



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 Apple \(iOS\) devices from the App Store](#)

Alternatively go to the App store and search for Cloud Phone.

Sign in

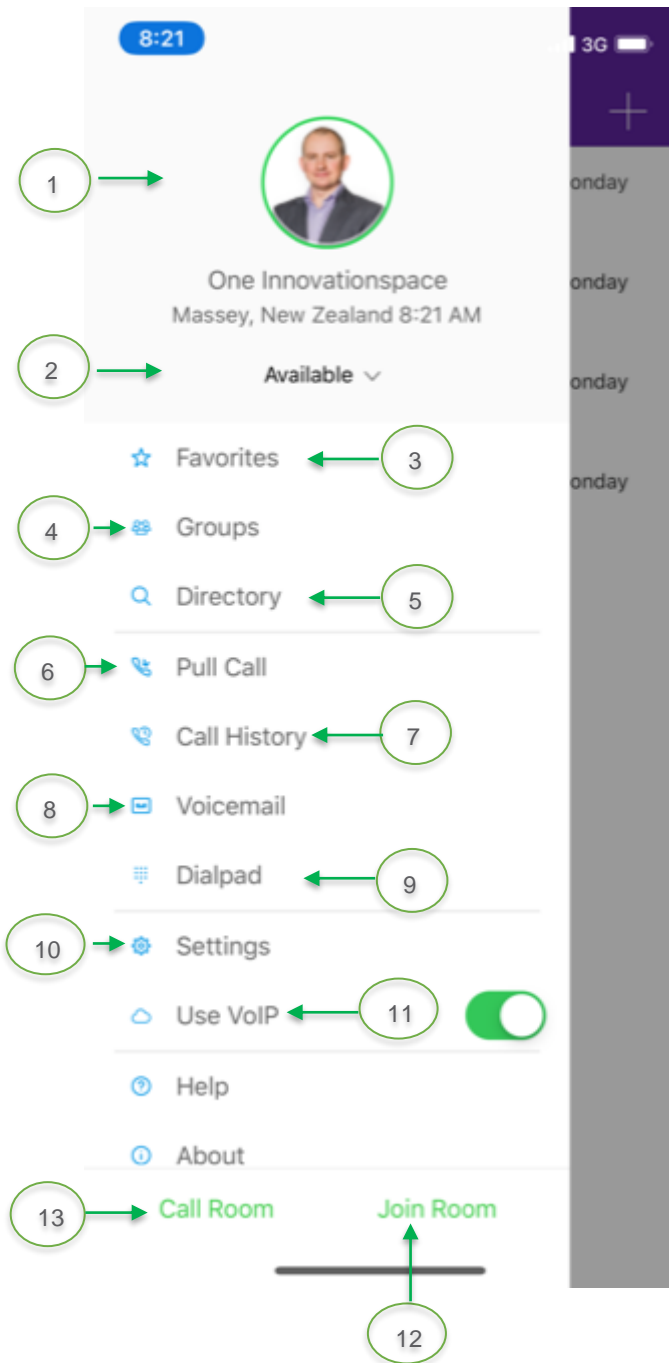
1. Open the app on your mobile.
2. Enter your username. This will be the username we provided you with when you were first set up. This will most likely be your email address if you haven't changed your username.
3. Enter your password. This will be the password you use for the My Phone portal. You'll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

Application Menu

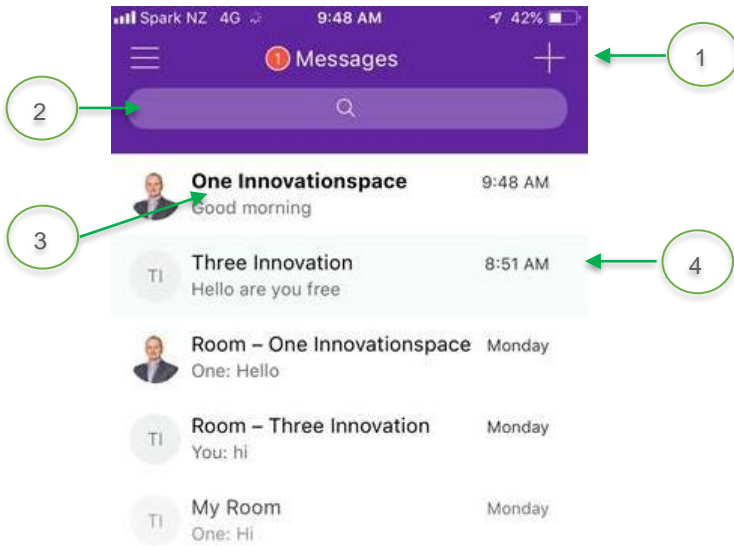
All features can be found using the side menu. This is the stacked lines icon at the top left of your home landing page. The landing page you'll see will depend on which Cloud Phone user profile you have, as the features available vary by profile type.



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. **Favourites:** 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:** Access your call settings, do not disturb or forward all your calls with or without ring splash (plays a tone when a call is forwarded).
11. **Use VoIP:** Leave this switched on.
12. **Join Room:** Start a group chat or start a conference in My Room.
13. **Call Room:** Start a conference in My Room.

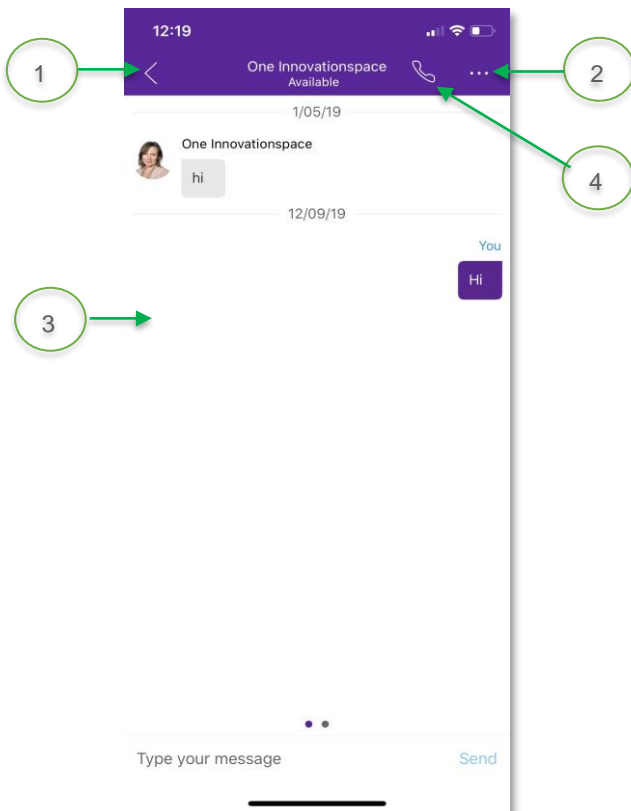
Messages

Messaging is available on Cloud Phone Premium profiles.



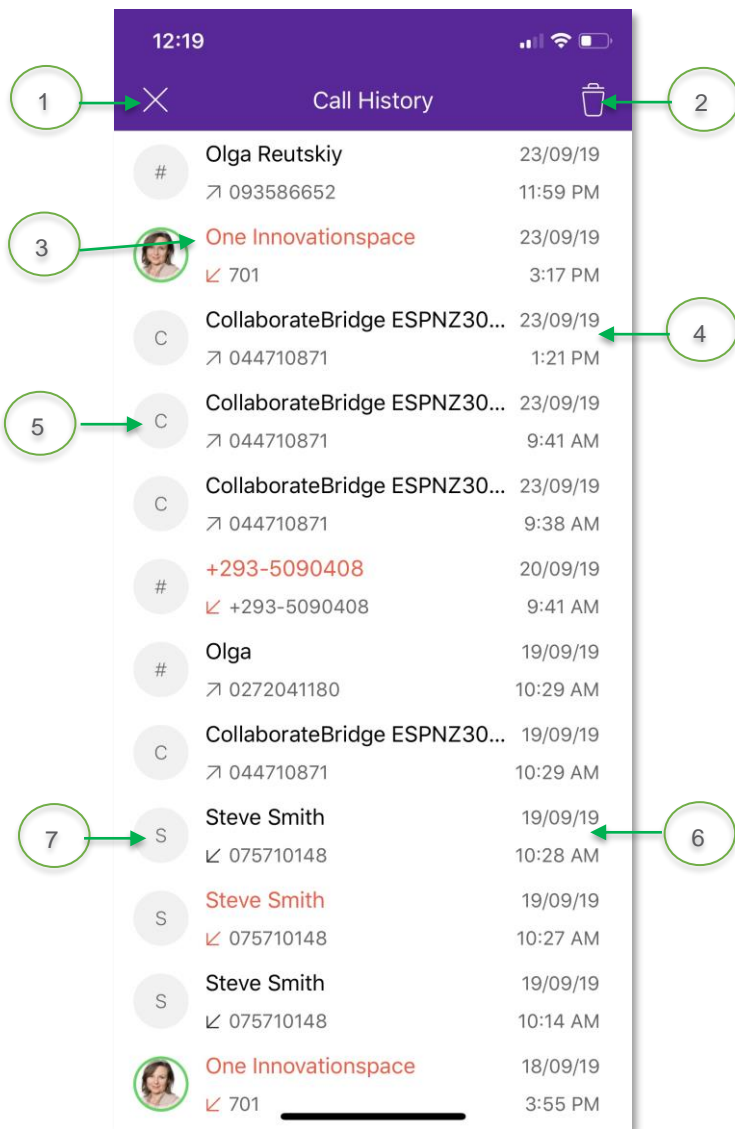
1. Create new message.
2. Pull down to display search bar.
3. Unread messages will appear in bold.
4. Date/time stamp.

Chat Thread



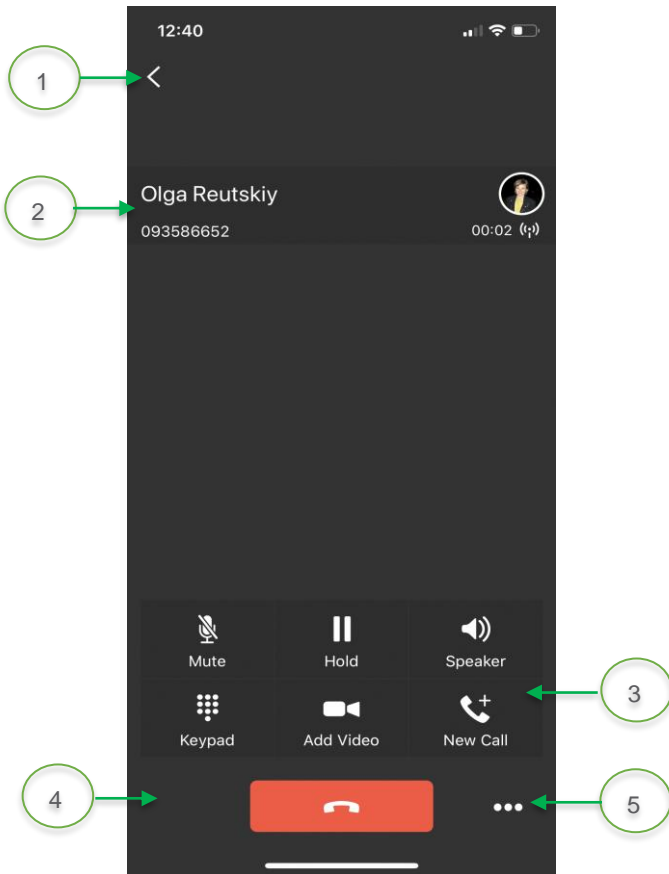
1. Tap the arrow to return to the previous screen.
2. More options menu: Video call, call room, view profile, view shared content, delete.
3. Chat window.
4. Call the contact.

Call History



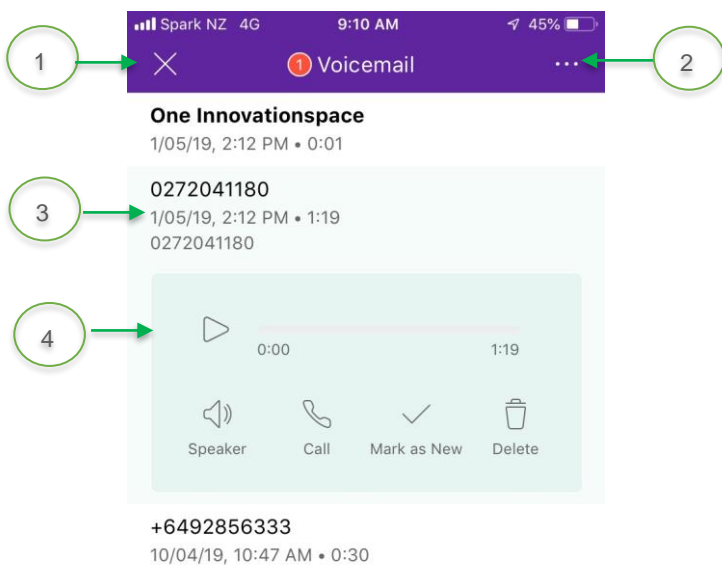
1. Tap to return to the previous screen.
2. Delete all.
3. Missed call: Tap on the record for more information and options to call back or chat.
4. Time/date stamp of call.
5. Placed call.
6. Received call.
7. Tap to go to profile: From there you can call or chat.

In Call



1. Tap to return to the previous screen.
2. Name and number.
3. Call controls:
 - a. Mute/unmute
 - b. Hold/resume
 - c. Speaker/Bluetooth/headset
 - d. Keypad
 - e. Video
 - f. New call
4. Hang up.
5. More options menu: Transfer or conference.

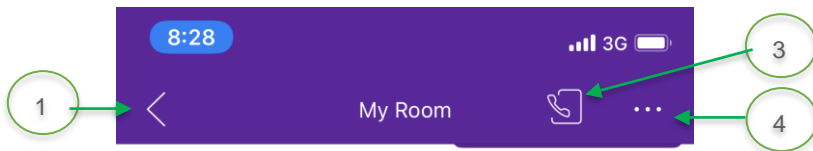
Voicemail



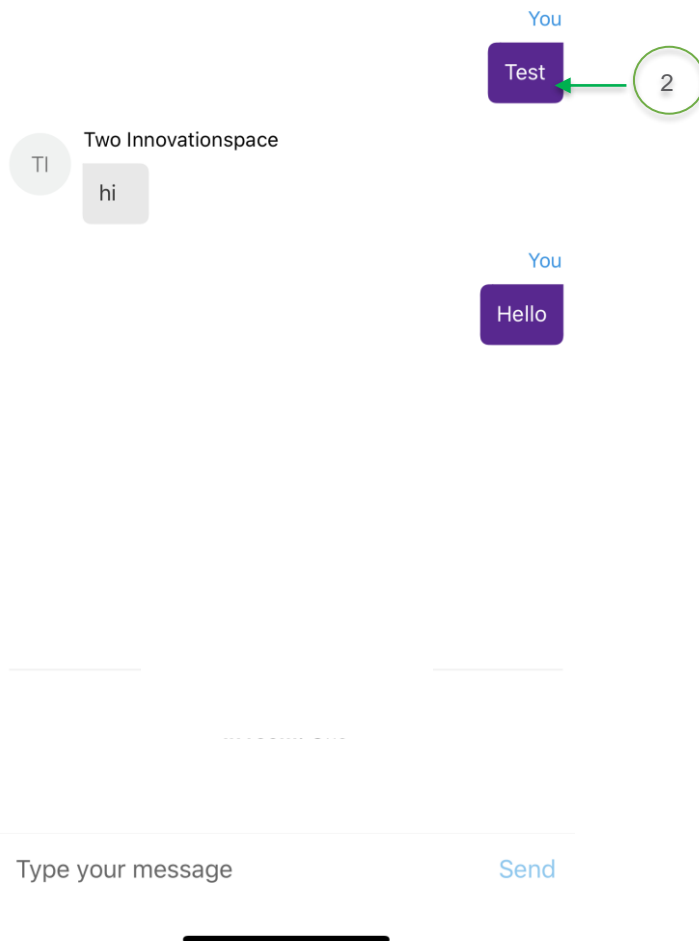
1. Close the window.
2. More options menu: Call voicemail or view voicemail settings.
3. Voicemail with date, time, duration and phone number: Tap to open the message.
 - a. Phone numbers show in bold for new voicemail messages.
4. Play/pause.

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

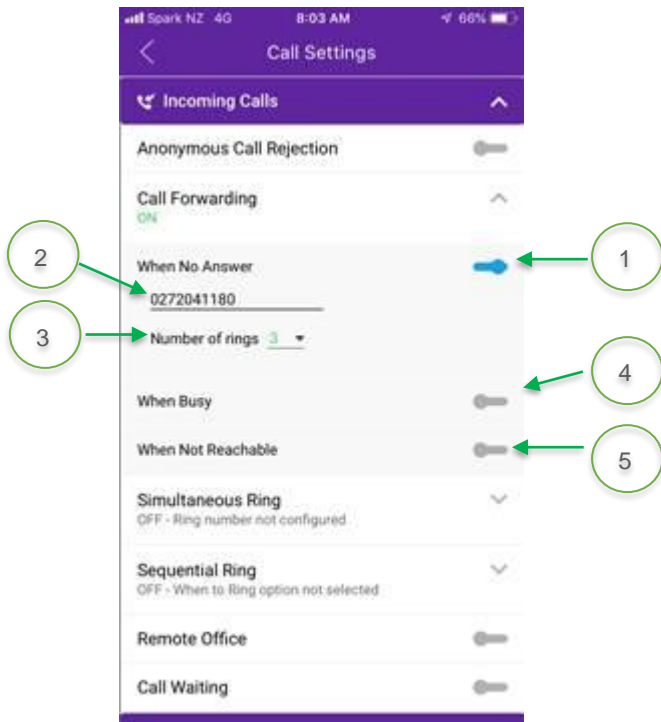
The call settings menu allows you to control where your calls go and provides a view of the calls you have made or received.



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

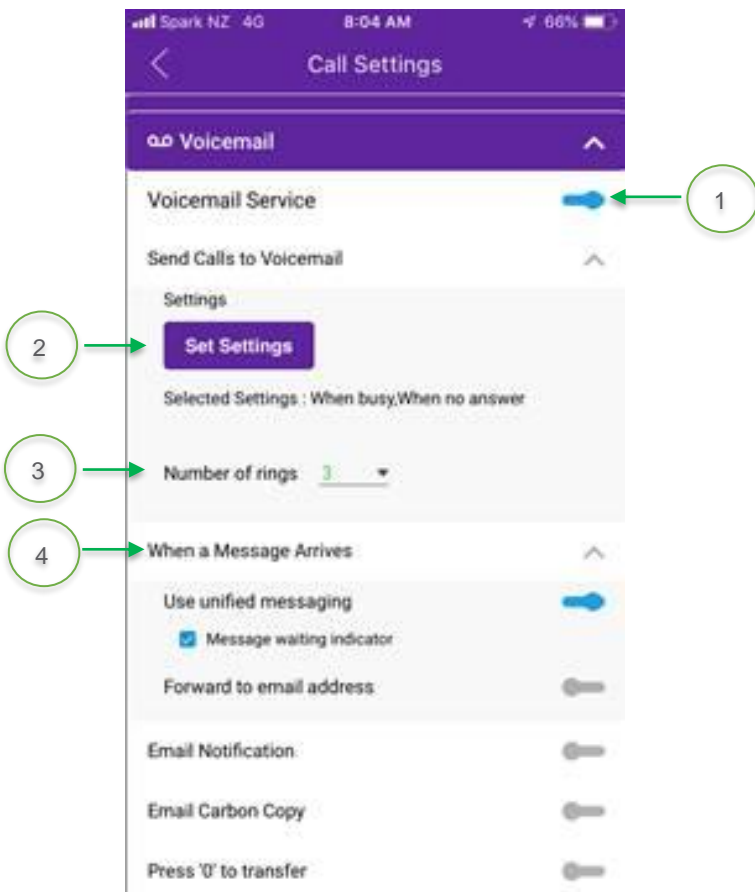
In the call forwarding section of the incoming calls menu, you can control where your calls go. From the main incoming call menu click on the little arrow besides call forwarding to bring up the below screen.



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

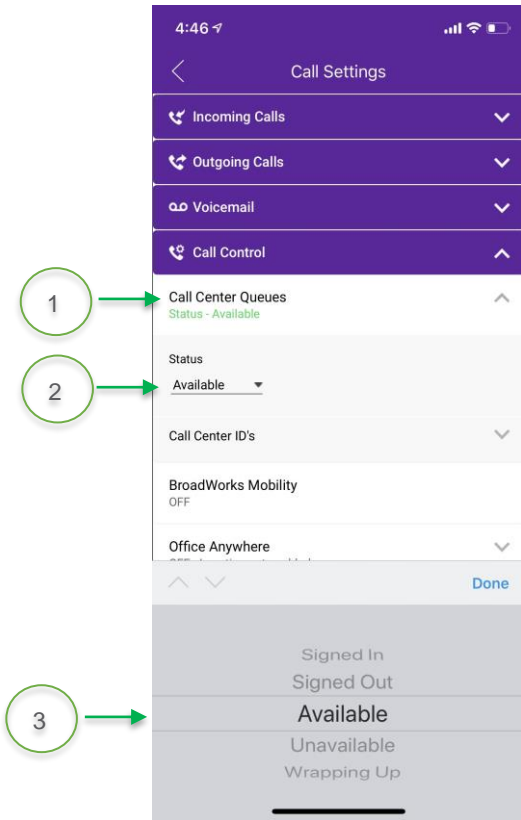
Use the Voicemail menu to turn voicemail on and off and to control when your call is diverted to voicemail.



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
3. Set Status