



## Zultys iPhone Mobile App Guide

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# Zultys iPhone Mobile App Guide

## Overview

The purpose of this document is to help walk you through the features and functions of your new Zultys Mobile Application.

We're here to help! If you have any questions about the new functionality please reach out to us at [support@datacommplus.com](mailto:support@datacommplus.com).

## Download the Zultys Mobile App

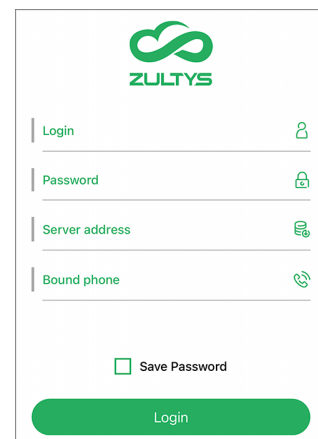
You will need to first download and log into the Zultys Mobile App first. Once you are logged into the web client, download the Zultys Mobile App on your mobile device from either the App Store or Google Play.

- You will be asked if you want to allow Zultys Mobile to send Notifications, click Allow.
- You will be asked if you want to allow Zultys Mobile to access your microphones, click OK
- You will be asked if you want to download the contacts on your mobile phone, click Don't Allow otherwise it will download your personal phone contacts into the Zultys app


## First time logging into the Zultys Mobile App

The following information will be needed to log into the mobile app once you have downloaded the app:

- Login username - will be provided to you
- Password - will be provided to you
- Server address - will be provided to you
- Bound Phone - this will be your mobile phone number
  - Android phone: You will not be asked for the Bound phone number on the login screen. That will need to be set under Settings once you are logged in.

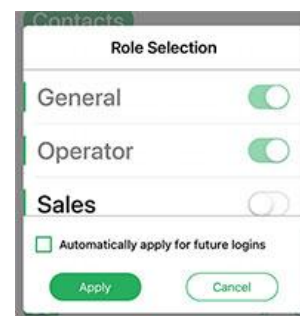


## Assigning Bound Phone for an Android Phone

- Once logged in select the Settings icon 
- Select Bound Phone and type in your mobile phone number

## Once logged into Zultys Mobile App

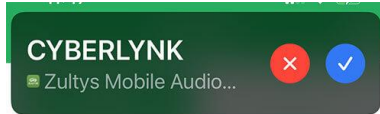
You will be asked which Role Selection you should be logged in as. You can select to automatically login as these roles so you won't be asked that question each time.





### Answering and Placing a Call


#### Answering a Call

- A popup window will appear

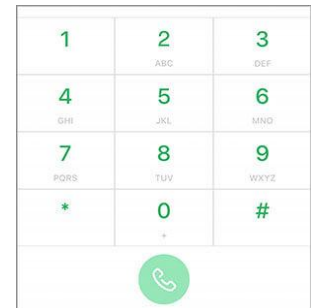


- Select  to answer the call
- Select  to decline the call and send it to voicemail





#### Placing a Call

- Select the  icon at the top of the app
- A dial pad will appear and you can now place phone calls

*No prefix is required when placing an outbound call*

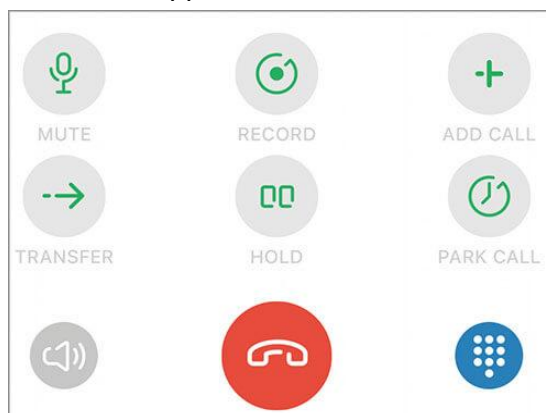


#### Placing an Internal Call

- Select the contacts icon  **Contacts** at the bottom of the screen. A list of your contacts will appear
- Select the phone icon  to reach them by phone
  - A popup window will appear showing the contact's profile
  - Select the phone icon  and the extension will be dialed
- Select the chat icon  to message the contact

### Hold, Transfer and Park



The Hold, Transfer and Park icons will appear when on a live 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 caller will hear music
- Select the Hold icon  to retrieve the call

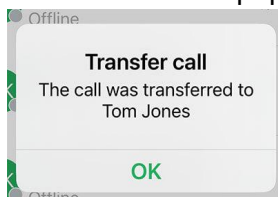
### Transferring a Call

There are three types of transfers:



- Blind Transfer - Transfer a call directly
- Attended Transfer - Introduce a call before transferring
- Transfer to Voicemail - Transfer a call directly to someone's voicemail

#### Blind Transfer

- While on a call, press the Transfer icon 
- A list of contacts will appear
- Select the contact you would like to transfer the call to.
- You will receive a popup window confirming the call has been transferred



#### Attended Transfer

- While on a call, press the Add Call icon . The caller will be put on hold and hear music.
- A list of contacts will appear. Select the contact you would like to call and you will be connected to the contact when they answer.
- Once they have agreed to take the call select the Transfer icon 
- Select the Active call at the top of the list that appears




Active

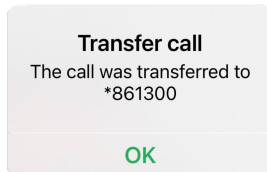
CYBERLYNK  
itsp.cyberlynk-in

00:11

- The call has now been transferred

### Transfer to Voicemail


- While on a call, press the Transfer icon 
- A list of contacts will appear. Select the dialpad icon. 
- Dial \*86 and then the co-workers extension followed by the Send Transfer icon 
- You will receive a popup window confirming the call has been transferred

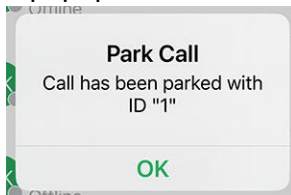


### Parking a Call







Call Parking is a type of hold. When you park a call, you can pick that call up from ANY phone in the system that has the park buttons. If a call is put on hold, you can only pick the call up from that phone.

- While on a live call, press the Park icon 
- A popup window will advise the spot the call has been parked



- The caller is now on hold and will hear music
- Advise the person you would like to pick up the call where the call is parked

### Picking up a call on Park

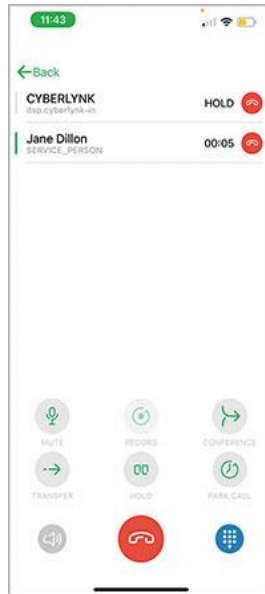
- Select the More icon 
- Select Park  Park 
- Click on the  to retrieve the call






### Conferencing



CONFERENCE

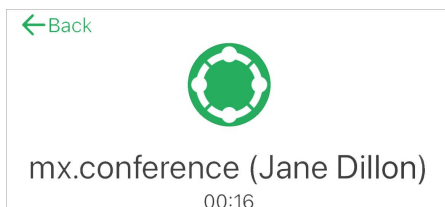
The option to create a conference is only available when you have two or more simultaneous call sessions.



- Put the live call on hold by selecting the Hold icon 
- After the call is on hold, select the Add Call icon 
- The Contact list will appear. Select a contact or the Dial pad icon  to call an outside phone number
  - Once you click on the Dial pad icon , dial the phone number
- Once they have answered the call select the Conference icon 
- Click on the circle next to the name you want to join the call and then tap the Make button in the top right corner.



- Calls will be merged and a confirmation message will show on the screen that the call has been added



### Voicemail




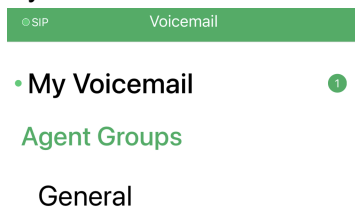
Selecting the voicemail icon will give you access to your voicemail messages and also the voicemails that have been left for the groups you belong to.

### Initial Voicemail Setup

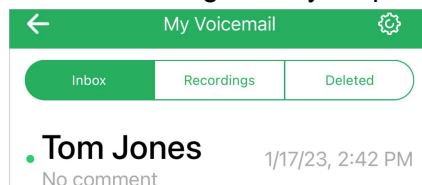
You will want to set up your voicemail right away by recording your greetings.






### Recording Voicemail Greetings

- Select the voicemail icon  Voicemail
- You will see on the screen My Voicemail and the list of the groups you belong to. Select My Voicemail






- You will be brought into your personal voicemail box.



- Select the gear icon  in the upper right corner
- Select Greetings button
- From this screen you can record:
  - Your Name
    - Select the Microphone icon  under Your Name
    - Record your name
    - Select the Stop icon  when done
  - Multiple Greetings
    - Select a greeting and then select the microphone icon 
    - Record your greeting
    - Select the Stop icon when done 
    - If you want to rename a greeting, double click on the current name and type in the new greeting name.




## iPhone Mobile App Guide

- Auto Attendant Greeting
  - Select the Microphone icon  under Auto Attendant Greeting
  - Record your greeting
  - Select the Stop icon  when done
- If you want to delete any of the recordings select the Delete icon 

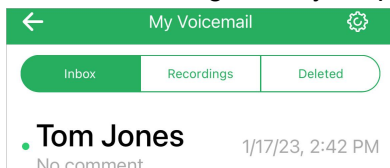
### Accessing Voicemail

You can access messages in your voicemail box or the group voicemail box with the steps below.

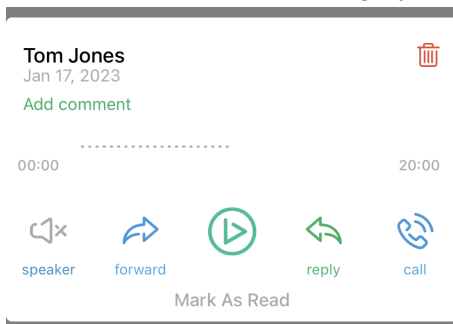
- Select the voicemail icon  Voicemail
- You will see on the screen My Voicemail and the list of the group voicemail boxes you belong to. The steps below will take you through checking your voicemail box when you select My Voicemail. You would do the same steps below for checking the group voicemail boxes except select the group name.








- You will be brought into your personal voicemail box.



- Select the voicemail message you would like to listen to and a window will pop up



- From this screen you can:

-  speaker - Put the call on speaker
-  forward - Forward the voicemail elsewhere
-  - Play the voicemail
-  reply - Reply to the voicemail
-  call - Call the person back that left the voicemail



### Recent



You can view all calls and messages by selecting the Recent icon. From the screen you can respond to messages and also call people back.

### Group Icon



Group screen shows your Private and Public groups. Other coworkers cannot join private group discussions.

### Send a message to a group

- Select the group icon 
- Select the group you want to send a message to
- At the bottom of the screen type in your message and then select the chat icon 

### Presence and Active Role

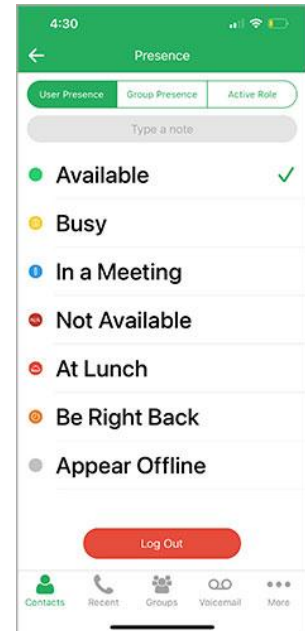
Zultys mobile app allows for you to change your status. Your status appears under your name. In this example you see that Jane Dillion is Available.



### Updating Presence

To change your status:

- Select the status below your name
- Choose from the drop down menu the status you would like to change your extension to.
- Your status will be then be updated



### Logging In and Out of a Active Role

This option will be available only if the Enable Agent Roles option is active.

- Select the status underneath your name
- Select Active Role
- Tap the Change Role button
- A pop up window will appear
  - To log into a Call Group - Slide the radio button to the right
  - To log out of a Call Group - Slide the radio button to the left
  - Checkmark Automatically Apply for Future logins if you want to automatically be logged in next time you open the mobile app



*If you need further assistance, please reach out to us at [support@datacommplus.com](mailto: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.*