



TalkAnywhere Mobile App v44.1.2



If you need further assistance, please reach out to us at myaccount.cyberlynk.net. 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 your new TalkAnywhere Mobile Application.

We're here to help! If you have any questions about the new functionality please reach out to us at myaccount.cyberlynk.net.

Download the TalkAnywhere Mobile App

You will receive a Welcome Email that will contain your credentials for your account. Also in the email will be links to the App Store or Google Play to download the TalkAnywhere Mobile app.

iPhone Device

Click on the link within the Welcome Email to locate the app for an iPhone. Tap Install to start installing the app.

1. When launching TalkAnywhere for the first time, the user will be presented with the login screen.
2. Enter the user's login name, and the password used to access voicemail and the portal, then click Login.
3. After the initial login, this data will be stored and not be requested again unless the user logs out.

WiFi

- If WiFi on the phone is disabled when TalkAnywhere is launched a prompt will be presented asking the user if they would like to enable WiFi.
- Enabling WiFi is generally preferred as long as the underlying connection is suitable for VoIP. (Take into consideration bandwidth, packet loss, jitter, latency, etc.)
- Cellular networks will generally work well but will vary in network quality.

Once downloaded and you have logged in you will be asked if TalkAnywhere can have access to:

- Send notifications - Yes
- Siri - That is up to user preference
- Microphone - Yes
- Contacts - No. If you say yes it will import your personal contacts into the mobile app.

You should now be able to use the TalkAnywhere Mobile app.

Android Device

Click on the link within the Welcome Email to locate the app for an Android. Tap Install to start installing the app.

1. When launching TalkAnywhere for the first time, the user will be presented with the login screen.
2. Enter the Host/ID for your servers, the user's login name, and the password used to access voicemail and the portal, then click Login.
3. After the initial login, this data will be stored and not be requested again unless the user logs out.

WiFi

If WiFi on the phone is disabled when TalkAnywhere is launched a prompt will be presented asking the user if they would like to enable WiFi.

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Answering and Placing a Call

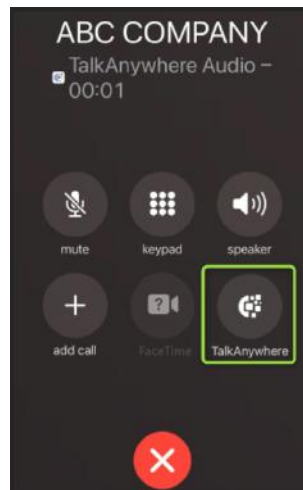
Answer a Call

When a call comes in, a window appears within the mobile client app.

- Select  to answer the call
- Select  to reject the call and have it ring to voicemail

If the app is not open on your phone or it is asleep, a popup window will appear notifying you there is a call.

When an iPhone is in sleep mode, once answered it will show you the option to select TalkAnywhere on the keypad. You will need to select TalkAnywhere to have access to the TalkAnywhere app functions.





Answering a second call while on a live call

Swap

If you're on a call and a second call comes in, select Answer to put the first call on hold and answer the new one. A button labeled Swap will appear on top of your screen. To switch between calls, tap Swap Calls.



Place a Call

To make phone calls click on the Keypad icon  which will bring up the dialer

- Dial the phone number
- Select the Send button 

No prefix is required when placing an outbound call

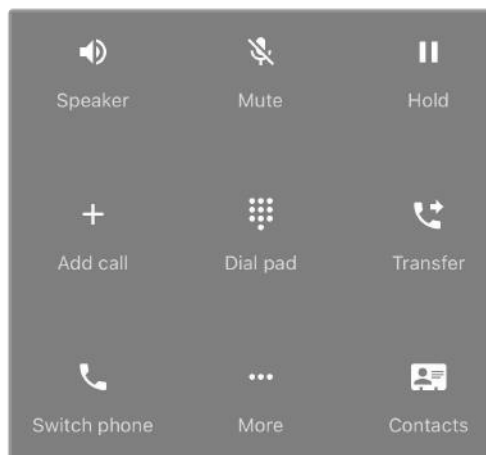
Place an Internal Call

- Select the Contacts icon  on the toolbar.
- Do a search by name, extension or email address in the search field
 - You can also scroll down until you see the name of the person you would like to call.
- Select the name
- You will see their contact information.
- Select the phone icon  next to the name to reach the contact.

Active Call Functions

Once on an active call you will be able to perform several functions:

- Speaker
- Mute
- Put a call on hold
- Conference call
- Dial an extension
- Transfer a call
- Switch Phone
- More - Hide call
- Call an existing contact



Speaker



The Speaker option will put the call on the speakerphone. To disable the speakerphone function select Speaker again.

Mute



Selecting Mute will mute the call. To be able for the caller to hear you select Mute again.

Place 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 transferring a call.

- While on a call, press the Hold icon. The caller will hear the on hold music
- The Hold icon will change to Resume and illuminate blue
- To resume the call select the Hold icon.

Conference Call



The Add call function allows you to make a conference call. Below are the steps to make a conference call

- When on the live call select the Add Call button. The call will be put on hold and they will hear music
- An option will appear asking if you want to call a contact or dial a new number
- Type in the name/phone number of the person you would like to conference
- Select the phone icon  next to the name to reach the contact
- Once that person answers the call you will see a Merge Calls icon appear, select that icon. The calls are now merged.

Dial Pad



The dial pad function allows you to dial an extension when calling an outside phone number. After you have dialed the phone number and you hear the option to dial an extension or number, select the Dial pad option and dial the number.


Transfer a Call





There are three options for transferring a call:

- Blind Transfer - Transfer a call directly
- Attended Transfer - Introduce a call before it is transferred.
- Voicemail Transfer - Transfer a call directly to voicemail


Blind Transfer

- When on a call, select the Transfer icon
- An option will appear asking if you want to transfer to a contact or dial a new number
- Dial the extension or type in the name of the person you want to transfer the call to.
 - Results will appear. Select the name of the person
- A window will appear asking if this is a Blind Transfer or an Attended Transfer. Select the Blind Transfer icon. 
- The call is transferred

Attended Transfer

- When on a call, select the *Transfer* icon
- An option will appear asking if you want to transfer to a contact or dial a new number
- Dial the extension or type in the name of the person you want to transfer the call to.
 - Results will appear. Select the name of the person
- A window will appear asking if this is a Blind Transfer or an Attended Transfer. Select the Attended Transfer icon. 
- You will be transferred to the contact to introduce the call
- Once you have introduced the call select the Complete transfer icon 
- The call is now transferred.

Voicemail Transfer

- When on a call, select the Transfer icon.
- An option will appear asking if you want to transfer to a contact or dial a new number, select dial a new number.
- Dial 03 and then the extension of the user you are transferring the call to.
- Select the Send button.
- A window will appear asking if this is a Blind Transfer or an Assisted Transfer. Select the Blind Transfer icon. 
- The call is transferred.

Switch Phone



If you are taking a call through the mobile app and would like to continue the conversation with your softphone you can switch the phone call to another device.

- When on the live call select the Switch Phone button.
- A list will appear of all the devices available to switch the call to. Select which one you would like to continue the call on.
- The new device will ring and you can then accept the call to continue the conversation.

More



More provides the ability to hide the active call phone screen. Select More and then Hide Screen.

Contacts



The Contacts function allows you to call a contact while putting the original call on hold. After the contact has answered the call you can either merge the calls together or once done talking with the contact you can hang up that call and pick up the original call.

Swap Calls





When you answer a second incoming call the Swap Calls function will appear. Select Swap Calls to switch between calls.

Park a Call

Call Parking, a feature that allows you to place a call on hold and retrieve it from any device on the system, should not be done from a mobile device. This is because mobile devices don't display available parking spots, which can lead to parking two calls together. If you have access to it, use the web softphone app for Call Parking.

Pick up a Parked call

When you have been notified that there is a call parked for you:

- Select the Keypad icon 
- Dial the parking spot number where the call is parked; 701, 702, etc...
- Select the Send button 

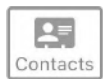
Toolbar

At the bottom of the mobile application you will see a set of icons. Below is a description of what each icon does.



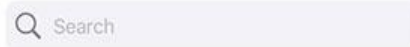
- Contacts - List of users on the system as well as additional contacts
- Voicemail - A list of your new and saved voicemails
- Chat - A list of chat history and to respond to chats
- Call History - A list of call history and for callbacks
- More - Set Status, Answering Rules, Greetings and Settings


Contacts






When you select the Contacts icon you will see all of your team members and any contacts you have created. The contacts you add will only be visible to you.

- Select the Contacts icon
- Either scroll through the list or select the magnify glass in the corner to do a search
 - Type the name or extension in the search field




- Select the name from the results
- Once on the details screen select the phone icon 

Add a Contact

- When on the Contact screen select the Add contact icon  in the upper corner
- Fill in the details you have for the contact
 - Select the Add More icon  to add multiple email addresses
- Select the checkmark icon  in the upper corner once you are finished
- The contact has now been added

Favorite Contacts

You can have your favorite contacts appear at the top of the list. In order to make a contact a favorite, select the star icon  next to their name on the contact details screen. It will then appear at the top of your contact list.

Voicemail



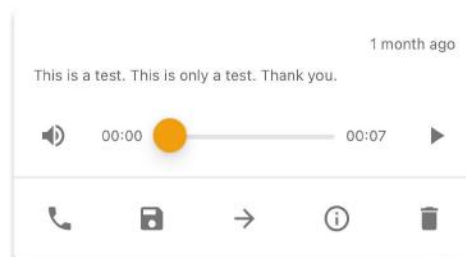
A red dot with a number above the Voicemail button indicates that a voicemail has been left.

Retrieve a voicemail

- Select the voicemail icon
- Click on the voicemail you would like to hear
- Select the play button to hear the voicemail

Voicemail options

- Play
- Save
- Forward
- Details
- Trash



Retrieve voicemail from a different device

You can retrieve your voicemail messages from a different device as long as it is registered within the organization.


- Dial 5000
- Enter in the extension
- Enter in the PIN and you will follow the prompts to hear the voicemails.

Chats




Chat allows you to search and chat/share with other users on the same phone system.

Start a chat

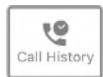
- Select Contacts
- Select the name of the person you would like to start a chat with
- On the contact detail screen select the message bubble icon 

TalkAnywhere Mobile Application Guide

Pick up a chat

- Click on the message bubble icon 
- Select the message you would like to read
 - Selecting the three dots to the right of the contact's name will allow you to
 - View Contact Information
 - Turn Off Notifications from this contact
 - Delete the Conversation

Recents



Recents will show you the call history including calls that were answered and calls that were missed. A red dot with a number above the Recent button indicates that a call has been missed.

View call history

- Select Recents to see answered and missed calls
- Select the contact name to call them back
- You will be brought to a contact detail screen. From here you can:
 - See when the call was made/received
 - How long the call lasted
 - Call the person back
 - If an internal contact send a SMS message
 - Add as new contact
 - Add phone number to existing contact

More



From the More section you will be able to set a status message, view answer rules, view and add greetings plus access settings.

Status Message

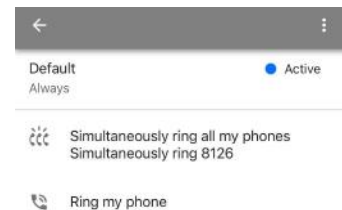
To set a Status Message select your name. From there a screen will appear where you can set your status message.

You can also change how your name appears along with your email address. (Currently you are the only one that can see your status message.)



Answering Rules


With the Answering Rules section you will be able to view what rules that have been established within the User Portal. Selecting the rule will provide details on that rule.



If you would like to disable a rule You would select the three dots above where it says Active and select Disable from the menu.

Greetings

From the Greetings section you can listen to, add and delete Greetings.

To add a greeting select the Add icon . Enter in a name and tap on the microphone icon to record the greeting.

To delete a greeting, select the greeting and then choose Delete.

Settings

Settings is where you can set up your preferences on how the app interacts with your mobile device. The following will break down the settings area with an iPhone and also an Android.

Settings on an iPhone

- **Mobile Phone Number** - We suggest not including your phone number. If you do, you will need to either
 - Indicate the TalkAnywhere as your default so any calls from your mobile device will appear with the phone number associated with the TalkAnywhere app.
 - Indicate the mobile device as your default so any calls from your mobile device, including through TalkAnywhere will appear with the phone number associated with the mobile device.
 - Set it so you are asked every time you make a phone call which app you want to use.
 - If you leave it blank any calls through the TalkAnywhere app will appear with the phone number associated with the TalkAnywhere app and any calls through your mobile device will with the phone number associated with your mobile device.
- **User Mobile Data** - Enable mobile data if you want to be able to make calls without being on WiFi
- **Clear keychain on logout** - Enable if you want your password to not be added to the Saved passwords on your mobile device.

Settings on an Android

- **Mobile Number** – This displays the device’s mobile number, if applicable. Do not add a phone number in that field if one does not exist. It is not necessary.
- **Allow Vibration** – This is toggled on by default and will enable vibration.
- **Format numbers by geolocation** – This is toggled off by default; when toggled on the app will attempt to display phone numbers formatted for the region where the phone is physically located.
- **Automatically Dim Screen During Calls** – This is toggled on by default and will dim the screen with an active call when the phone is placed near the user’s head to prevent accidental dialing.
- **Enable gravatar use** – This function needs to be allowed by the administrator. It assigns a gravatar to your account.
- **Adjust microphone gain** – Helps with the volume
- **Default calling method** – Select TalkAnywhere so that whenever using the app it will call through the TalkAnywhere app and show the phone number associated with your TalkAnywhere account.

Frequently Asked Questions

How do I remove personal contacts that were downloaded when I added the TalkAnywhere app to my mobile device?

You will need to delete the TalkAnywhere app and download the app again. You cannot delete multiple contacts at the same time.

Why am I not receiving notifications on my mobile device?

To make sure your phone settings are properly set please follow these steps:

- Go to your mobile device settings (not the TalkAnywhere App settings).
- Scroll down until you see the TalkAnywhere option and select it.
- From there you will see on the list that appears the option for Notifications, select it. (Even if it says Allowed underneath this option, select it).
- Make sure the toggle button is set to on.
- All should be set.



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