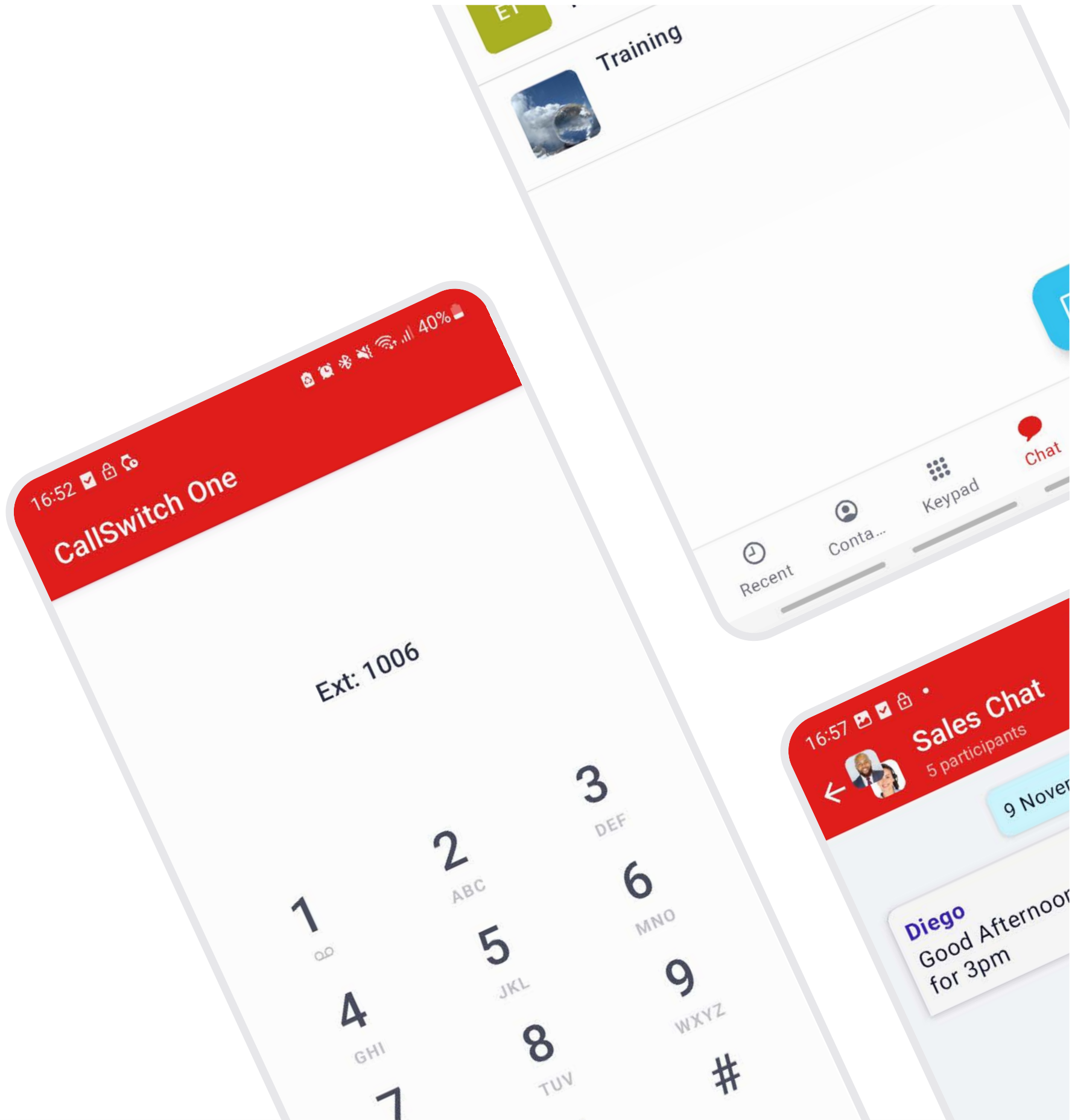




CallSwitch One App

Quick Start Guide

For Android



CallSwitchOne™


About the CallSwitch One App

The CallSwitch One mobile application allows users to use their mobile device as an extension of their work phone. It offers a flexible alternative to using a physical desk phone, enabling users to make and receive calls, send and receive instant messages, share files, view call history, and manage their CallSwitch One settings from any location, whether on the go, in an office or working remotely. This guide will help you navigate the menus and provide basic instructions for making calls, sending messages and utilising some other features.



Call handling

- 1

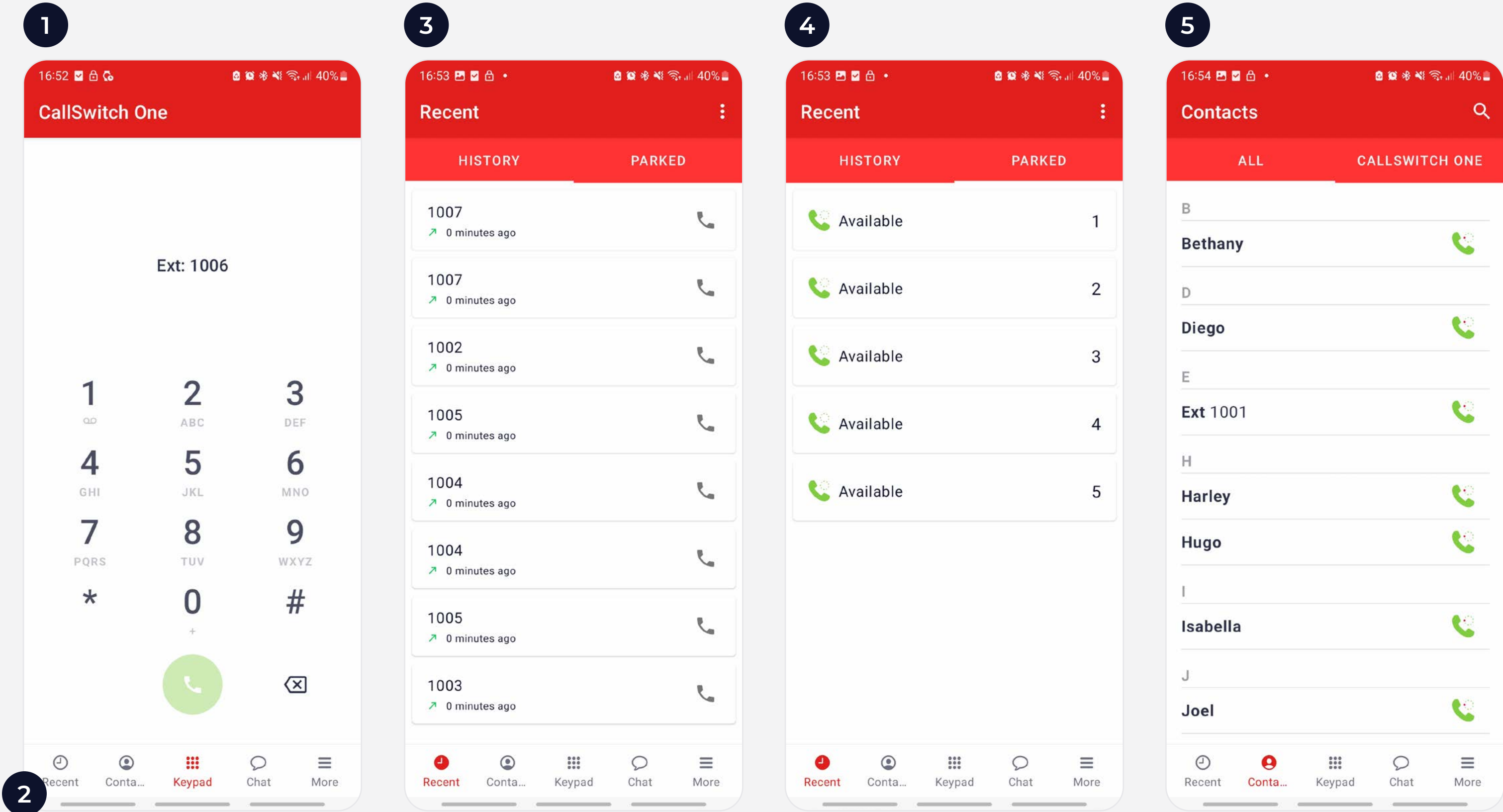
When you open the app, you will be presented with the **keypad** where you can initiate a call by manually inputting a telephone number and then pressing the green  **Call** button to place a call to that number.
- 2

You can navigate to different areas of the mobile app using the icons at the bottom of the screen. The options available are **Recent**, **Contacts**, **Keypad**, **Chat** and **More**.
- 3

Recent will take you to your Call History which will provide a list of call events which will include calls made, calls received, and calls that have been missed. You can press the Phone icon on the right hand side of the call event to place a call to that person or **number**.
- 4

Parked calls can be retrieved by pressing the **Parked** tab in the **Recent** area and selecting the Orange phone icon next to the parked call.
- 5

Pressing **Contacts** will take you to your contact list. The **CallSwitch One** tab will present you with the internal user list for your your organisation and you can call another user by pressing the green phone icon next to their name. The **All** tab will allow you to view and call other users as well as external contacts saved to your device or SIM.



In-call options and Call Transfer

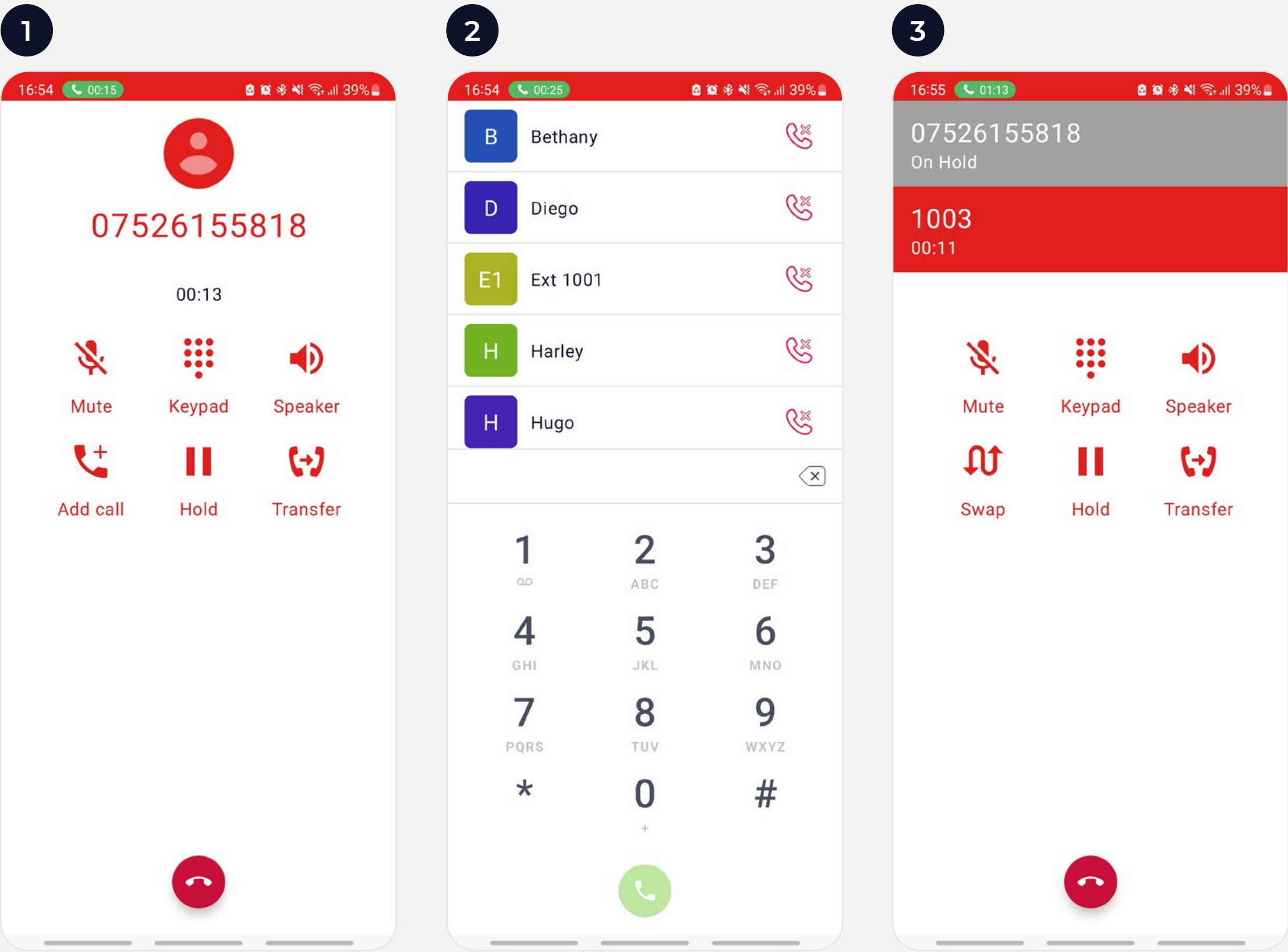
- 1

When on a live call, you can **Mute** your microphone, bring up the **Keypad** for DTMF/short code input, switch the audio output to **Speaker** and initiate a second call by pressing **Add call**. You can also place a live call on **Hold** or **Transfer** the call to another user.
- 2

To transfer an active call, press **Transfer** to bring up a list of contacts, then select the user you wish to transfer the call to or dial an external number using the **keypad**.
- 3

When connected to the destination user/number, you can press **Transfer** to complete the transfer. The **Swap** button will allow you to switch the active line and place the other line on hold.

Note: **Transfers** are ‘unattended’ by default, meaning that transfers go directly to your chosen user. To change this to ‘attended’ for a supervised transfer, go to **Settings**, and edit within **Calls** section.



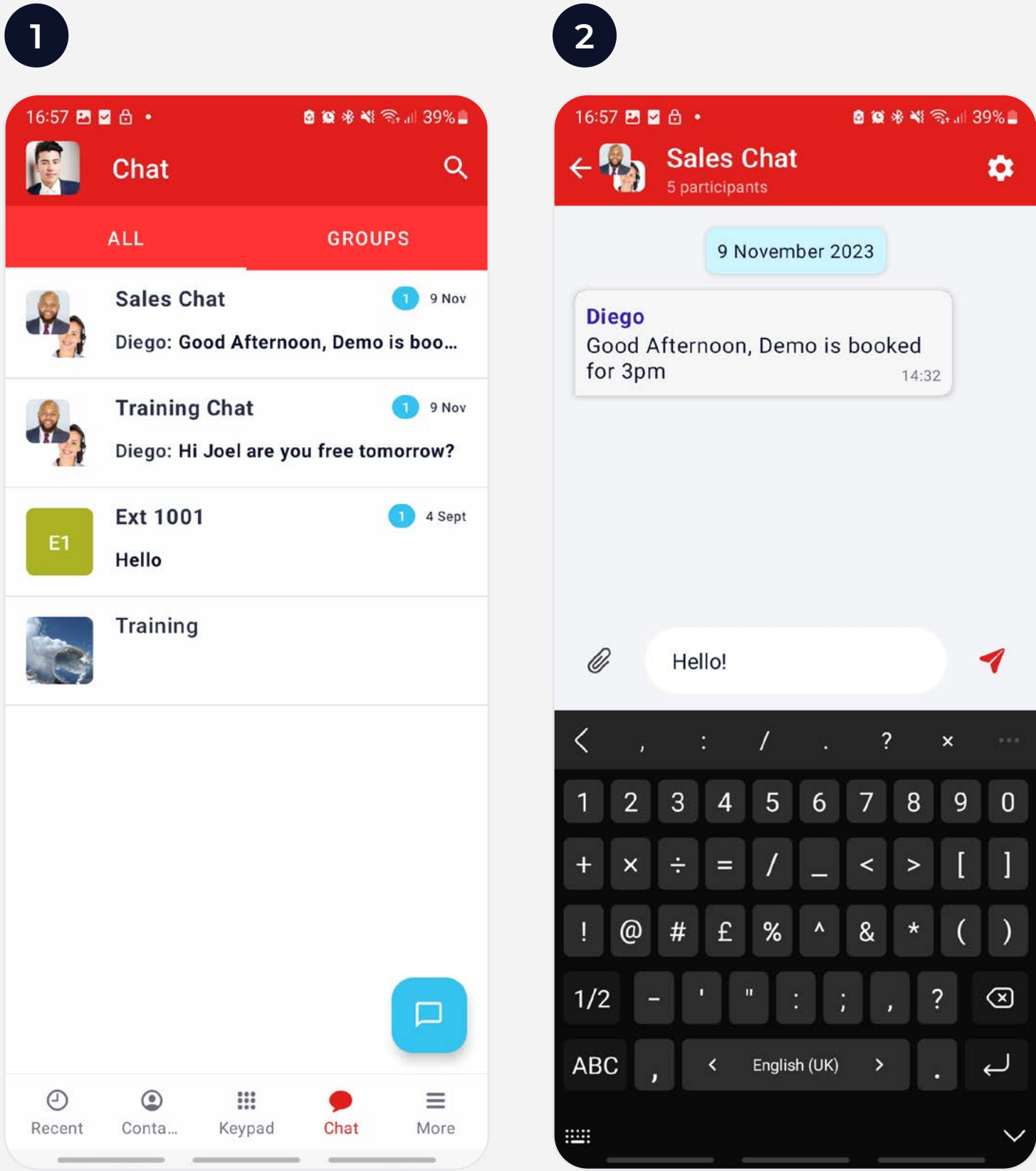
Chats

- Press **Chat** to view your instant messages.
- 1

Select an active chat from the list to view or continue your chat with a user or press the blue chat bubble icon in the bottom right hand corner to begin a new chat.

To create a new **Group Chat** press the blue chat bubble icon and select **Group Chat**. You can view all your groups, and any open groups within **Groups** on the **Chat** screen.
- 2

Once you start a new chat or select an existing one, you can write a message, attach a file, enter emoji's and record and send voice notes



Settings and Customisation

- 1

Press **More** and you will find the **Do Not Disturb** feature. Within **Do Not Disturb**, there is a slider to switch between DND being Local (this app only) or Global (all your linked apps).
- 2

You can also **Link a Device** (like a laptop) by selecting **My Devices**. Use the QR code icon in the top-right hand corner to login to the Desktop App or sign-in to CallSwitch One on your browser at **callswitchone.app**
- 3

In **Settings**, you will find **Account**. Here you can update your **Status**, change your **Theme** and view how many inclusive minutes that you have left. You can also customise the **Call** and **Chat** experience and set notification preferences in the settings area of the app.

