

Sangoma Mobile Guide



FreePBX Sangoma Mobile Guide v2.6



If you need further assistance, please reach out to us at support@datacommplus.com. Once we receive your request one of our representatives will get back to you as soon as possible to help you with any of your phone system needs.

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Overview

The purpose of this document is to help walk you through the features and functions of the Sangoma Mobile App.

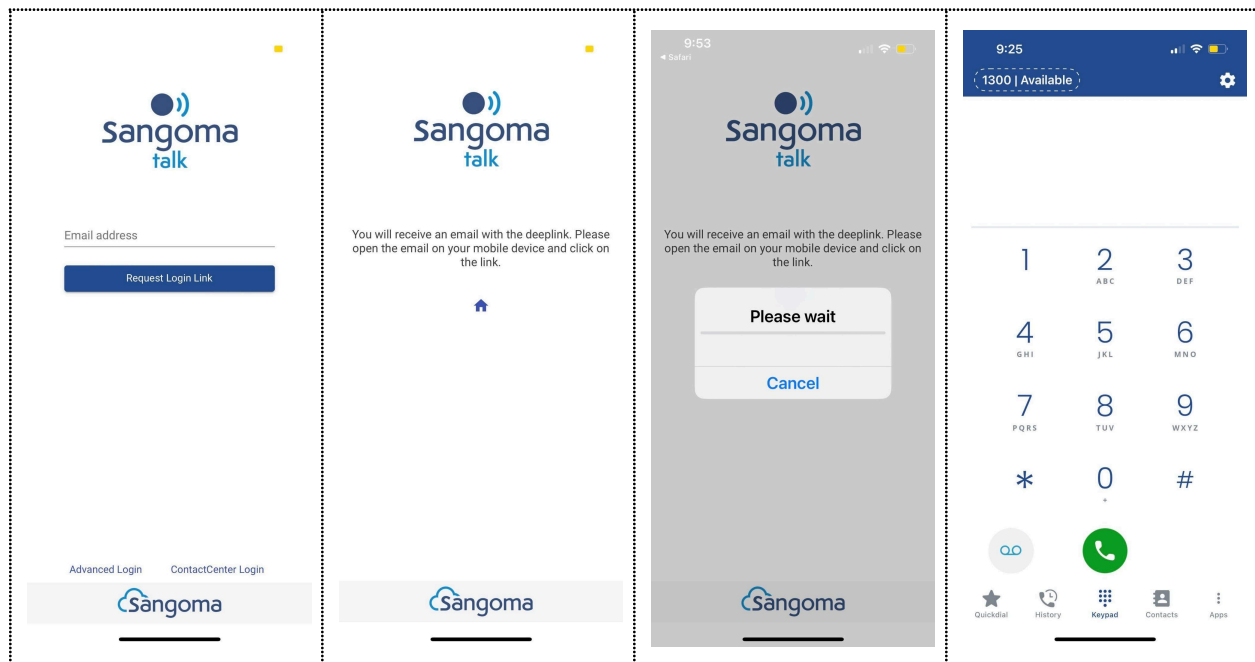
We're here to help! If you have any questions about this or any other process please reach out to us at support@datacommplus.com.

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Installing the Sangoma Talk Mobile App

You will need to download the mobile app to your phone and once it is downloaded you will request an email to be sent to you that will contain a link to log into your account.

- Within the welcome email select the link to download the mobile app
 - Select the appropriate download based on your mobile device
- Once you have downloaded the mobile app open the app and put in your email address and select the Request Login Link button. An email will then be sent to you.
- Within your mobile device open the email from Sangoma Talk
- Click on the button that says Login Now
- You will be brought to the app and it will log into your account. It will take a moment to sync.



If you run into registering issues with your mobile device you will need to obtain your WAN IP address of your mobile phone and have it whitelisted in the PBX firewall. If we manage your PBX firewall then open a ticket with us at support@datacommplus.com and please include the extension number and IP address.

To obtain your WAN IP address please go to <http://hostingsupport.io> on your mobile device. You will see the IP address that needs to be whitelisted.

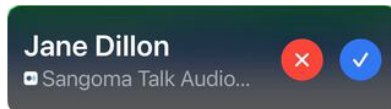
Sangoma Talk App cannot be used to dial 911



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Answering and Placing a Call

Answering a Call



When a call comes in, there will be a pop-up with an Answer and Decline option.



- Answer: Select 
- Decline: Select  The call will continue to ring and go to your voicemail


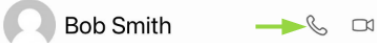
If your mobile device is sleeping you will receive a notification that a call has come in through Sangoma Talk and you can select to either Answer it Decline the call. If you select Answer it will open up your mobile keypad, not the Sangoma Talk keypad. To move the call to your Sangoma Talk app select the *Sangoma Talk* button  that appears on your dialpad.

Placing a Call

- Select the *Dialpad* icon  within the toolbar
- Dial the external number (including the area code) of the party you wish to call and press the send button 

No prefix is required when placing an outbound call

Placing an Internal Call or Call an Existing Contact

- Select the *Contacts* icon 
- From the list click on the phone icon next to the name of the person you would like to call

- The phone will then dial the contact

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Placing a call to 911

When dialing 911 from the Sangoma Talk Mobile Application the mobile application will switch over to the native dialer (the cell phone dialer).

This means that if 911 is dialed from the Sangoma Mobile Application, in most cases the Send button within the native dialer will also need to be selected to send the call to emergency dispatch.



The reason for this is so Emergency Dispatch services can use the mobile device location instead of the pre-defined location stored on the phone server.

Hold, Transfer and Park Features

The Hold and Transfer keys will show when on an active call.

Placing a Call on Hold

It is best practice to put a call on hold if you do not need to transfer the call to anyone else. If you need to transfer the call to someone else, follow the steps below for either parking a call or transferring a call.




- While on a call, press the *Hold* icon 
- The Hold button will turn gray. To resume the call select the gray *Hold* icon 

Transfer a Call

There are two ways to transfer a call:




- Blind Transfer - Transfer the call directly to the receiver.
- Attended Transfer - Introduce the call to the receiver before transferring the call.

Blind Transfer

- While on a call, press the *Transfer* icon . The caller will be put on hold and hear music.
- Dial the extension you wish to transfer to. You can also select the *Contacts* icon  and from the list of contacts select the phone icon across from the name
- Select the green *Send* icon  if you dialed the extension number
- The transfer is complete



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Attended Transfer

- While on a call, press *Att Transfer* icon . The caller will be put on hold and hear music.
- Dial the extension you wish to transfer to. You can also select the *Contacts* icon  and from the list of contacts select the phone icon across from the name
- Select the green *Send* icon  if you dialed the extension number
- When finished introducing the call, select the blue Transfer button
 - If you do not want to complete the transfer, select Cancel. Take the original call off of Hold.
- The transfer is complete

Transferring a Call to voicemail

There will be times that the client requests to go directly to someone's voicemail or the person they are trying to reach requests they are transferred directly to their voicemail.


- While on a call, press the Transfer button  followed by * + the extension number and then the Send button .

Parking a Call

Call Parking is a type of Call Holding. When you park a call, that call can be picked up from ANY phone on the system. If a call is put on hold, you can only pick the call up from that phone. We do not recommend parking a call with a mobile device. You cannot see what parking spots are available on a mobile device so you may possibly park two calls together. We recommend doing that with the web client app if you have that available.

Picking up a parked call





To pick up a parked call

- Dial the parking spot number you were told the call is parked on, # and the Send icon  to pick up the call.
 - Example: Pick up a call on parking slot 71 - 71#(Send)

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Conference Call

To create a conference call when on an active call

1. Select the Add Call icon . The caller will be put on hold and hear music.
2. You will be presented with a keypad where you can dial an external phone number or extension. You can also select the Contacts icon  and from the list of contacts select the phone icon across from the name.
3. Select the green Send icon  if you dialed the extension number or an external phone number
4. Once the second party answers, press the Join icon  to merge the calls together.



Voicemail

Setting up Your voicemail

- Select the Dial pad icon 
- Select the Voicemail icon 
- Set up the following:
 - Recorded Name
 - All Greeting(s)
 - Unavailable Greeting: Default greeting, used if you don't answer the phone.
 - Busy Greeting: Used when you are on the phone or DND (do not disturb) is enabled.
 - New PIN number (Do not use your extension number as a new PIN). You will be asked to enter it twice.



Retrieve Voicemail Messages

If you would like to see who left you a voicemail message prior to listening to them, please go to the Visual Voicemail Section of this document.

- Select the *Dial pad* icon 
- Select the *Voicemail* icon 
- You will then hear the voicemail options


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Changing Voicemail Settings







- Select the *Dial pad* icon 
- Select the *Voicemail* icon 
- Press 0 to access the settings
 - Change Unavailable Message
 - Change Busy Message
 - Change Password/Passcode
 - Change Recorded Name

Status

You can set your status up so others can see if you are available.

- Select the *Apps* icon 
- On the screen you will see a field labeled Presence Status, click on that
- A drop down list will appear
- Select the Status you would like to set yourself at
- The icon next to your name will update to that status

Presence Status

 Available ▼
✓  Available
 Away
 Chat
 Dnd
 Unavailable

Additional Features

Quickdial

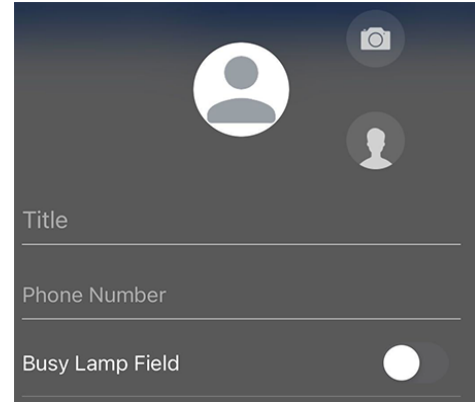
You can use Quickdial to save contacts you dial often

Adding a contact to Quickdial

- Select the Quickdial icon 
- Select the word Edit in the upper right corner of the screen
- Select the Add icon 

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- On the next screen type in the name and the phone number of the contact
 - Busy Lamp feature will only work for co-workers on the system. This will show if they are on a call or not when you look at their contact. Possibly not active yet
- Select Save at the bottom of the screen
- The new contact icon will rock back and forth on the screen
- Select Done in the upper right corner
 - The contact has now been saved



Call History

Lists your call history

Apps

From this screen you can set your status (discussed above) along with access to Visual Voicemail, Call Forwarding, Follow Me and Sangoma Meet



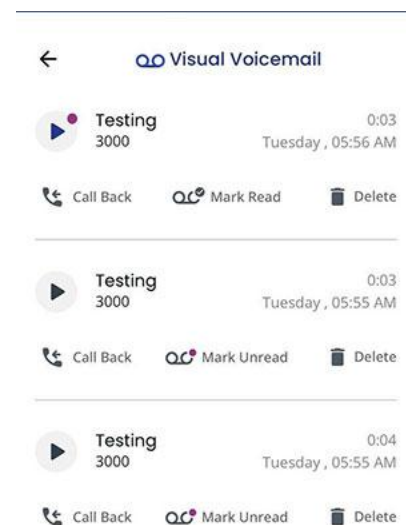
Visual Voicemail

The Voicemail application lets you quickly see who left you voicemails and gives you the ability to choose what messages to listen to first.

If there are any unread voicemail messages you will see a dot in the upper right corner of the app.

The following will be displayed on this screen.

- Dot sign on the play button will display if voicemail is unread.
- Name and number of who left the message.
- Length of voicemail message.
- Time of day the message was left.



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Call Forward

The Call Forward application lets you easily enable call forwarding in different-different scenarios.

You can assign the following:

- Unconditional: Forward calls immediately regardless of current state of line to the number entered.
- Unavailable: Forward calls coming in if your endpoint becomes unresponsive due to an Internet outage or software/configuration failure of endpoint.
- Busy: If you are on a call identify the number to forward the call to.

← Call Forwarding

Unconditional
1233

Unavailable

Busy

Follow Me

To assign multiple phone numbers to ring, select the Follow Me app.

Adding Phone Numbers to a Follow Me List

- Insert the number in the text box and click on + sign.
- Click Save to save the number.

Deleting Number from Follow Me List

- Click on the wastebasket icon to delete the number.

← Find Me Follow

Add follow me number
 +

420#

44555#

34444#

If you need further assistance, please reach out to us at support@datacommplus.com. Once we receive your request one of our representatives will get back to you as soon as possible to help you with any of your phone system needs.