forwarding and ring splash (this plays a tone to let you know when a call's being forwarded).
11. **Use VoIP:** Leave this switched on.
12. **Call Room:** Start a conference in My Room.
13. **Join Room:** Start a group chat or start a conference in My Room.

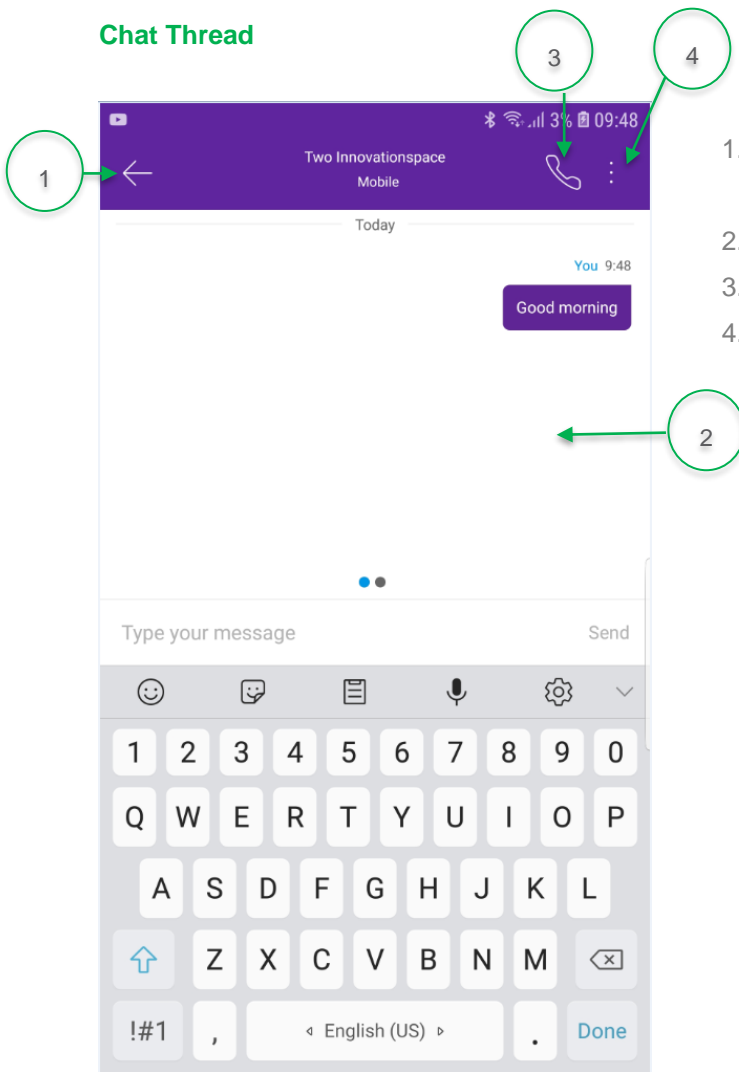
## Messages

Messaging is available on Cloud Phone Premium profiles.



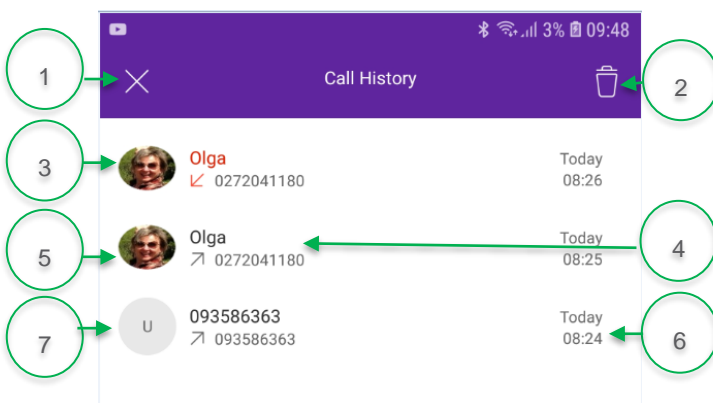
1. Create new message.
2. Search for messages.
3. Unread messages appear in bold.
4. Date/time stamp.

## Chat Thread



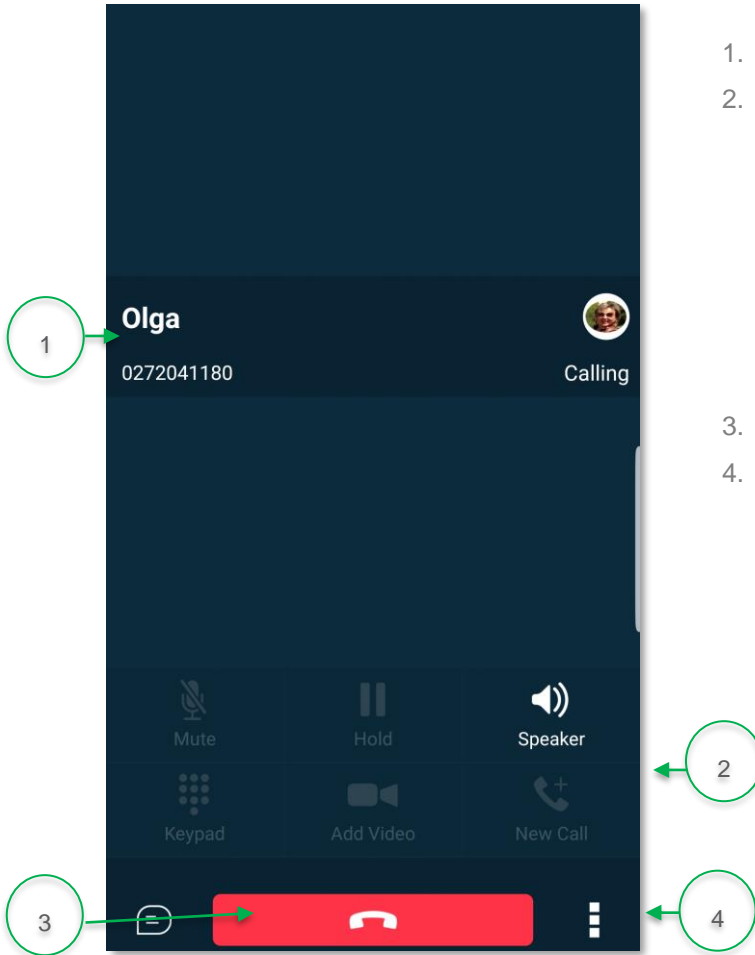
1. Tap the arrow to return to the previous screen.
2. Chat window.
3. Call the contact.
4. More options menu: Video call, call room, view profile, view shared content.

## Call History



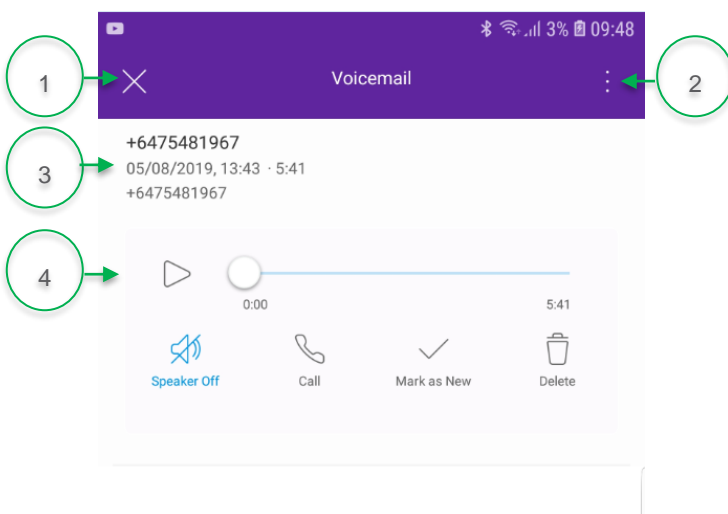
1. Tap to return to the previous screen.
2. Delete all.
3. Missed call: Tap on the record for more information and options to call back or chat.
4. Placed call.
5. Tap to go to profile: From there you can call or chat.
6. Time/date stamp of call.
7. Call from an unknown contact.

## In Call



1. Name and number.
2. Call controls actions:
  - Mute/unmute
  - Hold/resume
  - Speaker/Bluetooth/headset
  - Keypad
  - Video
  - New call
3. Hang up.
4. More options menu: Transfer or conference.

## Voicemail

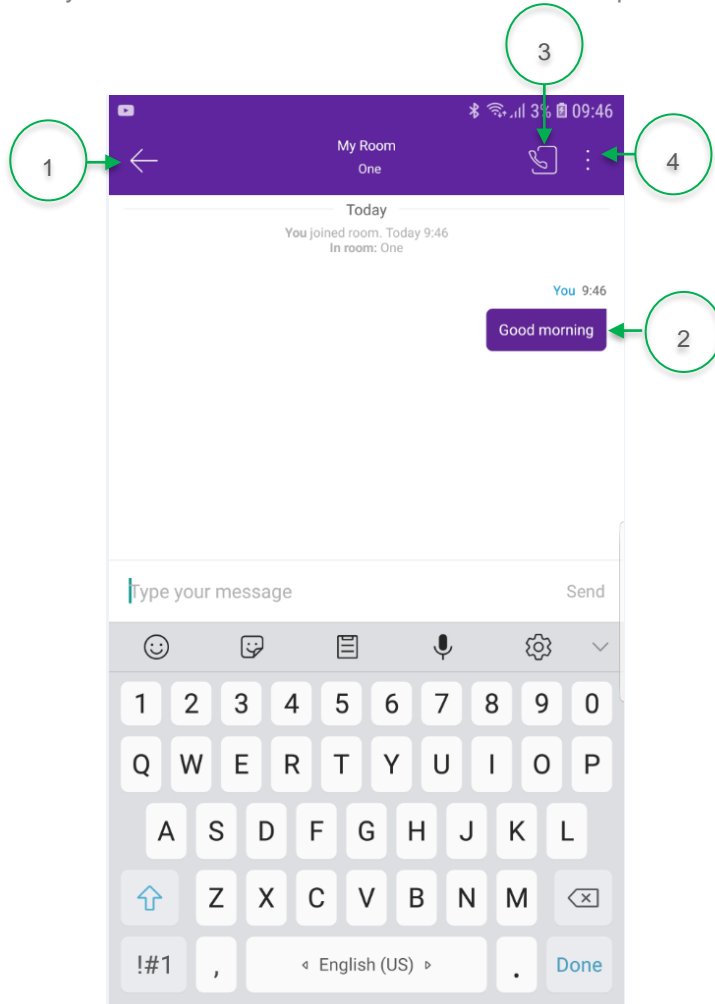


1. Close the Voicemail window.
2. More options menu: Call voicemail or view voicemail settings.
3. Voicemail with date, time, duration and phone number: Tap to open the message.
4. Play/pause.

Phone numbers show in bold for new voicemail messages.

## My Room Collaboration Space

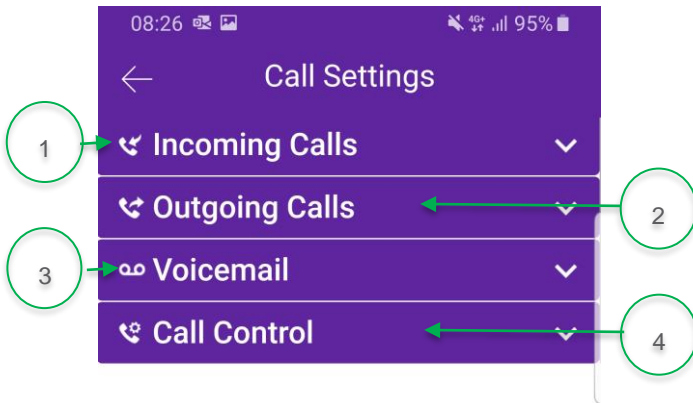
My Room is available on Cloud Phone Premium profiles.



1. Return to message screen.
2. Chat in My Room.
3. Start a conference.
4. More options menu: View participants or leave the room.

## Call Settings

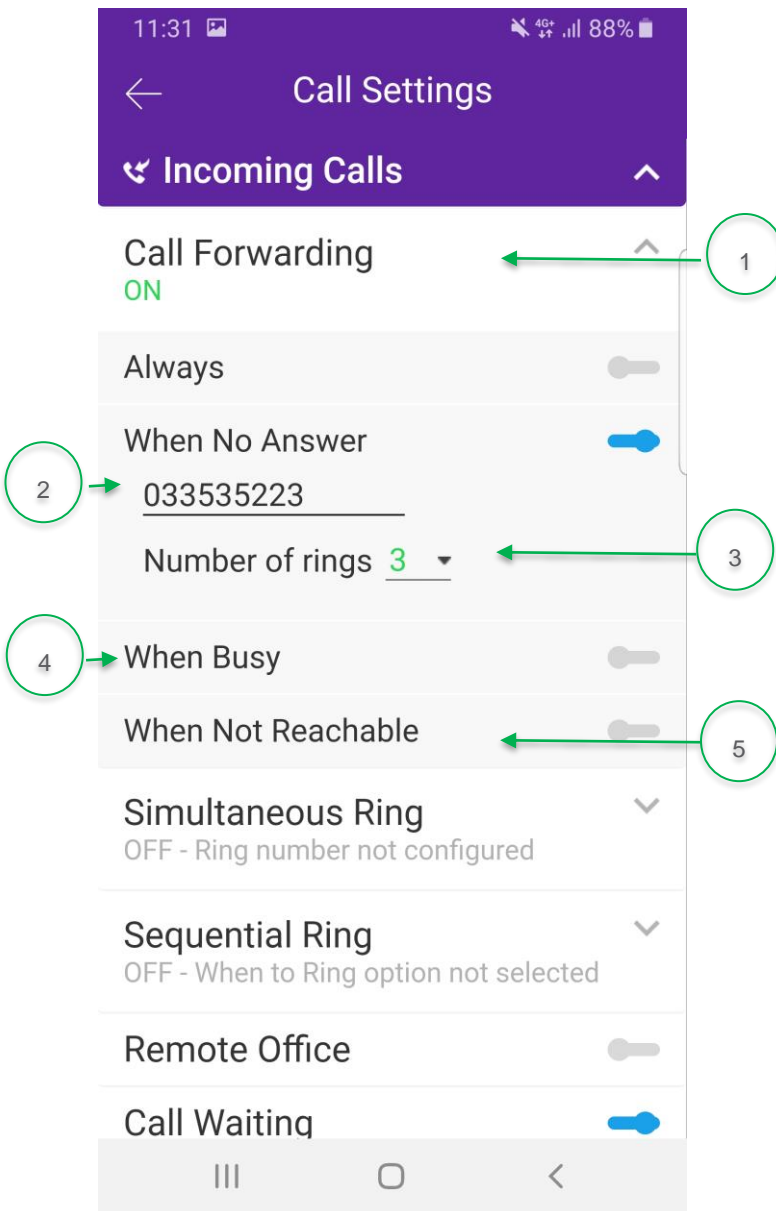
The call settings menu allows you to control where your calls go and provides a view of the calls you have made or received.



1. Incoming Calls
  - a. Anonymous Call Rejection
  - b. Call Forwarding options
  - c. Simultaneous Ring
  - d. Sequential Ring
  - e. Remote Office
  - f. Call Waiting
2. Outgoing Calls
  - a. Block My Caller ID
3. Voicemail: update settings
4. Call Control
  - a. Call Centre Queues
  - b. Broadworks Mobility: unavailable
  - c. BroadWorks Anywhere

## Call Settings – Incoming Calls – Call Forwarding

In the call forwarding section of the incoming calls menu, you can control where your calls go. From the main incoming call menu click on the little arrow besides call forwarding to bring up the below screen.

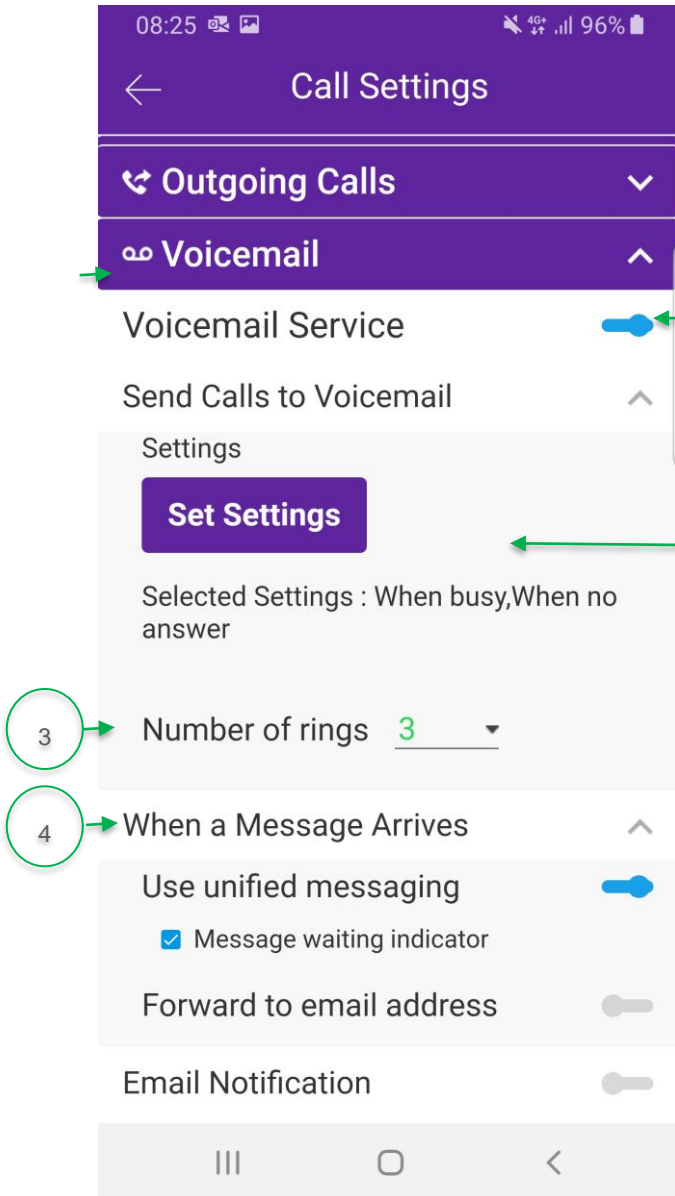


1. Call Forward when no answer
2. Number to divert to
3. Number of rings before diverting
4. Divert if busy
5. Divert when unreachable. Business Continuity Plan (BCP), eg. if the power goes off to it or if Sparks network is unavailable.



## Call Settings – Voicemail

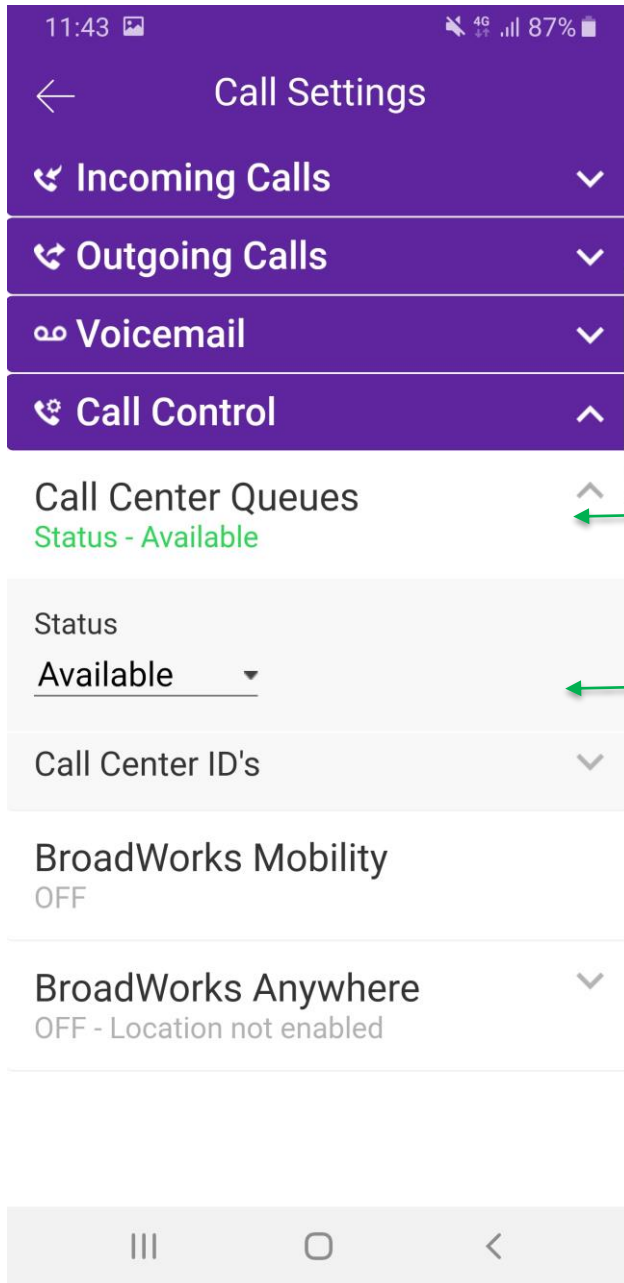
Use the Voicemail menu to turn voicemail on and off and to control when your call is diverted to voicemail



1. Voicemail Service – slide to turn voicemail on and off
2. Set Settings – click on Set Settings to bring up the menu which controls when your calls will go to voicemail.
3. Number of rings – use the drop-down arrow to change how long your phone will ring before being diverted to voicemail
4. When a message arrives – use this menu to control how you are notified of a new voice message

## Call Control

Update your Call Centre Queues Status and ID.



1. Call Centre Queues Status
2. Update Status
  - Adjust your status from the pop-up window (not shown in screenshot)